

UTAH APRIL 2009

Volume 32, Number 2

CARING FOR CUSTOMERS

TAX TIP

The federal Earned Income Tax Credit (EITC) provides moderate and low-income working families and individuals with tax relief. The EITC can provide cash refunds even to families whose incomes are low enough that they do not owe any federal taxes. For tax year 2008, you may qualify for the Earned Income Tax Credit if your adjusted gross income is less than:



\$38,646 (\$41,646 if married filing jointly) with two or more qualifying children;

\$33,995 (\$36,995 if married filing jointly) with one qualifying child, or

\$12,880 (\$15,880 if married filing jointly) with no qualifying children.

Other limitations also apply. For more information, call the IRS at 1-800-829-1040 or visit the Web site at www.irs.gov.

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 801-324-5111 (Salt Lake area) or 1-800-323-5517. 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 maintains 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



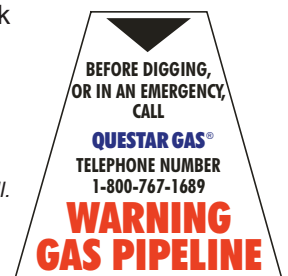
Dead or brown vegetation in an otherwise moist or green field



*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, colorless and non-toxic. Local utilities such as Questar Gas add a non-toxic chemical odorant called mercaptan to supplies to make leaks easy to smell — call 1-800-323-5517 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.)*

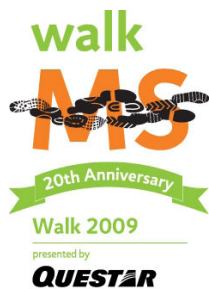




CARING FOR COMMUNITIES

Fighting MS

The national Walk MS Web site says, "We walk together...to keep moving toward a cure." This year, 600 MS Walks will be held nationwide. Questar is proud to be the "Presenting Sponsor" for this



year's MS Walk events in Utah. Our employee volunteers will be on hand to assist with walk registration. If you'd like to join them and thousands of others

in walking to help find a cure for multiple sclerosis, register online at www.fightmsutah.org. Additional information may be obtained by calling 801-424-0112, ext. 111, or 1-800-344-4867. Or, e-mail ryan.romeike@nmss.org.

WALK DATES:

Salt Lake City

April 11, 2009
Gateway Mall
90 South 400 West

Cedar City

April 25, 2009
West Canyon Park
151 South 400 East

Ogden

April 25, 2009
Lorin Farr Park
1691 Gramercy Avenue

Provo

April 25, 2009
Exchange Park
900 North 700 West

Vernal

April 25, 2009
Searle Pavilion
Ashley Community Park
500 North 900 West

WARNING! Call 811 before you dig

April is National Safe Digging Month, celebrating the 2nd anniversary of the national 811 "call before you dig" number, and dedicated to increasing public awareness of safe digging practices across the country. 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.



**Know what's below.
Call before you dig.**

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.

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 any pipeline valves.
- Do not attempt to extinguish any fires.
- From a safe place, call 911 or other local emergency responders, including Questar Gas at 1-800-767-1689.

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 to occur. 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 1-800-323-5517 for a free brochure or view the brochure online at 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 1-800-323-5517.