



## Public Service Commission

THAD LeVAR  
*Chair*

DAVID R. CLARK  
*Commissioner*

JORDAN A. WHITE  
*Commissioner*

State of Utah

GARY R. HERBERT  
*Governor*

SPENCER J. COX  
*Lieutenant Governor*

March 28, 2017

Barrie L. McKay  
Questar Gas Company  
P.O. Box 45003  
Salt Lake City, UT 84145-0003

Re: *Questar Gas' Customer Satisfaction Standards Report (CSSR) for Year Ended December 2016,*  
Docket No. 17-999-02

Dear Mr. McKay,

The Public Service Commission ("PSC") reviewed Questar Gas Company's ("Questar") February 27, 2017 filing of its Customer Satisfaction Standards Report ("CSSR") for the year ending on December 31, 2016. The filing was made pursuant to the PSC's September 14, 2016 Report and Order in Docket No. 16-057-01 ("Order").<sup>1</sup> The PSC also reviewed the March 9, 2017 comments filed by the Division of Public Utilities ("DPU").

According to the DPU, Questar met or exceeded all but the following two customer satisfaction standards: Customer Care #5: "Amount of time talking with customer and completing request;" and Billing #1: "Read each meter monthly." The DPU represents Questar's performance relative to these standards demonstrates the regular fluctuations of a utility business rather than a degeneration of customer service. The DPU states it has discussed these issues with Questar and that the DPU is satisfied Questar is working to address them to the extent necessary and possible. Therefore, the DPU represents no additional remediation plan is required. The DPU concludes the CSSR complies with the PSC's Order and recommends the PSC accept Questar's filing.

The PSC appreciates Questar's timely filing of the CSSR and its commitment to customer service and looks forward to an update on the issues identified by the DPU in the next CSSR.

Sincerely,

/s/ Gary L. Widerburg  
Commission Secretary  
DW#292657

---

<sup>1</sup> See *In the Matter of the Joint Notice and Application of Questar Gas Company and Dominion Resources, Inc. of Proposed Merger of Questar Corporation and Dominion Resources, Inc.*, Docket No. 16-057-01, Order Memorializing Bench Ruling Approving Settlement Stipulation, issued September 14, 2016, Settlement Stipulation at 15, Paragraph 47.