

UTAH

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## SNOW IS COMING: PROTECT METERS AND VENTS

Snow is just around the corner for most of our customers. Here are some tips to help ensure your meter and appliances operate properly when the snow falls.

1. Make sure your meter is protected from snow and ice.
2. Be careful when shoveling snow off driveways, sidewalks or roofs to avoid burying and possibly damaging natural gas meters and pipes.
3. Significant accumulation of snow on the meter should be carefully cleared away to ensure proper operation and easy access to the shut-off valve in the event of an emergency.
4. Don't let snow and ice block vents. Your natural gas appliances require air to operate properly.

## LOWER YOUR GAS BILL WITH THERMWISE

Saving energy means saving money. With ThermWise, you can do both. You can start by going to [ThermWise.com](http://ThermWise.com) to find energy-saving tips and ways to prepare your home for winter.

You can also download our free, do-it-yourself energy audit or call and schedule a professional energy audit for \$25 (We'll credit the \$25 back if you follow any of our qualified recommendations).

You'll also find information on how to qualify for appliance and weatherization rebates ranging from a few dollars to several hundred dollars.

When you conserve, you can save. Go to [ThermWise.com](http://ThermWise.com) or call 800-695-7375 today.



## QUESTIONS AND ANSWERS

### About Questar Gas's residential service policies

**P**roviding quality natural gas service is our priority at Questar Gas. To ensure that all customers are treated fairly, we have established customer-service policies. The following questions and answers summarize some of these policies.

#### Q: What is Questar Gas's payment procedure?

**A:** To maintain good credit with Questar Gas, your bill should be paid by the due date. Bills can be paid by:

- 1) sending a check or money order in the mail (For your protection, please do not send cash.);
- 2) leaving your check or money order in any of our drop boxes located at all Wells Fargo banks and other convenient locations (For a list of all drop-box locations, visit our Web site, [www.questargas.com](http://www.questargas.com).);
- 3) using a credit card or electronic check over the phone or on our Web site, [www.questargas.com](http://www.questargas.com) (Processing fees apply.);
- 4) having your monthly payment automatically deducted from your checking or savings account through our Auto Pay Plan at no additional cost to you. (Sign up at [www.questargas.com](http://www.questargas.com).)

Interest is charged on unpaid gas bills. The rate is one percent per month, or 12 percent annually, on the outstanding past-due balance.

#### Q: Can payment arrangements be made?

**A:** If you're having difficulty paying, or if your gas service has been shut off for nonpayment, you may be eligible for a Deferred Payment Agreement (DPA). A DPA gives you the option of paying your current past-due balance in installments over a period of 12 months or less. To initiate a DPA, you must pay the first installment. Then, each month, pay the current bill, the monthly DPA installment and any interest charges before the past-due date. If you miss a payment, service may be shut off *unless* the full amount of the past-due balance is paid. A verbal or written notice will be issued before service is shut off.

Questar Gas's Budget Plan may be used in combination with a DPA by dividing your estimated annual bill into equal monthly payments. This makes budgeting easier.

#### Q: Is there a connection fee?

**A:** If you move to a residence and the gas is already on, the connection fee is \$8 plus tax. If the gas is off, you have two connection options:

- 1) For a connection fee of \$15 plus tax, Questar Gas will activate the account and unlock the meter to allow a qualified individual to turn on the gas valve and light the appliances.
- 2) For \$30 plus tax, Questar Gas will activate the account, unlock and turn on the meter, and check and light the appliances.

#### Q: Do I have to pay a security deposit?

**A:** In most cases, Questar Gas does not require a security deposit to initiate residential service. However, deposits are required when a customer has filed for bankruptcy, when service has been obtained fraudulently or without authorization, or when the service has been shut off for non-payment. The deposit will be equal to the amount of the highest bill during the prior 12 months at the residence.

If a deposit is required, it can be paid in three consecutive monthly payments. The first payment must be made before service is established. The deposit, together with interest, is refunded to you after the bill has been paid on time for 12 consecutive months. If you discontinue gas service, the deposit plus interest is applied to the account balance, with any excess refunded.

#### Q: What is third-party contact?

**A:** You can choose to have Questar Gas send a copy of a past-due bill to a third party of your choice. In such cases, Que-

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## IN OUR COMMUNITY...

### LIVE UNITED

We were proud to participate with many other Utah companies in the United Way Day of Caring Sept. 4. Nearly 70 of our employee volunteers help create

educational learning games, assemble medical items for the less

fortunate, paint a building, wash walls and improve the landscapes at nine different United Way partner agencies.



United Way of Salt Lake

### DONATIONS TO UTAH FOOD BANK

Last month, our employees donated more than two tons of food for the Utah Food Bank. The food is distributed to families and individuals who are hungry and experience difficulty in purchasing food on their own. If you can donate or need food, contact the Utah Food Bank by dialing "211." For more information, visit [utahfoodbank.org](http://utahfoodbank.org)

### Habla Español?

Para recibir una copia de un librito en español, preparado especialmente para nuestros clientes de habla español, hablemos por teléfono y mandaremos un librito a usted por correo a su residencia.

Do you speak Spanish or know someone who does? Then you may be interested in Questar Gas's Spanish version of its customer handbook, "Service You Can Count On." Written entirely in Spanish, "Service You Can Count On" provides information on Questar Gas's policies, procedures, services and natural gas safety.

## About Questar Gas's residential service policies

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star Gas will try to personally contact the third party before shutting off service.

The designated third party is not responsible for paying the bill but may be able to help arrange to continue service. Designating a third party may be of special interest to people who want to help elderly family members or friends living alone.

### Q: When will gas service be shut off?

**A:** Gas service will be shut off if you:

- 1) request it;
- 2) fail to pay a required security deposit;
- 3) let the account become past due and reasonable efforts to obtain payment have failed;
- 4) do not comply with the terms of a DPA or a Public Service Commission order;
- 5) furnish false information to obtain service;
- 6) obtain unauthorized service or tamper with pipes, meters or other company property;
- 7) fail to provide valid identification when required;
- 8) are at risk because of an emergency or serious health or safety hazard; or
- 9) fail to provide access to the meter.

A shut-off notice resulting from a delinquent account will be sent at least 10 calendar days before the proposed shut off. A brochure explaining steps that can be taken to prevent shut off and possible sources of assistance for customers experiencing financial hardship will be sent prior to the shut-off notice. The company's shut-off policy recognizes unusual circumstances. For example, service will not be shut off during a limited period of medical emergency if a physician provides appropriate information to the company.

Questar Gas will not shut off service for nonpayment of a disputed amount while a customer is involved in a formal review of the dispute, provided that all charges for service not associated with the dispute are paid on time.

In addition, Questar Gas will not shut off the current account holder's service if the delinquent account was accrued prior to filing a divorce or separate maintenance action *and if the delinquent account was in the name of a former spouse.*

### Q: What are a customer's responsibilities when requesting service shut off?

**A:** If an account is in your name, you are responsible for arranging shut off and paying the final bill. Questar Gas is best able to accommodate your moving schedule if you call at least three working days before the date you want service shut off. We will need your account number, the date service is to be shut off, and a forwarding address.

### Q: Can the unit I'm renting be shut off without my knowledge?

**A:** When Questar Gas knows someone other than the occupant of a rental unit is the account holder, the company will post a shut-off notice in a prominent place on the premises before shut off. Also, the company will try to contact the occupants by making a personal visit or leaving written notification at least five calendar days before service is shut off.

If service is being terminated because of nonpayment, Questar Gas will advise tenants they can prevent shut off for an additional 30 days by paying charges due for the prior 30-day period.

### Q: What is the complaint procedure?

**A:** If you question the bill amount or have a service problem, call us or contact us by e-mail at [www.questargas.com](http://www.questargas.com). Our representatives will be happy to assist you. If we are unable to satisfy your concern, you have the right to file a complaint with the Utah Division of Public Utilities. Utah and Idaho customers may contact the Division at 160 E. 300 S., Salt Lake City, UT 84111. The telephone number is 801-530-6652, or call toll free outside the Salt Lake City area at 800-874-0904.

These service policies also are outlined in the "Service You Can Count On" customer handbook, which is available by calling Questar Gas or visiting [www.questargas.com](http://www.questargas.com).

