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Teaming up to REACH those in need

Basketball star Deron Williams, the Utah Jazz and Questar Gas are teaming up to help low-income elderly and disabled Utahns pay their gas bills. For every assist Deron makes during home games, he, the Jazz and Questar Gas will donate a total of \$200 to the REACH program.

You can join the team too by calling Questar Gas to make a one-time donation or sign

up to make a monthly contribution on your gas bill. Every year, Questar employees, shareholders and customers contribute more than \$300,000 to this important program. With a little teamwork we can help some good people in need.

If you need assistance or know someone who does, contact the Information and Referral Hotline at 211.

Deron Williams, Utah Jazz point guard, shares the ball with Lorrie Nielson, Questar gas REACH advisor, as part of a campaign to help low-income elderly and disabled Utahns pay their heating bills.



Questar Gas asks Utah PSC to cut natural gas rates by \$157 million

The cost to heat a home in Utah is going down. Questar Gas has filed with the Public Service Commission of Utah (PSC) to reduce natural gas rates by \$157 million. If approved, the rate cut will lower the typical homeowner's annual bill by about \$124, or 16 percent, beginning March 1. This latest cut follows a November 1, 2008, rate cut of \$63 million, or 5.3 percent. Twice yearly, Questar Gas and the PSC use third-party forecasts

of natural gas prices to estimate how much the utility's rates should be adjusted to cover anticipated costs of buying natural gas for its customers. Questar Gas president and CEO Ron Jibson said, "Our rates are consistently among the lowest in the U.S. Our cost to purchase natural gas for our customers has declined significantly in recent months, so we're passing the savings on to our customers."



Therm: wise to water heating

Look for new ThermWise[®] ads on television beginning in late February. Therm, as talk show host, interviews an old water heater, and encourages viewers to upgrade to EnergyStar[®] appliances, especially water heaters. The campaign also features interviews with a home energy auditor and an accountant processing customer rebates. Stay tuned!



BUYER BEWARE ...

Thousands of customers are improving the efficiency of their homes by adding more insulation. It's a low-cost way to save big money. Best of all, ThermWise[®] rebates are just the incentive to encourage consumers to start conserving now. A program this good, unfortunately, can attract some unscrupulous people who may take advantage of you.

HERE ARE SOME TIPS FROM THE UTAH DIVISION OF CONSUMER PROTECTION TO HELP YOU FIND THE RIGHT CONTRACTOR:

- Always get two or more estimates for the work;
- Make sure the contractor is bonded and insured; and
- Avoid contractors who come to your home seeking business.



For more great tips and information, visit the Utah Division of Consumer Protection's Web site: <http://consumerprotection.utah.gov/consumerinfo/homeimprovement.html>.

Utah Governor promotes natural gas for vehicles

Utah Governor Jon Huntsman recently announced plans to increase the state's natural gas vehicle fueling infrastructure. The announcement came during a press conference at a Sinclair-branded station in Orem that sells compressed natural gas. In his State of the State address in



early February, Governor Huntsman designated I-15 "from Idaho to Arizona" as a natural gas corridor. At the press conference the Governor again encouraged the use of "this clean, affordable, locally-produced fuel" as an alternative to the nation's dependence on foreign oil.

Questar Gas president and CEO Ron Jibson added, "Governor Huntsman's vision puts our state at the forefront of 21st century energy policy. There's big, unmet demand for CNG (compressed natural gas) in our state and across the country."

Demand for natural gas as a vehicle fuel quadrupled during 2008. Twenty-five public NGV fueling stations are currently in place in Utah. Larger compressors will be placed at heavy-use CNG stations along the Wasatch Front to meet increased NGV fueling demand. These improvements will double the fueling capacity along this section of I-15, and two new stations will be added to the system in Beaver and Washington counties.

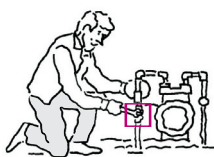


Earthquake preparedness and natural gas

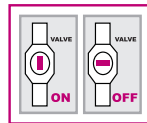
We all know we live in earthquake country, and it's best to be prepared. There are many things you can do to enhance your preparedness for an earthquake or other disaster. Have a plan in place. Educate your family. Stock emergency supplies. Secure breakable items. Additionally, here are a couple of tips for earthquake preparedness and your **natural gas service**.

KNOW WHEN AND HOW TO TURN OFF YOUR GAS METER. Remember, it may not be necessary to turn off the gas meter after an earthquake. The October 1989 San Francisco earthquake, for example, prompted 156,000 customers to turn their meters off. The local gas company later determined this was only necessary in 2 percent of those cases. And, since gas meters should only be turned on by qualified utility, plumbing or heating workers, many of those customers were without natural gas service for several days. While fall weather in San Francisco can be fairly mild, an earthquake that damages gas service lines in our area during the winter months could cause additional problems like freezing pipes.

SO, WHEN SHOULD YOU TURN OFF YOUR GAS METER? If you have structural damage or a fire, you smell natural gas or hear it leaking, or Questar makes the request, shut off the gas meter, **as long as you can do so safely.** The shut-off valve is located next to the meter as shown. In an emergency only, use a wrench to turn the valve a quarter turn in either direction



to the "off" position as shown in the illustration. Remember, once the meter is off, it should only be turned back on by a Questar Gas employee, a plumber, heating contractor or other qualified person.



STRAP YOUR WATER HEATER. Earthquakes can cause water heaters to tip over, potentially breaking both water and gas lines. Make sure your water heater is secured to the wall or the floor to prevent damage and to preserve a fresh supply of drinking water. For more safety information, see our "Earthquake Preparedness and Natural Gas" brochure at www.questargas.com; or call Questar Gas at 800-323-5517 for a free copy.



Many Web sites feature information on planning for earthquake emergencies. The Utah Seismic Safety Commission has published a handbook called "Putting Down Roots in Earthquake Country," which can be accessed online at http://ussc.utah.gov/putting_down_roots.htm. Printed copies are also available through the Utah office of the Utah Geological Survey, or through county emergency planners. This comprehensive guidebook includes information on why, how and where earthquakes are likely to occur, as well as providing pertinent suggestions and commentary on safety and preparedness issues.



CARING FOR COMMUNITIES

Living and Giving the United Way

You may have seen our employees on bus boards and billboards and in television commercials. Questar Corporation and its employees again pledged more than \$1.3 million during the United Way's 2008/09 fundraising campaign. United Way supports local programs that benefit the most vulnerable citizens in our communities.

