

WYOMING JULY 2009

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Questar Gas granted first general rate increase since 1999

The Wyoming Public Service Commission (PSC) has approved an increase in Questar Gas's general rates. The increase would raise the monthly bill for Questar Gas's typical residential customer by about 1.7 percent, or \$1 per month.

This is the utility's first requested "general" rate increase since 1999. There are two types of rate cases in Wyoming. General rate cases deal with "non-gas costs." "Pass-on" rate cases cover "gas costs." The utility files "pass-on" rate cases more frequently to adjust its rates for the changing costs of gas supplies. The utility buys gas for its customers and passes the costs on to customers in its rates without markup.

"We haven't had to request a general rate increase for several years," said Ron Jibson, Questar Gas president and CEO. "We've held the line on rates by aggressively controlling costs—and our natural gas rates in Wyoming are consistently among the lowest in the nation. But today we're serving 20 percent more homes and businesses in Wyoming than we did in 1999."

New ThermWise[®] energy-efficiency programs approved

Natural gas is a resource that should be used efficiently. Effective July 1, 2009, Questar Gas is rolling out new programs that will help you use gas even more wisely.

We have been exploring alternatives with the Wyoming Public Service Commission (PSC), and have received approval for a solution that will enable us to continue providing reliable service while aggressively pursuing conservation programs for our customers. New PSC-approved programs will include home-energy audits and rebates for buying qualified energy-efficient equipment or some home improvements. This three-year pilot program will also lower your gas costs. An explanation of all these new programs will be available to our Wyoming customers at www.Thermwise.com, beginning July 1.

Ron Jibson, Questar Gas president and CEO said, "When it comes to energy conservation, we're pleased to be in alignment with our customers. Across the country, energy-policy groups are pushing for innovative rate structures. The American Gas Associ-

ation, the 2005 Energy Policy Act and National Association of Regulatory Utility Commissioners all encourage solutions such as we've proposed. With the economic and energy concerns we have in the U.S., there is no better time than now to promote the efficient use of energy."

So stay tuned. In addition to the energy-saving tips we've always provided, you'll see us rolling out new ThermWise programs to help you conserve, and providing more information about how to take your energy-saving efforts to the next level.



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.





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.pre-ventchildabuseutah.org.



Know your rights and responsibilities as a customer

At Questar Gas, our goal is to provide you 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 notice's date of post-mark) 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 you're 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 Wyoming Public Service Commission at 307-777-7427 to request a review.



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 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.