

# Second Quarter 2017 Merger Integration Progress Report 8/15/2017

Dominion Energy Utah/Wyoming/Idaho  
333 South State Street, Salt Lake City, UT 84145  
Mailing Address:  
P.O. Box 45360, Salt Lake City, UT 84145  
DominionEnergy.com



August 15, 2017

Wyoming Public Service Commission  
Hansen Building  
2515 Warren Avenue, Suite 300  
Cheyenne, Wyoming

*Via E-mail and U.S. Mail*

Dear Commissioners:

Pursuant to the Memorandum Opinion, Findings and Order Approving Joint Application in Docket Nos. 30010-150-GA-16 and 30025-1-GA-16 (Record No. 14335) (Order), and paragraph 37 of the Settlement Stipulation attached thereto, Questar Gas Company (Questar Gas) and Dominion Resources, Inc. (Dominion) respectfully submit the attached Integration Progress Report.

Paragraph 37 of the above-referenced Settlement Stipulation provides that Dominion and Questar Gas will submit an Integration Progress Report within 120 days after the Effective Time. The Effective Time was September 16, 2016 and on January 13, 2017 Questar Gas and Dominion filed the first such report. This report is the third Integration Progress Report. Though the Settlement Stipulation requires that an Integration Progress Report be filed annually, the Settlement Stipulation in Docket No. 16-057-01 before the Utah Public Service Commission requires such reports to be filed quarterly. Questar Gas and Dominion will, as a courtesy, provide a report to this Commission quarterly as well.

If you have any questions or concerns, please contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kelly B. Mendenhall", written over a blue circular stamp.

Kelly B. Mendenhall  
General Manager, Regulatory Affairs

## Wyoming Integration Progress Report as of 8/15/2017

	Wyoming Stipulation	Status
1	After the time the Merger is effective as defined in the Merger Agreement ("Effective Time"), Questar Corporation will become a wholly-owned subsidiary of Dominion that will continue to exist as a separate legal entity (herein referred to as "Dominion Questar").	Completed on 9/16/2016. Dominion Energy continues to comply with this commitment.
2	At the Effective Time, Questar Gas (herein referred to as "Dominion Questar Gas"), will remain a direct, wholly-owned subsidiary of Dominion Questar and will continue to exist as a separate legal entity with its own complete set of books and records.	Completed on 9/16/2016. Dominion Energy continues to comply with this commitment.
3	Dominion will maintain Dominion Questar Gas's corporate headquarters in Salt Lake City, Utah. Dominion commits that there are no plans to change the location of Dominion Questar Gas's corporate headquarters from Salt Lake City to another location for the foreseeable future.	Completed on 9/16/2016. Dominion Energy continues to comply with this commitment.
4	Dominion will establish a new Western Region operating headquarters in Salt Lake City, Utah. No costs shall be included in Dominion Questar Gas rates or the Wexpro Operator Service Fee associated with the new Western Region operating headquarters in Salt Lake City, Utah without approval by the Commission.	Completed on 9/16/2016. Dominion Energy continues to comply with this commitment.
5	Dominion intends that its board of directors will take all necessary action, as soon as practicable after the Effective Time, to appoint a member of the Questar Corporation board, as it exists prior to the Effective Time, as a director to serve on Dominion's board of directors.	Ron Jibson, former Chairman, CEO and President of Questar Corporation, has been appointed to Dominion's Board of Directors. The press release related to this appointment was filed in Exhibit 1 of the January 13th integration progress report.
6	Dominion will take all necessary action to cause a current member of the Questar Corporation board, as it exists prior to the Effective Time, to be appointed as a director to serve on the board of directors of the general partner of Dominion Midstream Partners, L.P. ("Dominion Midstream") as soon as practicable after such time as all or part of Questar Pipeline Company is contributed to Dominion Midstream.	The Board of Directors of Dominion Midstream Partners appointed Harris Simmons as a director on October 24, 2016. Mr. Simmons was formerly lead director on the Board of Directors of Questar Corporation. The press release related to this appointment was filed in Exhibit 2 of the January 13th integration progress report.



## Wyoming Integration Progress Report as of 8/15/2017

	Wyoming Stipulation	Status
7	<p>Dominion Questar Gas will be managed from an operations standpoint as a separate regional business under Dominion with responsibility for managing operations to achieve the objectives of customer satisfaction; reliable service; customer, public and employee safety; environmental stewardship; and collaborative and productive relationships with customers, regulators, other governmental entities and interested stakeholders. Dominion Questar Gas will have its own local operating management located in Salt Lake City, Utah. Dominion commits that there are no plans to change this organizational and management structure for the foreseeable future.</p>	<p>Dominion Energy continues to comply with this commitment.</p>
8	<p>For the first four years following the Effective Time, Dominion Questar Gas will file semi-annually the customer service standards report. A copy of this report is included as Attachment 1. If the Dominion Questar Gas service levels become deficient, meaning they fall short of the "goals" as shown in the report, the Company will file a remediation plan with the Commission explaining how it will improve and restore service to meet the goals. For informational purposes the quarterly leak surveys and an accompanying narrative will also be filed with the Customer Service Standards report.</p>	<p>Questar Gas met with the Division and the OCS and have updated the customer satisfaction standards. The first and second quarter results are attached as Exhibit 16.</p>
9	<p>Questar Gas and Dominion share a common focus of installing, upgrading and maintaining facilities necessary for safe and reliable operations. This focus will not be diminished in any way as a result of the Merger. Dominion Questar Gas will continue its planned total company capital expenditure program for the benefit of customers. A total company investment of \$209 million, \$9.4 million in Wyoming in 2017; \$208 million total company investment, \$15 million investment for Wyoming in 2018; and \$233 million total company investment, \$7.7 million for Wyoming in 2019. Any variances to this plan will be supported by Dominion Questar Gas in its next general rate case.</p>	<p>The original Wyoming capital budget was calculated by taking the overall capital budget for each year, and multiplying the total amount by the historical Wyoming operating percentage of 3%. This resulted in an higher customer growth forecast than will actually be realized. Exhibit 9, filed with April 17, 2017 Integration Progress Report, provides an update for the capital budget of 2017.</p>

## Wyoming Integration Progress Report as of 8/15/2017

Wyoming Stipulation		Status
10	<p>Dominion and its subsidiaries will continue to honor the Wexpro Stipulation and Agreement, the Wexpro II Agreement or the conditions approved in connection with inclusion of properties in the Wexpro II Agreement ("Wexpro Agreements") and the conditions and obligations provided therein. Dominion will not contribute Wexpro Company ("Wexpro") to Dominion Midstream or to any master limited partnership without the Commission's approval.</p>	<p>Dominion and its subsidiaries continue to comply with this commitment.</p>
11	<p>Dominion will give employees of Dominion Questar and its subsidiaries due and fair consideration for other employment and promotion opportunities within the larger Dominion organization, both inside and outside of Utah and Wyoming, to the extent any such employment positions are re-aligned, reduced or eliminated in the future as a result of the Merger.</p>	<p>The current status of this commitment was summarized in Exhibit 4 in the January 13, 2017 integration progress report. On June 6, 2017, Dominion Energy Utah and Dominion Questar Pipeline offered a Voluntary Severance Plan to all supervisors over the age of 55. The program was offered to 65 participants and 37 participants accepted the severance package. Of those that accepted, 25 were from Dominion Energy Utah. These employees will be retiring between August 1, 2017 and July 1, 2018. They will receive three weeks of severance for each year of service, up to 52 weeks. During the 2nd quarter, two employees in the Salt Lake office were given opportunities in other areas of the Company. On August 1, 2017, Craig Wagstaff was named President, Gas Distribution. In his new role, he will be responsible for all of the natural gas LDC's in the Dominion Energy family. He will continue to be located in the Salt Lake City office.</p>



## Wyoming Integration Progress Report as of 8/15/2017

	Wyoming Stipulation	Status
12	Dominion, at shareholders' expense, will contribute, within six months of the Effective Time, a total of \$75,000,000 toward the full funding of (i) Questar Corporation's ERISA-qualified defined-benefit pension plan in accordance with ERISA minimum funding requirements for ongoing plans, and (ii) Questar Corporation's nonqualified defined-benefit pension and post retirement medical and life insurance (other post employment benefit ("OPEB")) plans on a financial accounting basis, subject to any maximum contribution levels or other restrictions under applicable law, thereby reducing pension expenses over time in customer rates. Dominion represents that said \$75,000,000 contribution, based on current plan funding, would be permissible and well within maximum contribution levels and other restrictions under applicable law.	This pension contribution funded on January 19, 2017.
13	Officers and employees of Dominion will be available to testify before the Commission, providing information relevant to matters within the jurisdiction of the Commission.	Dominion Energy continues to comply with this commitment.
14	As part of this and future regulatory proceedings, Dominion Questar Gas will provide information about Dominion or its other subsidiaries relevant to matters within the Commission's jurisdiction.	Dominion Energy continues to comply with this commitment.
15	Dominion Questar Gas, Dominion Questar, and Wexpro will maintain access to a complete set of their books and records, including accounting records, as well as access to affiliate charges to Dominion Questar Gas, at their corporate office in Salt Lake City, Utah, while acknowledging the Wyoming Commission's authority pursuant to W.S. § 37-2-116.	Dominion Energy continues to comply with this commitment.
16	For regulatory purposes, Questar Gas's accounting will continue to reflect assets at historical costs, approved depreciation rates and deferred income taxes based on original cost in accordance with the Uniform System of Accounts.	Dominion Energy continues to comply with this commitment.

## Wyoming Integration Progress Report as of 8/15/2017

	Wyoming Stipulation	Status
17	The Merger will not result in any immediate changes to existing filed rates, rules, regulations and classifications under its Tariff for Gas Service in the State of Wyoming ("Tariff"), except to revise the Tariff to change the name of the operating entity. The Company will file for the name change within 21 days of the Effective Time.	On May 10, 2017, shareholders approved a name change for Dominion Resources Inc., to change its name to Dominion Energy. A tariff reflecting the name change was filed May 12th in Docket 17-057-T04 and the tariff was approved May 30th. On June 5, 2017, Questar Gas began doing business as Dominion Energy Utah. In July the Company began billing customers using the new name.
18	Dominion Questar will continue to file its Integrated Resource Plan annually and follow the Commission's process and guidelines.	Dominion Energy Wyoming filed its 2017/2018 IRP on June 14th, 2017 in Docket 30010-167-GA-17
19	Dominion Questar will maintain established gas-supply interchangeability Wobbe indices for Questar Gas's receipt points and will be in compliance with the Commissions' requirements.	Dominion Energy continues to comply with this commitment.
20	Dominion Questar Gas will have the burden of proof to show that prices for goods and services provided by Dominion or its other subsidiaries to Dominion Questar Gas, are just and reasonable.	Dominion Energy continues to comply with this commitment.
21	Dominion Questar Gas will not seek recovery of any acquisition premium (goodwill) cost associated with the Merger from its customers. Dominion will not record any goodwill associated with the Merger on Dominion Questar Gas's books and will make the required accounting entries associated with the Merger on that basis.	Dominion Energy continues to comply with this commitment. On November 15, 2016, Questar Gas filed a Submission of Information in Compliance with Bench Order. Please see Exhibit 5 in the November 15 Compliance Filing for additional evidence.
22	Dominion Questar Gas will not file a general rate case application with the Commission with a requested rate effective date earlier than January 1, 2020.	Dominion Energy continues to comply with this commitment.



## Wyoming Integration Progress Report as of 8/15/2017

	Wyoming Stipulation	Status
23	Any transition or integration costs arising from the Merger will not be deferred and will be expensed as incurred during the transition period. Dominion Questar Gas's cost of service for the purpose of developing distribution non-gas base rates will be evaluated in the next general rate proceeding and this filing shall identify transition costs, if any, in Dominion Questar Gas's test period.	The transaction costs for 2016 were filed in exhibit 15 of the April, 2017 integration report. The transaction costs for the six months ended June 2017 are shown in Exhibit 17. All of the costs shown in the exhibit are booked to 930.205.
24	Transaction costs associated with the Merger, including any legal or other expenses related to the shareholder lawsuits and rebranding costs, will be treated as an expense and will not be borne by customers.	The transaction costs for 2016 were filed in exhibit 15 of the April, 2017 integration report. The transaction costs for the six months ended June 2017 are shown in Exhibit 17. All of the costs shown in the exhibit are booked to 930.205.
25	For the first four full calendar years following the Effective Time, Dominion, through Dominion Questar, will provide equity funding, as needed, to Dominion Questar Gas in order to maintain an end-of-year common equity percentage of total capitalization in the range of 50-55 percent (50-55%).	Dominion Energy will comply with this commitment. A preliminary capital structure calculation was provided in the January 30, 2017, third submission of supplemental information in compliance with bench order. A final capital structure for 2016 was attached as Exhibit 11 in the April 17, 2017 Integration Report. The end-of-year common equity percentage of total capitalization for 2016 was 51%.



## Wyoming Integration Progress Report as of 8/15/2017

	Wyoming Stipulation	Status
26	<p>Dominion intends to maintain credit metrics that are supportive of strong investment-grade credit ratings (targeting the Single-A range) for Dominion Questar Gas. For the first four years following the Effective Time, in any rate proceeding where Dominion Questar Gas's rate of return is established or the utility seeks to reset the previously authorized rate of return on rate base, Dominion Questar Gas will demonstrate that its cost of debt proposed for recovery in rates is not greater than would have been incurred absent the Merger.</p>	<p>Dominion Energy continues to comply with this commitment. Current target ratings for Questar Gas are A. Current senior unsecured ratings for Moody's and S&amp;P are A2/stable and BBB+/stable which are equivalent to the ratings of Questar Gas since the acquisition. The stable outlook from both Moody's and S&amp;P indicate a steady ratings outlook into the future. On December 15, 2016, Questar Gas obtained a long-term rating of A- from Fitch as shown in the April 17, 2017 report, Exhibit 12.</p>
27	<p>Neither Dominion nor its other subsidiaries will, without the Commission's approval, make loans to Dominion Questar Gas that bear interest at rates that are greater than i) rates being paid at the time of such loan by Dominion or such other subsidiary on its own debt or ii) rates available, at the time of such loan, on similar loans to Dominion Questar Gas from the market.</p>	<p>Dominion Energy continues to comply with this commitment.</p>
28	<p>Dominion Questar Gas will not lend funds to Dominion or other Dominion entities, including Dominion Questar.</p>	<p>Dominion Energy continues to comply with this commitment.</p>
29	<p>In compliance with applicable Commission procedural rules and special regulations, Dominion Questar Gas will only transfer assets to or assume liabilities of Dominion or any other subsidiary of Dominion with the Commission's approval. The Company will file a report annually with the Commission tracking asset transfers between Dominion Questar Gas and Dominion or any other subsidiary of Dominion. The report will provide an explanation for each transfer and cross-reference the Commission approval received for the transfer, if required.</p>	<p>Since the merger, Dominion Energy Wyoming has not transferred assets to or assumed liabilities of Dominion or its affiliates. Dominion Energy continues to comply with this commitment.</p>
30	<p>Dominion Questar Gas will not transfer its debt to Dominion, or any other subsidiary of Dominion without the Commission's approval.</p>	<p>Dominion Energy continues to comply with this commitment.</p>

## Wyoming Integration Progress Report as of 8/15/2017

	Wyoming Stipulation	Status
31	<p>For at least the first four years following the Effective Time, Dominion Questar Gas shall maintain separate long-term debt with its own debt rating supplied by at least two of the three recognized debt rating agencies (Standard and Poor's, Moody's and Fitch). Any of the debt used to capitalize Dominion Questar Gas shall be kept within the regulated utility.</p>	<p>Dominion Energy continues to comply with this commitment.</p>
32	<p>Dominion, at shareholder's expense, will increase Questar Corporation's historic level of corporate contributions to charities identified by local leadership that are within Dominion Questar Gas's service areas by \$1,000,000 per year for at least five years following the Effective Time, and will maintain or increase historic levels of community involvement, low income funding, and economic development efforts in Dominion Questar's current operation areas.</p>	<p>Dominion is complying with this commitment. To date, Dominion has been working to identify and evaluate charitable giving opportunities within Questar Gas' service areas. Dominion has also established a Community Investment Board responsible for reviewing and approving charitable donations up to \$25,000 per year per organization and for recommending the approval to the Dominion Foundation board charitable donations that exceed \$25,000 per year per organization. At the end of each calendar year from 2017 to 2021, Dominion Questar will report to the Commission the total amount of its charitable contributions and demonstrate the fulfillment of this commitment.</p>



## Wyoming Integration Progress Report as of 8/15/2017

	Wyoming Stipulation	Status
33	<p>Dominion, at shareholders' expense, will establish a newly-formed advisory board for its Western Region operations composed of regional-based business and community leaders. This board will meet and receive information and provide feedback on community issues, government relations, environmental stewardship, economic development opportunities and other related activities that affect Dominion's and Dominion Questar Gas's local stakeholders.</p>	<p>On November 28, 2016, Dominion Questar announced that it had named a citizen advisory council. Exhibit 13 of the April 17, 2017 integration report is a copy of the press release. The council's most recent meeting was on June 1, 2017.</p>
34	<p>Dominion Questar Gas will clearly reflect all of its costs and investments in its financial reports, including costs and assets that are directly assigned or allocated to it from another subsidiary of Dominion. An audit trail will be maintained so that allocable costs can be specifically identified.</p>	<p>Dominion Energy has and will continue to comply with this commitment.</p>
35	<p>Dominion Questar Gas will not seek recovery in its next general rate case of any increase in the aggregate total of Operating, Maintenance, Administrative and General expenses (excluding energy efficiency and bad debt costs) per customer over the 12 months ended December 2015 baseline level, unless it can demonstrate that the increase in such total expenses was not a result of the Merger. The aggregate total of Operating, Maintenance, Administrative and General expenses per customer for the 12 months ended December 2015 in Wyoming was \$235.04.</p>	<p>Dominion Energy will comply with this commitment. Exhibit 14 in the April 17, 2017 compliance report, shows the O&amp;M per customer for 2016. As the exhibit shows, the O&amp;M per customer is \$209.83. This is lower than the baseline amount of \$235.04.</p>



## Wyoming Integration Progress Report as of 8/15/2017

Wyoming Stipulation		Status
36	No later than January 1, 2018, Dominion Questar Gas will present and review for informational purposes, the Dominion Resources Services, Inc.'s Cost Allocation Manual with the Wyoming OCA and the Commission staff. Dominion Questar will use the current Distrigas methodology to allocate shared costs to subsidiaries until January 1, 2018 when it will use the Dominion Resources Services Inc.'s Cost Allocation Manual.	Dominion Energy will comply with this commitment at the time designated. Dominion Energy is in the process of reviewing cost allocations and developing a proposed methodology.
37	Dominion and Dominion Questar Gas will submit an Integration Progress Report, including reporting on transition costs. Dominion and Dominion Questar Gas will file the first Integration Progress Report with the Commission 120 days after the Effective Time. Dominion Questar Gas will submit reports annually thereafter until the integration is complete. The final report will include a notification that the transition activities are complete.	Dominion Energy filed integration reports with the Commission on January 13, 2017, and April 17, 2017, and plans to file quarterly until the integration is complete.
38	The Company will inform customers of the Merger in the following ways: i) Within 5 days of the Effective Time notification will be posted on the website ii) Within 60 days of the Effective Time notification will be published in the Gas Light News billing insert.	Notice of the merger was provided on Questar Gas' website beginning September 16, 2016. On January 13, 2017, a copy of the notice that went to customers in the October bills was filed in Exhibit 7.
39	Dominion and Dominion Questar Gas will continue to comply with all existing federal and state laws, rules, regulations, its Tariff, orders, and directives of the Commission, including those of the Pipeline Hazardous Materials Safety Administration, Environmental Protection Agency and Bureau of Land Managements as applicable, following the Effective Time.	Dominion Energy continues to comply with this commitment.

August 15, 2017

Attached please find Dominion Energy Utah/Wyomings' Customer Satisfaction Standards Report (CSSR) for the 2nd quarter ended June 2017.

In Docket No. 16-057-01, the Matter of Joint Notice and Application of Questar Gas Company and Dominion Resources, Inc., the parties agreed in paragraph 47 of the settlement stipulation that "Within 120 days of the Effective Time, Dominion Questar Gas will meet with the Division and the OCS on a collaborative basis and update Customer Satisfaction Standards, taking into account recent historical results. Dominion Questar Gas will report quarterly on its performance relative to the Customer Satisfaction Standards. Quarterly reporting will continue until Dominion Questar Gas' next general rate case filing. If the Dominion Questar Gas service levels become deficient, meaning they fall short of the Customer Satisfaction Standards as shown in the report, Dominion Questar Gas will file a remediation plan with the Commission explaining how it will improve and restore service to meet the Customer Satisfaction Standards."

The parties met with the Division and Office of Consumer Services in the 4<sup>th</sup> quarter of 2016 and updated 14 of the standards. This report includes these updated standards. The attached report is for the four quarters ending June 2017 and provides the customer satisfaction results using the goals that were in effect at the beginning of the year.

Dominion Energy met with the Division and the OCS and have updated the customer satisfaction standards. The first and second quarter results are attached as Exhibit 16. There are three areas where the Company is deficient. Customer Care metric #3, average wait time after menu selection was 51 seconds on average instead of 45 seconds on average. Billing metric #1, read each meter monthly, was 97.4%, instead of 99% on average. These two metrics were deficient due to issues with battery failure on transponders. When the batteries fail, meter reads decrease and meter read estimates increase. This results in higher call volume and a lower number of reads. The Company is currently undergoing a transponder replacement program that is scheduled to be complete in 2019. This should result in reduced battery failures, higher meter reads and lower call volume. The third deficient metric was billing metric #5, "Response time to investigate meter problems and notify customer within 15 business days". This metric was 94% instead of 95% because the responsible department was down by three employees due to job changes and maternity leave. Going forward this department is fully staffed and response times should improve.

**CUSTOMER SATISFACTION STANDARDS  
QUARTERLY REPORT**

Dominion Energy Wyoming  
Docket No. 30010-150-GA-16  
Docket No. 30025-1-GA-16  
2nd Qtr. 2017 Integration Progress Report  
DEW Exhibit 16  
Page 2 of 6

Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
<b>Overall Impression of QGC</b>								
1	How satisfied are you with the product and services you receive	6.0	CSS	6.4	6.3	6.3	6.3	6.3
2	Delivers natural gas to my home/good value for price paid	5.5	CSS	6.0	5.9	5.8	5.9	5.9
3	Keeps me informed when/why natural gas rates change before it happens	5.0	CSS	5.6	5.5	5.4	5.5	5.5
4	Consistently delivers natural gas to my home without disruption	6.5	CSS	6.7	6.7	6.7	6.7	6.7
5	Is honest and open in its dealings	5.5	CSS	6.1	6.1	5.8	6.0	6.0
6	Safely delivers natural gas to my home	6.5	CSS	6.7	6.7	6.6	6.6	6.7
7	Demonstrates care and concern for people like me	5.0	CSS	5.8	5.9	5.7	5.8	5.8

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey



Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
<b>Customer Care</b>								
1	Percentage of calls answered within 60 seconds after customer chooses menu option	85%	Internal Statistics	89.5%	86.3%	84.4%	88.1%	87.1%
2	Percentage of emergency calls answered within 60 seconds by agent	99%	Internal Statistics	99.3%	99.2%	99.5%	99.4%	99.4%
3	Average wait for customer after menu selection	less than 45 seconds	Internal Statistics	37	57	70	51	54
4	Callers that hang up after menu choice is made	less than 2%	Internal Statistics	1.2%	1.8%	1.9%	1.5%	1.6%
5	Amount of time talking with customer and completing request	less than 5 minutes	Internal Statistics	4.9	4.9	5.1	5.0	5.0
6	The phone staff was courteous	6.0	CSS	6.7	6.6	6.6	6.7	6.7
7	The phone staff was knowledgeable	6.0	CSS	6.6	6.6	6.5	6.6	6.6
8	My call was answered quickly	5.5	CSS	6.2	6.3	6.1	6.4	6.3
9	The person I spoke with was able to resolve my issue	6.0	CSS	6.4	6.3	6.4	6.4	6.4
10	The automated menu was easy to use	5.7	CSS	6.1	6.1	6.0	6.2	6.1
11	How satisfied are you with the actions taken by Questar Gas in response to your call	5.8	CSS	6.3	6.3	6.2	6.3	6.3

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey

Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
<b>Customer Affairs</b>								
1	Respond to customer regarding any PSC complaint within 5 business days	100%	Public Service Commission Report	100%	100%	100%	100%	100%

Service		2017 Annual Goal	Measurement Source	Q3 2016	Q3 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
<b>Service Calls - Ask-A-Tech</b>								
1	The technician was courteous	6.2	CSS	6.9	6.8	6.7	6.8	6.8
2	The technician was knowledgeable	6.2	CSS	6.7	6.6	6.7	6.7	6.7
3	The technician was able to help me quickly	5.9	CSS	6.7	6.6	6.6	6.6	6.6
4	The technician was able to help me resolve my issue	5.9	CSS	6.6	6.7	6.5	6.3	6.5
5	The automated menu was easy to use	5.7	CSS	6.4	6.3	6.4	6.1	6.3
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.6	6.5	6.7	6.5	6.6

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey

Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
<b>Service Calls</b>								
1	The service technician was courteous	6.4	CSS	6.7	6.8	7.0	6.8	6.8
2	The service technician was knowledgeable	6.4	CSS	6.7	6.8	6.9	6.8	6.8
3	The service technician was able to help me quickly	6.2	CSS	6.5	6.6	6.8	6.7	6.6
4	The service technician was able to help me resolve my issue	6.2	CSS	6.6	6.6	6.8	6.4	6.6
5	How satisfied are you with the service technician's overall performance	6.3	CSS	6.6	6.7	6.8	6.7	6.7
6	Emergency calls - company representative is onsite within 1 hour of call	95%	Internal Statistics	98.6%	98.0%	98.1%	98.3%	98.3%
7	Remove meter seal within 1 business day requested by customer for activation	95%	Internal Statistics	100.0%	100.0%	100.0%	100.0%	100.0%
8	Activate or reactivate customers' gas service within 3 business days	95%	Internal Statistics	100.0%	100.0%	100.0%	100.0%	100.0%
9	Keeping customer appointments	95%	Internal Statistics	98.8%	100.0%	100.0%	100.0%	99.7%
10	Restore interrupted service caused by system failure within 1 business day (except for service interruptions caused by natural disasters, force majeure events and significant third party actions)	24 hours	Internal Statistics	100%	100%	100%	100%	100%

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)  
CSS - Customer Satisfaction Survey

CUSTOMER CARE SATISFACTION

6.3	6.3	6.2	6.3
-----	-----	-----	-----



Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
<b>Billing</b>								
1	Read each meter monthly	99%	Billing Statistics	98.2%	94.8%	94.2%	97.4%	96.2%
2	Percent of adjustments	3% Annual	Billing Statistics	0.77%	0.56%	0.53%	0.53%	2.39%
3	Send corrected statement to customer	5 Business Days	Internal Report	1.57 days	.78 days	1.75 days	2.21 days	2.33 days
4	Percentage of billing inquiries requiring investigation responded to within 7 business day	95%	Internal Statistics	99.7%	99.9%	99.7%	99.8%	99.8%
5	Response time to investigate meter problems and notify customer within 15 business days	95%	Internal Statistics	100%	100%	97%	94%	98%

Dominion Energy  
Merger Costs  
YTD June 30, 2017

Dominion Energy Wyoming  
Docket No. 30010-150-GA-16  
Docket No. 30025-1-GA-16  
2nd Qtr. Integration Progress Report  
DEW Exhibit 17

	A Dominion Energy Questar Pipeline	B Questar Gas	C Wexpro	D Other (Non DM)	E Dominion Energy Questar	F Total	
<u>Transaction Costs - GL Account 930205</u>							
1 Severance	\$0	\$0	\$0	\$0	\$0	\$0	1/
2 Mark-to-market of performance shares and deferred compensation	0	0	0	0	0	0	
3 Restricted stock units settlement	0	0	0	0	0	0	1/
4 Performance share settlement	0	0	0	0	0	0	1/
5 Performance share - additional expense	0	0	0	0	0	0	1/
6 Wexpro software relicensing charges	0	0	0	0	0	0	
7 Legal	0	0	0	0	34,557	34,557	
8 Financial advisor	0	0	0	0	0	0	
9 Fees for special proxy statement	0	0	0	0	0	0	
10 Financing fees Questar Corporation \$250 million notes	0	0	0	0	0	0	
11 Unamortized debt costs	0	0	0	0	0	0	
12 Debt issuance revolver fees	0	0	0	0	0	0	
13 Curtailment of Supplemental Executive Retirement Plan	1,557,709	4,984,000	180,000	134,000	2,816,000	9,671,709	1/
14 Other transaction costs	0	0	(15,792)	0	11,604	(4,188)	
15 Total Transaction Costs	1,557,709	4,984,000	164,208	134,000	2,862,161	9,702,078	
<u>Transition Costs - GL Account 930205</u>							
16 Retention	38,092	72,650	74,251	4,295	4,198	193,486	1/
17 Voluntary severance program	2,562,703	4,941,204	135,344	14,531	0	7,653,782	1/
18 Total Transition Costs	2,600,795	5,013,854	209,595	18,826	4,198	7,847,268	
19 Total costs for 2016 and 2017	\$4,158,504	\$9,997,854	\$373,803	\$152,826	\$2,866,359	\$17,549,346	

1/ Costs include directly assignable costs and allocated corporate costs.