

Third Quarter 2018 Merger Integration Progress Report

1/7/2019

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January 7, 2019

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 for the third quarter 2018. 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".

Kelly B Mendenhall
Director, Pricing and Regulation

Wyoming 3rd Quarter 2018 Integration Progress Report

	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.
7	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.	Dominion Energy continues to comply with this commitment.

Wyoming 3rd Quarter 2018 Integration Progress Report

	Wyoming Stipulation	Status
11	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.	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 received 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. In August 2017, the Company announced its organizational alignment for the corporate functions which resulted in an elimination of 56 current positions. These employees are eligible for the Company's severance package and have also been given the opportunity to apply for other positions. An updated summary of the plan is shown in DEW Exhibit 37 in the 2nd quarter 2018 report. There were no changes in the third quarter 2018.
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 was funded on January 19, 2017.

Wyoming 3rd Quarter 2018 Integration Progress Report

	Wyoming Stipulation	Status
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.
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 Wyoming. In July 2017 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 2018/2019 IRP on June 14th, 2018 in Docket 30010-175-GA-18.
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.

Wyoming 3rd Quarter 2018 Integration Progress Report

	Wyoming Stipulation	Status
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. 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.
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 of the August 2017 integration report. The transaction/transition costs for YTD December 2017 are shown in Exhibit 26. YTD June 2018 costs are shown in Exhibit 38. All of the costs shown in the exhibit are booked to 930.205. These are below the line and will not be included in customer rates. There were no transaction/transition costs in the 3rd quarter 2018.
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 of the August 2017 integration report. The transaction/transition costs for YTD December 2017 are shown in Exhibit 26. YTD June 2018 costs are shown in Exhibit 38. All of the costs shown in the exhibit are booked to 930.205. These are below the line and will not be included in customer rates. There were no transaction/transition costs in the 3rd quarter 2018.

Wyoming 3rd Quarter 2018 Integration Progress Report

	Wyoming Stipulation	Status
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%. The end-of-year common equity percentage of total capitalization for 2017 was 49.91%. The Company has requested from the Wyoming commission to be able to adjust the capitalization range, see the application filed in Docket No. 30010-150-GA-16 (Record no. 14335).
26	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.	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&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&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. On May 3, 2017, Fitch provided an update on Dominion Energy and kept the Questar Gas rating unchanged at A-. This report is attached as Exhibit 21 in the 3rd quarter merger report. On Dec 6, 2017 S&P gave a rating of BBB+/Stable/A-2. And on Dec 22, 2017 Moody's gave a rating of A2/Stable. These reports are included as attachments DEW 27 and 28 in the 2017 4th quarter report.

Wyoming 3rd Quarter 2018 Integration Progress Report

	Wyoming Stipulation	Status
27	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.	Dominion Energy continues to comply with this commitment.
28	Dominion Questar Gas will not lend funds to Dominion or other Dominion entities, including Dominion Questar.	Dominion Energy continues to comply with this commitment.
29	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.	In 2017 there was a net vehicle transfer to Dominion Energy Questar Pipeline of \$22,000. In 2018 Dominion Energy Questar Gas transferred \$1.5 million in vehicles to Dominion Energy Services. In accordance with Section 16 (b) (i) (B) of the Comission rules the company did not file an application for this transfer.
30	Dominion Questar Gas will not transfer its debt to Dominion, or any other subsidiary of Dominion without the Commission's approval.	Dominion Energy continues to comply with this commitment.
31	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.	Dominion Energy continues to comply with this commitment.

Wyoming 3rd Quarter 2018 Integration Progress Report

	Wyoming Stipulation	Status
32	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.	Dominion continues to comply 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. 2017 total charitable contributions are shown in DEW Exhibit 29 of the 2017 4th quarter report.
33	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.	On November 28, 2016, Dominion Energy announced that it had named a citizen advisory council. Exhibit 7 of the April 17, 2017 integration report is a copy of the press release. The council held meetings on June 1, 2017, August 29th, 2017, and November 29, 2017. In 2018 the council met on February 12, July 18, and September 17.
34	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.	Dominion Energy has and will continue to comply with this commitment.

Wyoming 3rd Quarter 2018 Integration Progress Report

	Wyoming Stipulation	Status
35	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.	Dominion Energy will comply with this commitment. Exhibit 14 in the April 17, 2017 compliance report, shows the O&M per customer for 2016. 2017 O&M costs per customer are shown in Exhibit 30. As the exhibit shows, the O&M per customer is \$186.54. This is lower than the baseline amount of \$235.04.
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 representatives met with members of the Wyoming Public Service Commission and OCA on October 24th, 2017 to discuss proposed cost allocation methodologies. A copy of this presentation is attached as Exhibit 22 in the 2017 3rd quarter merger report.
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 the first integration report on April, 2017 and continues to provide quarterly updates.
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 of the 1st quarter integration progress report.
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 Management as applicable, following the Effective Time.	Dominion Energy continues to comply with this commitment.

Company Name: Dominion Energy Wyoming

Docket No: 30010

Name of Person Filing Report: Steve Bursett

Reporting Period: 3rd Quarter
Reporting Date: 10/24/2018

2018

Quarterly Leak Report - Gas Utility
Commission Rule Ch. 3, § 30(b)

Date Leak Discovered	Method of Detection (1)	If Detection Method Was by Odor Call, Enter Time of Call	Number of People Evacuated	Time Company Personnel First Arrived (2)	Initial Classification (3)	Primary Leak Cause (4)	Secondary Leak Cause (if applicable) (5)	Date and Time Repair Completed	Town/City (or county if leak occurred outside city/town limits)	GPS Coordinates		
										Location of Leak	Latitude	Longitude
1 7/9/2018 (64522)	Leak Survey		0	12:40 PM	Scheduled	Material or Welds		8/8/18 3:00 PM	Granger	Below Ground	41.59456	-109.96901
2 7/13/2018 (64597)	Damage Report		0	10:54 AM	Hazardous	Excavation		7/13/18 11:54 AM	Rock Springs	Below Ground	41.63524	-109.26179
3 7/27/2018 (64812)	Damage Report		0	12:09 PM	Hazardous	Excavation		7/27/18 6:39 PM	Green River	Below Ground	41.51053	-109.46207
4 8/6/2018 (click)	Odor Call	10:31 PM	5	11:10 PM	Hazardous	Excavation		8/7/18 3:24 AM	Rock Springs	Below Ground	41.58965	-109.26603
5 8/13/2018 (65051)	Damage Report		50	10:58 AM	Hazardous	Excavation		8/13/18 1:30 PM	Evanston	Below Ground	41.25952	-110.94277
6 9/4/2018 (click)	Odor Call	11:14 AM	0	11:19 AM	Hazardous	Material or Welds		9/4/18 11:58 AM	Evanston	Above Ground	41.328495	-110.299538
7 9/19/2018 (click)	Odor Call	9:37 AM	0	10:18 AM	Hazardous	Material or Welds		9/19/18 11:17 AM	Rock Springs	Above Ground	41.6522	-109.26719
8 9/26/2018 (65772)	Damage Report		0	10:30 AM	Hazardous	Excavation		9/26/18 5:00 PM	Green River	Below Ground	41.49315	-109.45404
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December 27, 2018

Attached please find Dominion Energy Utah/Wyomings' Customer Satisfaction Standards Report (CSSR) for the 3rd quarter ended September 2018.

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 4th quarter of 2016 and updated 14 of the standards. This report includes these updated standards. The attached report is for the four quarters ending September 30, 2018 and provides the customer satisfaction results using the goals that were in effect at the beginning of the year.

The 3rd quarter 2018 results are attached as Exhibit 40. The company is deficient in the same areas addressed in the 1st and 2nd quarter reports of 2018. The deficiencies are related to the current staffing situation in the Company's customer care department. In 2018 the average rate of attrition in the department was 23.2% compared to 12.9% in 2017. Because of the tight labor market it is more challenging to hire and retain employees. The department is currently understaffed by ten employees but has offered jobs to 6 candidates and is planning on having the four remaining slots filled by the 2nd quarter of 2019. The Company expects customer service metrics will improve once the department is fully staffed.

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

Service		2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Overall Impression of QGC								
1	How satisfied are you with the product and services you receive	6.0	CSS	6.3	6.2	6.1	6.2	6.2
2	Delivers natural gas to my home/good value for price paid	5.5	CSS	5.8	5.7	5.7	5.8	5.7
3	Keeps me informed when/why natural gas rates change before it happens	5.0	CSS	5.2	5.2	5.2	5.1	5.2
4	Consistently delivers natural gas to my home without disruption	6.5	CSS	6.7	6.7	6.6	6.6	6.6
5	Is honest and open in its dealings	5.5	CSS	5.8	5.8	5.7	5.8	5.8
6	Safely delivers natural gas to my home	6.5	CSS	6.6	6.6	6.5	6.6	6.6
7	Demonstrates care and concern for people like me	5.0	CSS	5.6	5.5	5.4	5.5	5.5

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

CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

Service		2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Customer Care								
1	Percentage of calls answered within 60 seconds after customer chooses menu option	85%	Internal Statistics	92.2%	86.9%	75.8%	78.4%	83.3%
2	Percentage of emergency calls answered within 60 seconds by agent	99%	Internal Statistics	99.4%	99.5%	99.5%	99.5%	99.5%
3	Average wait for customer after menu selection	less than 45 seconds	Internal Statistics	29	60	150	124	91
4	Callers that hang up after menu choice is made	less than 2%	Internal Statistics	0.9%	1.4%	3.7%	3.3%	2.3%
5	Amount of time talking with customer and completing request	less than 5 minutes	Internal Statistics	4.9	5.1	5.0	5.2	5.1
6	The phone staff was courteous	6.0	CSS	6.6	6.6	6.5	6.5	6.5
7	The phone staff was knowledgeable	6.0	CSS	6.3	6.3	6.3	6.4	6.3
8	My call was answered quickly	5.5	CSS	6.1	6.2	5.8	6.0	6.0
9	The person I spoke with was able to resolve my issue	6.0	CSS	6.2	6.1	6.2	6.2	6.2
10	The automated menu was easy to use	5.7	CSS	6.0	6.0	5.8	5.9	5.9
11	How satisfied are you with the actions taken by Questar Gas in response to your call	5.8	CSS	6.1	6.0	5.9	6.0	6.0

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

CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

Service		2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Customer Affairs								
1	Respond to customer regarding any PSC complaint within 5 business days	100%	Public Service Commission Report	100%	100%	100%	100%	100%

Service		2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Service Calls - Ask-A-Tech								
1	The technician was courteous	6.2	CSS	6.8	6.7	6.7	6.5	6.7
2	The technician was knowledgeable	6.2	CSS	6.6	6.6	6.6	6.2	6.5
3	The technician was able to help me quickly	5.9	CSS	6.7	6.6	6.4	6.4	6.5
4	The technician was able to help me resolve my issue	5.9	CSS	6.6	6.3	6.8	6.3	6.5
5	The automated menu was easy to use	5.7	CSS	6.5	6.2	6.4	6.1	6.4
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.5	6.3	6.7	6.1	6.4

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

CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

Service		2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Service Calls								
1	The service technician was courteous	6.4	CSS	6.8	6.9	6.7	6.8	6.8
2	The service technician was knowledgeable	6.4	CSS	6.7	6.8	6.8	6.7	6.8
3	The service technician was able to help me quickly	6.2	CSS	6.6	6.8	6.5	6.5	6.6
4	The service technician was able to help me resolve my issue	6.2	CSS	6.5	6.5	6.5	6.5	6.5
5	How satisfied are you with the service technician's overall performance	6.3	CSS	6.7	6.7	6.8	6.6	6.7
6	Emergency calls - company representative is onsite within 1 hour of call	95%	Internal Statistics	98.3%	97.8%	98.1%	97.2%	97.8%
7	Remove meter seal within 1 business day requested by customer for activation	95%	Internal Statistics	100.0%	100.0%	100.0%	99.9%	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	100.0%	100.0%	97.9%	96.4%	98.6%
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%	100.0% 3rd Qtr 2018 Integration Progress Report DEW Exhibit 40

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

CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

Service		2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Billing								
1	Read each meter monthly	99%	Billing Statistics	93.8%	94.4%	97.8%	96.7%	95.7%
2	Percent of adjustments	3% Annual	Billing Statistics	0.60%	0.52%	0.52%	0.61%	0.6%
3	Send corrected statement to customer	5 Business Days	Internal Report	3.24 days	3.52 days	3.13 days	2.55	2.91 days
4	Percentage of billing inquiries requiring investigation responded to within 7 business day	95%	Internal Statistics	97.8%	98.3%	96.0%	99.0%	97.8%
5	Response time to investigate meter problems and notify customer within 15 business days	95%	Internal Statistics	84%	73%	83%	90%	83%

9/30/2018

Service		Northern Region	Eastern Region	Central Region	Southern Region	Wyoming Region
Customer Service						
1	Number of PSC complaints by region	0	0	0	0	0
Service Calls						
1	The service technician was courteous	6.9	7.0	6.7	6.9	7.0
2	The service technician was knowledgeable	6.8	7.0	6.5	6.7	7.0
3	The service technician was able to help me quickly	6.7	7.0	6.3	6.5	7.0
4	The service technician was able to resolve my issue	6.6	6.9	6.4	6.5	7.0
5	How satisfied are you with the service technician's overall performance	6.9	7.0	6.5	6.5	6.7
6	Emergency calls - company representative is onsite within 1 hour of call	98.6%	93.7%	95.9%	95.8%	100.0%
7	Remove meter seal within 24 hours if requested by customer for activation	99.7%	100.0%	100.0%	100.0%	100.0%
8	Activate or reactivate customer's gas service within 3 business days	100.0%	100.0%	100.0%	100.0%	100.0%
9	Keeping customer appointments	92.9%	100.0%	100.0%	100.0%	100.0%
10	Restore interrupted service caused by system failure (exceptions include outages caused by natural disasters and third party actions)	100%	100%	100%	100%	100%