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## Reduce your energy load with a new washing machine

What's agitation? The churning motion of your ancient clothes washer. Or, the churning of your stomach every time you have to use that old tub. Under its Thermwise<sup>®</sup> program, Questar Gas will pay \$50 to \$75 in rebates to customers who choose to purchase an Energy Star-rated clothes washer.

The old machine's washed up. Start saving on your energy costs now. Get your new Energy Star-rated clothes washer, and a rebate from Questar Gas. **For rebate details, visit [www.Thermwise.com](http://www.Thermwise.com).**



## ENERGY-SAVING TIP

According to the U.S. Department of Energy's Web site, about 90% of the energy consumed by a conventional top-loading washer is used for heating the water.

Reduce the energy required for washing clothes by using less and cooler water. Most

full-sized Energy Star-rated washers use 15 gallons of water per load, compared to 32.5 gallons used by other standard machines. Consider the purchase of an Energy Star-rated clothes washer the next time you buy. **For more energy-saving tips, see <http://www1.eere.energy.gov/consumer/tips>.**



## 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. Here 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 postmark date of the notice) 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. Don't hesitate to let us know if you have a problem with your bill or service. If it's 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 1-800-874-0904 to request a review.



## REACHing out to Customers

Each year, Questar Gas employees, shareholders and customers contribute more than \$300,000 to the REACH program, which provides assistance to the elderly and disabled who may struggle to pay their energy bills. In a unique effort late in the 2009 season, Utah Jazz guard Deron Williams, the Utah Jazz organization and Questar Gas teamed up to make



contributions to REACH. Deron's 105 assists during home games in March and April netted a \$21,000 contribution to this important service program. You, too, can support REACH by making a one-time donation or monthly contributions with your gas bill. To participate, call 1-800-323-5517 or log on to [www.questargas.com](http://www.questargas.com).





## CARING FOR KIDS

### THREE R'S FOR KEEPING YOUR CHILDREN SAFE ONLINE

The Internet can be a predator's playground. Help keep your kids safe online by reviewing these "Three Rs" of Internet usage with them:

**RECOGNIZE** —Teach your children to recognize unsafe and inappropriate situations, Web sites, chat rooms and instant messages. 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 safe online, visit [www.preventchildabuseutah.org](http://www.preventchildabuseutah.org).



## Customer-owned underground piping

If you are one of the few Questar Gas 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 1-800-729-6791.

## Rights of way and easements

If our pipelines run through a right-of-way or easement on or adjacent to your property, there are some specific guidelines that you must follow as a customer. Please remember that deep-rooted plants and trees and retaining walls are not permitted within a right-of-way. Grasses, low-growing plants and shrubs, and gardens may be planted within the right-of-way. If landscaping is disturbed during Questar's maintenance activities, however, the property owner is responsible for restoration. Watch for our pipeline markers as you plan your landscaping and outdoor structures, and as a reminder, always call 811 before you dig or excavate, regardless of the size of your project. Please see <http://www.questargas.com/brochure/59061.pdf> for more information.



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

## Ask us for ID

Providing you with safe service is our number-one priority. That means you may see us occasionally working on gas lines in your neighborhood, checking the gas meter or responding to an emergency if you call. Being safe also means knowing who's doing the work. Ask us for ID.

Our employees know how important it is to show their company identification card to customers and anyone

who requests it while the employee is performing company business. It's part of providing safe service.

Anyone who appears or claims to be working for Questar Gas but isn't completely willing to provide identification should be considered suspicious. If you question someone's identity, please call us to verify that the person is a Questar Gas employee. Your time and judgment will always be appreciated.

