

UTAH

JULY • 2008

Volume 31, Number 3

## ENERGY-SAVING TIP

### ThermWise questions

*What year was your house built?*

*Which direction does your house face?*

*How many of your weekly laundry loads are washed/rinsed as hot/cold?*

Believe it or not, these are important questions in determining the energy efficiency of your home. We consider a lot more information about your home and energy-use habits when we perform a ThermWise home-energy audit. If you'd like to find out how to reduce your natural gas usage and save money, call (800) 695-7375 today and schedule a ThermWise audit or visit ThermWise.com for a do-it-yourself audit.



## Know your rights and responsibilities as a customer

At Questar Gas, our goal is to provide safe, reliable service at the lowest possible price while treating our customers with respect and helping them in ways that mean the most to them. But much of our success depends on you. Listed below are a few ways we can work together to ensure your natural gas service is the best it can be.

### You can expect Questar Gas to:

- Provide natural gas service to all qualified applicants;
- Provide information about financial programs that help low-income customers pay bills;
- Provide payment arrangements to help customers with financial emergencies;
- Let customers pay security deposits, if required, in three equal installments;
- Follow a consistent set of procedures before disconnecting service. For example, customers must be notified at least 10 days (beginning from the notice's postmarked date) before service is disconnected;
- Offer winter shut-off protection service to qualified customers; and
- Continue service for a reasonable time when a physician's statement specifies that a medical emergency exists.

### In turn, Questar Gas expects you to:

- Safely use services and pay for them on time each month;
- Call us about problems with safety or customer service;
- Call us when there are billing errors or other problems;
- Develop a payment plan with customer-service representatives when payment problems are anticipated;
- Notify us if moving to another residence;
- Notify us about terminating service or changing service to another name;
- Keep meters free of snow and ice and protect them from potential damage; and
- Provide access to the meter on your property for meter reading and related services.

By working together, we can maintain the high standard of service you have come to expect. And don't hesitate to let us know if you have a problem with your bill or service. If it's still not resolved to your satisfaction, you have the right to contact the Utah State Division of Public Utilities Complaint Office at (801) 530-6652 or (800) 874-0904.



## Natural gas prices are increasing

We regret to inform you that rates for natural gas are increasing. We know this comes at a difficult time, especially since everyone is also facing increases in other energy-related areas and even with the rising cost of basic needs such as food. But we have held the price of the gas-cost portion of our rates in check for as long as we can in the face of increased costs of the gas we purchase from unaffiliated suppliers.

The price of the natural gas we buy

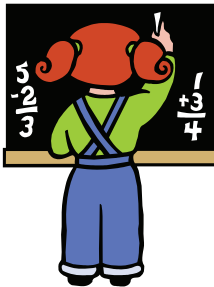
to serve you has nearly doubled since last fall. At that time, we and the Utah Public Service Commission informed customers that volatile natural gas prices may result in future rate increases. In order to continue providing the reliable and safe natural gas service our customers expect and deserve, these higher purchased-gas costs must be included in the price customers pay.

We're acting now to avoid even larger and more painful increases later. Mind-  
*(Continued on back ...)*

## Three R's for keeping your children safe online

Don't let the Internet be a predator's playground. Please review the following Three R's for suggested ways to keep your children safer online.

**RECOGNIZE** — Teach your children to recognize unsafe and inappropriate situations, Web sites, chat rooms, instant messages, etc. When they are aware of where dangers might be, they can avoid those situations.



**RESIST** — The best way for your children to resist online dangers is by keeping their personal information personal. Tell them not to give out that information to anyone online. You can also tell your children they can resist by saying no and/or leaving the chat room or blocking instant messages from anyone who says anything that makes them feel scared, uncomfortable or confused.

**REPORT** — Tell your children they should report anything they feel is inappropriate to you or another trusted adult. Let them know that you will listen to them and trust them.

For more information about how to keep your children safer online, visit [www.preventchildabuseutah.org](http://www.preventchildabuseutah.org).



## Natural gas prices are increasing

(continued from front)

ful of the impact customers feel from higher rates, we are proposing that the increase be implemented in two steps.

The first step proposed for this month will increase the typical residential customer's monthly bill by about \$12.50 to cover the cost of purchased gas this summer. The second step, another \$12.50 proposed for Oct. 1, will reflect the cost of purchasing gas through the winter months.

Both steps will be reviewed by the experts at the Division of Public Utilities and the Committee of Consumer Services before the Utah Public Services Commission approves the rate change. Even with this increase, natural gas prices for Questar Gas customers will be about the same as they were in 2005.



## Budget Plan makes budgeting easier

If you like some predictability in your bills, then you should try our Budget Plan. It allows you to pay the same amount each month for natural gas service. By dividing your estimated annual billing amount into 12 equal payments, we'll provide you with a monthly bill that helps make budgeting easier.

After you enroll in the Budget Plan, we continue to read your meter and list the actual gas used on your monthly statement. Your monthly bill also shows your actual current gas billing amount even though you only pay the monthly Budget Plan amount. You'll also see your Budget Plan balance reflected as a credit or debit to help you keep track of your account.

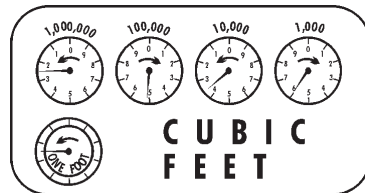
Signing up today will help you build a credit toward your winter bills. Call (800) 323-5517 or visit [questargas.com](http://questargas.com) for more information.

## How to read your meter

To read your gas meter, use only the four larger dials (the smaller dials are used for testing purposes only). Starting on the left-hand side, write down the lowest number the hand of each dial has passed. For example, the dials shown here indicate 2, 5, 3 and 6.

To determine the amount of gas you have used since the last time your meter was read, we subtract the previous month's meter reading from the current reading.

If you suspect your meter is not recording gas usage accurately, please call us so we can check it.



## Customer-owned underground piping

If you are one of the few customers who own underground natural-gas piping, we remind you to check it for corrosion or other damage.

In almost all cases, our system ends at the meter. The piping beyond the meter belongs to you. You are ultimately responsible for periodically maintaining your own piping to prevent hazards that can result from corrosion and/or leakage.

If you own buried natural-gas piping, follow these steps to keep it safe:

- if it's steel, make sure piping is adequately protected against corrosion;

- have piping inspected periodically for corrosion and checked for leaks; and
- have piping located, marked and treated with caution while digging nearby.

Repairs should be made as soon as unsafe conditions are found.

If you own underground natural-gas piping and need to arrange to have it checked or protected against corrosion, call a plumbing or heating contractor or the Rocky Mountain Gas Association at (800) 729-6791.