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Know what's below.  
Call before you dig.

## WARNING! Call 811 before you dig

If you're planning an outdoor project that involves digging holes or trenches in your yard, remember to first call 811 at least two business days before you dig, grade or excavate. The national 811 number will connect you with your local line-location center.

Knowing where buried lines are located may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other buried line. It can spare you repair costs, as well. And it's the law.

After receiving your call, each participating utility will send a representative to mark its line locations for FREE.

After calling, wait two full business days (48 hours) to be sure all lines are marked, and make sure you understand where you can dig.



### OUR 'ASK-A-TECH' HOTLINE CAN SAVE YOU TIME AND MONEY

If one of your natural gas appliances isn't working properly, call our Ask-a-Tech hotline at 324-5111 (Salt Lake area) or (800) 323-5517. One of our service technicians may be able to help you identify the problem.

## Pipelines: an enviable record of safety, reliability

America's pipeline industry has an enviable record of safety and reliability. However, despite strict regulatory oversight and the conscientious efforts of companies like Questar Gas, hazards do exist and emergencies, though infrequent, can occur. Potential hazards include fires, evacuations, explosions, business and/or traffic disruptions, breathing hazards and environmental damage.

Pipeline damage or failure can occur for several reasons: corrosion, material defects, and acts of nature such as floods and earthquakes. However, statistics show that the leading cause of pipeline damage is third parties (construction contractors, property owners, excavators, etc.) digging near buried pipelines.

### How to identify an outside gas leak

A pungent "rotten-egg" odor is your warning that there may be a gas leak. But what about other ways of identifying gas leaks outside?

The following signs may indicate a natural gas pipeline leak or failure:



Hissing, roaring or blowing sound



Dirt being blown into the air



Water being blown into the air at a pond, river or creek



Continuous bubbling in wet, flooded areas



Fire at or near exposed piping



Flames apparently emanating from the ground



Dead or brown vegetation in an otherwise moist or green field



\*A "rotten-egg" odor

From a safe place, see if you can spot a pipeline marker like this and call the emergency number, or call 911 to report a leak or other natural gas emergency.

*\*(Note: In its natural state, natural gas is odorless as well as colorless and non-toxic. Local utilities such as Questar Gas add a non-toxic chemical odorant called mercaptan to its supplies to make leaks easy to smell. Call (800) 323-5517 for a free scratch-and-sniff odorant brochure if you don't know the smell. The odorant is added to pipelines only in populated areas; leaks, especially in open country, cannot always be detected by smell.)*



## In our community

### SUPPORTING EDUCATION

Questar Corporation donated nearly \$300,000 to Utah and Wyoming universities and colleges last year to assist students with their education, especially students majoring in engineering, geology and other physical sciences. We recognize the challenges in education today and we're committed to improving opportunities for schools and students in the communities we serve.

### FIGHTING MS

We're proud to sponsor this year's MS walk. If you'd like to join our employee volunteers and thousands of others in walking to help find a cure for multiple sclerosis, register online at [www.fightmsutah.org](http://www.fightmsutah.org). Here are the walk dates:

- St. George: March 26
- Salt Lake City: April 12
- Cedar City: April 26
- Ogden: April 26
- Provo: April 26
- Vernal: April 26

### HELPING UNITED WAY HELPS OTHERS

Questar Corporation and its employees donated more than \$1 million during the 2007/08 United Way campaign. United Way supports local programs that benefit the most vulnerable citizens in our communities.

### PAYMENTS TO TAXPAYERS

Next month, taxpayers will begin receiving economic stimulus payments. Taxpayers must have a valid Social Security number and \$3,000 of income filed in 2007. Eligible people will receive up to \$600 (\$1,200 for married couples), and parents will receive an additional \$300 for each eligible child younger than 17. Retirees, disabled veterans and low-wage workers who usually are exempt from filing tax returns must file this year in order to receive a stimulus payment.

For more information, please visit [www.irs.gov](http://www.irs.gov).

## What to do if you damage a gas line or come across a leaking line

If you damage a gas line or discover natural gas escaping from a broken or leaking line, follow these steps:

- Turn off all machinery and vehicles and eliminate other ignition sources such as open flames, electrical switches, telephones and cell phones.
- Evacuate everyone from the area.
- Do not attempt to make repairs or operate pipeline valves.
- Do not attempt to extinguish any fires.
- From a safe place, call 911 or other local emergency responders, including Questar Gas at (800) 767-1689.

### Follow these steps if a line is pulled or jarred or its coating is damaged:

- Stop all work and check for the sound and other signs of escaping gas in the area.
- Do not make repairs or backfill until Questar Gas has inspected the line and repaired any damage. Unrepaired damage to a gas line or coating may eventually cause a failure. Unrepaired damage to a locating wire will cause difficulty in properly locating a plastic gas line in the future.

For more information about pipeline safety, call (800) 323-5517 for a free brochure or view the brochure online at [www.questargas.com](http://www.questargas.com). This brochure is also printed in Spanish.

### Habla Español?

Sepa que hacer si usted le pega o descubre un escape de gas natural en la tubería subterránea pidiendo una copia gratis del folleto Pipeline Safety Brochure en español. Por favor llame al (800) 323-5517.

## Know when to turn off the gas meter

It may not be necessary to turn off your natural gas meter after an earthquake. After the 1989 earthquake rattled the San Francisco Bay area, for example, 156,000 people turned off their gas meters. According to the natural gas utility serving the area, this was only necessary in about 2 percent of the cases. Since the meter should be turned on only by qualified persons, many customers waited several days before service was restored.

If this were the case in Utah, Wyoming or Idaho during the winter months, the prolonged lack of heat could cause additional problems. Without putting yourself in danger, you should turn off the natural gas meter after an earthquake only if you experience any of the following:

- you smell natural gas,
- you hear it leaking,
- you have structural damage,
- there's a fire, or
- Questar makes the request.

For more information, see our Earthquake Preparedness and Natural Gas brochure at [www.questargas.com](http://www.questargas.com) or call 1-800-323-5517.