

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

Service		2019 Annual Goal	Measurement Source	Q4 2018	Q1 2019	Q2 2019	Q3 2019	12 Mo. Ended 9/30/19
Overall Impression of QGC								
1	How satisfied are you with the product and services you receive	6.0	CSS	6.3	6.1	6.2	6.3	6.2
2	Delivers natural gas to my home/good value for price paid	5.5	CSS	5.9	5.8	5.8	5.9	5.9
3	Keeps me informed when/why natural gas rates change before it happens	5.0	CSS	5.3	5.3	5.4	5.4	5.3
4	Consistently delivers natural gas to my home without disruption	6.5	CSS	6.7	6.6	6.7	6.6	6.7
5	Is honest and open in its dealings	5.5	CSS	5.9	5.8	5.9	5.9	5.9
6	Safely delivers natural gas to my home	6.5	CSS	6.6	6.7	6.6	6.6	6.6
7	Demonstrates care and concern for people like me	5.0	CSS	5.6	5.7	5.7	5.7	5.7

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)
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Customer Care								
1	Percentage of calls answered within 60 seconds after customer chooses menu option	85%	Internal Statistics	83.1%	92.4%	93.3%	92.6%	90.4%
2	Percentage of emergency calls answered within 60 seconds by agent	99%	Internal Statistics	99.3%	99.7%	99.5%	99.6%	99.5%
3	Average wait for customer after menu selection	less than 45 seconds	Internal Statistics	88	30	28	28	44
4	Callers that hang up after menu choice is made	less than 2%	Internal Statistics	2.2%	0.8%	0.8%	0.8%	1.2%
5	Amount of time talking with customer and completing request	less than 5 minutes	Internal Statistics	5.1	4.9	5.0	4.9	5.0
6	The phone staff was courteous	6.0	CSS	6.7	6.5	6.6	6.7	6.6
7	The phone staff was knowledgeable	6.0	CSS	6.6	6.3	6.2	6.4	6.4
8	My call was answered quickly	5.5	CSS	6.2	6.0	6.1	6.2	6.1
9	The person I spoke with was able to resolve my issue	6.0	CSS	6.4	6.0	6.3	6.3	6.2
10	The automated menu was easy to use	5.7	CSS	5.9	5.9	5.8	5.8	5.9
11	How satisfied are you with the actions taken by Questar Gas in response to your call	5.8	CSS	6.3	5.9	6.1	6.0	6.1

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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		2019 Annual Goal	Measurement Source	Q4 2018	Q1 2019	Q2 2019	Q3 2019	12 Mo. Ended 9/30/19
Service Calls - Ask-A-Tech								
1	The technician was courteous	6.2	CSS	6.7	6.8	6.7	6.7	6.7
2	The technician was knowledgeable	6.2	CSS	6.6	6.5	6.2	6.4	6.4
3	The technician was able to help me quickly	5.9	CSS	6.6	6.6	6.5	6.4	6.5
4	The technician was able to help me resolve my issue	5.9	CSS	6.7	6.4	6.3	6.3	6.4
5	The automated menu was easy to use	5.7	CSS	6.1	6.3	6.3	6.1	6.2
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.5	6.5	6.1	6.1	6.3

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Service Calls								
1	The service technician was courteous	6.4	CSS	6.9	6.7	6.6	6.7	6.7
2	The service technician was knowledgeable	6.4	CSS	6.8	6.8	6.7	6.7	6.7
3	The service technician was able to help me quickly	6.2	CSS	6.6	6.6	6.7	6.5	6.6
4	The service technician was able to help me resolve my issue	6.2	CSS	6.6	6.6	6.6	6.6	6.6
5	How satisfied are you with the service technician's overall performance	6.3	CSS	6.8	6.6	6.7	6.6	6.7
6	Emergency calls - company representative is onsite within 1 hour of call	95%	Internal Statistics	98.1%	98.2%	98.3%	98.4%	98.2%
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	100.0%	100.0%	100.0%	98.6%	99.6%
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%

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Billing								
1	Read each meter monthly	99%	Billing Statistics	94.1%	94.6%	96.3%	97.9%	95.7%
2	Percent of adjustments	3% Annual	Billing Statistics	0.52%	0.48%	0.50%	0.65%	0.5%
3	Send corrected statement to customer	5 Business Days	Internal Report	3.27 days	3.5 days	3.8 days	3.5 days	3.11 days
4	Percentage of billing inquiries requiring investigation responded to within 7 business day	95%	Internal Statistics	93.0%	96.2%	96.2%	96.0%	95.4%
5	Response time to investigate meter problems and notify customer within 15 business days	95%	Internal Statistics	95%	82%	82%	83.0%	85%

Service		Northern Region	Eastern Region	Central Region	Southern Region	Wyoming Region
Customer Service						
1	Number of PSC complaints by region	7	0	9	0	0
Service Calls						
1	The service technician was courteous	6.9	7.0	6.6	6.9	7.0
2	The service technician was knowledgeable	6.8	7.0	6.6	6.9	7.0
3	The service technician was able to help me quickly	6.7	7.0	6.4	6.9	6.8
4	The service technician was able to resolve my issue	6.7	6.8	6.4	6.2	6.8
5	How satisfied are you with the service technician's overall performance	6.9	6.8	6.4	6.9	7.0
6	Emergency calls - company representative is onsite within 1 hour of call	99.1%	94.6%	97.7%	98.4%	94.4%
7	Remove meter seal within 24 hours if requested by customer for activation	100.0%	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	100.0%	100.0%	96.2%	100.0%	100.0%
10	Restore interrupted service caused by system failure (exceptions include outages caused by natural disasters and third party actions)	100.0%	100.0%	100.0%	100.0%	100.0%