

## Energy Tip

Change or clean your furnace filter once a month during the heating season. Furnaces consume less energy if they "breathe" more easily. Use the arrival of your monthly natural gas bill as a reminder.



## Giving the United Way

Questar is proud to support United Way organizations throughout the communities where we live and do business. Contributions from our employees go to help our neighbors gain a quality education that leads to a stable job, income to support a family, good health for a more productive life, and food, clothing, and shelter to meet critical and urgent community needs. For more info, visit [www.swunitedway.org](http://www.swunitedway.org).



United Way  
of Southwest Wyoming

## QUESTIONS AND ANSWERS

### About Questar Gas's residential service policies

Providing quality natural gas service is our priority at Questar Gas. To ensure that all customers are treated fairly, we have established customer-service policies. The following questions and answers summarize some of these policies.

#### Q: What is Questar Gas's payment procedure?

A: To maintain good credit with Questar Gas, your bill should be paid by the due date. Bills can be paid by:

- 1) sending a check or money order in the mail (for your protection, please do not send cash);
- 2) leaving your check or money order in any of our drop boxes located at all Wells Fargo banks and other convenient locations (for a list of all drop-box locations, visit our Web site, [www.questargas.com](http://www.questargas.com));
- 3) using a credit card or electronic check over the phone or on our Web site, [www.questargas.com](http://www.questargas.com) (processing fees apply);
- 4) having your monthly payment automatically deducted from your checking or savings account through our Auto Pay Plan at no additional cost to you (sign up at [www.questargas.com](http://www.questargas.com)).

Interest is charged on the outstanding past-due balance. The rate is 1.5 percent a month or 18 percent annually.

#### Q: Can payment arrangements be made?

A: If you're having difficulty paying, or if your gas service has been shut off for nonpayment, you may be eligible for a Deferred Payment Agreement (DPA). A DPA gives you the option of paying your current past-due balance in installments over a period of 12 months or less. To initiate a DPA, you must pay the first installment. Then, each month before the past-due date, pay the current bill, the monthly DPA installment and any interest charges. If you miss a payment, service

may be shut off unless the full amount of the past-due balance is paid. A verbal or written notice will be issued before service is shut off.

Questar Gas's Budget Plan may be used in combination with a DPA by dividing your estimated annual bill into equal monthly payments.

#### Q: Is there a connection fee?

A: No. However, if your gas service is shut off for nonpayment, you must pay a \$25 reconnection fee and the full past-due amount (or make suitable payment arrangements) to have service restored.

#### Q: Do I have to pay a security deposit?

A: In most cases, Questar Gas does not require a deposit to initiate residential service. However, deposits are required if a customer has filed for bankruptcy, or if service has been obtained fraudulently or without authorization, or after service has been shut off for non-payment. The deposit will be equal to twice the amount of the highest bill during the prior 12 months at the residence.

If a deposit is required, it can be paid in three consecutive monthly payments. The first payment must be made before service is established. The deposit, together with interest, is refunded to you after the bill has been paid on time for 12 consecutive months. If you discontinue gas service, the deposit plus interest is applied to the account balance, with any excess refunded.

#### Q: What is third-party contact?

A: You can choose to have Questar Gas send a copy of a past-due bill to a third party of your choice. In such cases, we will try to personally contact the third party before shutting off service.

*(continued on next page)*

## QUESTIONS AND ANSWERS

### About Questar Gas's residential service policies *(continued from previous page)*

## Because you asked...

### Q: What does the \$10.00 residential basic-service fee cover?

A: Many companies charge a fee to cover certain operating costs. Ours covers a portion of items such as reading and maintaining meters, and processing and distributing your monthly bill. These are fixed costs and do not vary with the amount of natural gas you use.

Customers pay similar monthly charges for items such as telephone or cable television service. Other companies such as retail outlets include fixed costs in the markup of their products. Ours breaks out these fixed costs to help you better understand the cost of your natural gas service.

Even with the minimal service fee, natural gas is a real deal. It is one of the most inexpensive energy sources around. And it is convenient, reliable and clean burning.

For more information, visit [www.questargas.com](http://www.questargas.com) or call us at 800-323-5517.

The designated third party is not responsible for paying the bill but may be able to help you arrange to continue service. Designating a third party may be of special interest to people who want to help elderly family members or friends living alone.

### Q: When will gas service be shut off?

A: Gas service may be shut off if you:

- 1) request it;
- 2) fail to pay a required security deposit;
- 3) let the account become past due and reasonable efforts to obtain payment have failed;
- 4) do not comply with the terms of a DPA or a Public Service Commission order;
- 5) furnish false information to obtain service;
- 6) obtain unauthorized service or tampers with pipes, meters or other company property;
- 7) fail to provide valid identification when required;
- 8) are at risk because of an emergency or serious health or safety hazard; or
- 9) fail to provide access to our meter.

A shut-off notice resulting from a delinquent account will be sent at least seven calendar days before the proposed shut off. A brochure explaining steps you can take to prevent shut off and possible sources of assistance for customers experiencing financial hardship will be mailed to you prior to the shut-off notice. Our shut-off policy recognizes unusual circumstances. For example, service will not be shut off during a limited period of medical emergency if a physician provides appropriate information to the company.

We will not shut off service for nonpayment of a disputed amount while a customer is involved in a formal review of the dispute, provided that service charges not associated with the dispute are paid on time.

In addition, we will not shut off the current account holder's service if the delinquent account was accrued prior to filing a divorce or separate-maintenance action and the delinquent account was in the name of a former spouse.

### Q: What are a customer's responsibilities when requesting service shut off?

A: If an account is in your name, you are responsible for arranging shut off and paying the final bill. Questar Gas is best able to accommodate your moving schedule if you call at least three working days in advance of the date you want service shut off. We will need your account number, the date service is to be shut off and your forwarding address.

### Q: Can my rental unit be shut off without my knowledge?

A: When Questar Gas knows someone other than the occupant of a rental unit is the account holder, we will post a shut-off notice in a prominent place on the premises before shut off. Also, we will try to contact the occupants by making a personal visit or leaving written notification at least 15 calendar days before service is shut off.

If service is being terminated because of nonpayment, we will advise tenants that they can prevent shut off for 30 days by paying charges due for the prior 30-day period.

### Q: What is the complaint procedure?

A: If you question the bill amount or have a service problem, call us or contact us by e-mail at [www.questargas.com](http://www.questargas.com). Our representatives will be happy to assist you. If we are unable to resolve the problem, you may contact the Wyoming Public Service Commission (a state agency) and request an informal review. Call 307-777-7427 for assistance.

These service policies also are outlined in the "Service You Can Count On" customer brochure, which is available in both English and Spanish on our Web site, [www.questargas.com](http://www.questargas.com), or by calling Questar Gas.

### Habla Español?

Para recibir una copia del folleto "Servicio de Confianza" en español, preparado especialmente para nuestros clientes que hable español, contactenos por teléfono y le enviaremos el folleto por correo.

