



THERMWISE[®] ENERGY SAVING TIP:

Change your furnace filter

The single largest user of natural gas in the home is the furnace. A periodic furnace inspection by a heating professional will ensure safe, efficient operation.

CHANGE THE FILTER — changing the furnace filter regularly will help keep clean air flowing throughout your home. If the filter becomes dirty or clogged, it will restrict air-flow and cause the furnace to stay on longer — using more fuel.

And, finally, remember to have your furnace and water heater green-stickered, if that has not already been done.



Questar Gas asks Utah PSC for general rate increase

On Dec. 3, 2009, Questar Gas Company asked the Utah Public Service Commission for a \$17.2 million increase in its Utah general rates.

This general rate request covers the costs of system maintenance and expansion. Some of the company's high-pressure pipelines are original, meaning they may have been put in place as early as the 1930s. Many of them need to be refurbished or replaced. Over the next five years, the company estimates it will require investment of \$40 to \$50 million annually to replace infrastructure.

Questar Gas President and CEO Ron Jibson said, "This request, expected to be effective in August 2010, is necessary to maintain our system's reliability and safety. Our natural gas rates in Utah are consistently lower than every other state

but Minnesota. We've held the line on rates by aggressively controlling operating costs. But we now need to invest in our infrastructure just as Utah has had to invest in major new highway projects and replace bridges.

"Our employees are getting the job done for our Utah customers — we've kept our costs and rates down without sacrificing service or reliability," Jibson continued. "We're asking state regulators to allow us to maintain the high levels of service and reliability that our customers have come to expect."

If approved, the increase would raise the monthly bill for the typical residential customer by about \$1, or less than 2 percent, beginning in August 2010.



CO poisoning is preventable

Carbon monoxide (CO) is a colorless, odorless and poisonous gas produced from many sources such as wood, propane, natural gas, charcoal, gasoline and anything else that burns. Avoid CO poisoning with simple preventive measures and common sense:

Have your heating systems serviced by a qualified technician every year. (This helps ensure that your system is operating safely and that combustion by products vent to the outside.)

Install a battery-operated, Underwriters Laboratory-approved CO monitor on each level of your home. Check or replace the battery when you change the time on your clocks each spring and fall. Installing a CO monitor should never be a substitute for a professional inspection of home-heating and cooking equipment. Owners of boats and recreational vehicles with propane stoves or heaters should also install CO monitors.

Seek prompt medical attention if you suspect CO poisoning and are feeling dizzy, light-headed or nauseated.

- Do not use a generator, charcoal grill, camp stove or other gasoline- or oil-burning device anywhere inside your home, including your basement, garage or outside near an open window.
- Do not run a car or truck inside a garage attached to your house, even if you leave the door open.
- Do not burn anything in a stove or fireplace that is not vented.
- Do not heat your house with a gas oven.

If you have symptoms as described above, and believe you may have CO poisoning, call your poison control center at 1-800-222-1222 or dial 911.





Protect meters and vents from excessive weather

Each winter, a threat arrives when snow starts piling up. There is a chance it might bury the exhaust vents to natural-gas furnaces. That could leave homeowners exposed to deadly carbon monoxide. Here are some tips to help ensure your meter and appliances operate properly when the snow falls.

- Make sure your meter is protected from snow and ice.
- Be careful when shoveling snow off driveways, sidewalks or roofs to avoid burying and possibly damaging natural gas meters and pipes.
- Significant accumulation of snow on the meter should be carefully cleared away to ensure proper operations and easy access to the shut-off valve in the event of an emergency.
- Don't let snow and ice block vents. Your natural gas appliances require air to operate properly.



Identify and report an outside gas leak

A “rotten-egg” odor is your warning that there may be a gas leak. It smells bad, but that’s good. We add a harmless but strong-smelling chemical to natural gas because natural gas has no odor of its own. And, that helps you determine when you’re in the proximity of natural gas. 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.

In its natural state, natural gas is odorless as well as colorless and non-toxic. Local utilities such as Questar Gas add a non-toxic chemical odorant called mercaptan to gas supplies to make leaks easy to smell. Call 800-323-5517 for a free scratch-and-sniff odorant brochure if you don't know the smell. Leaks cannot always be detected by smell alone. If you suspect a leak for any reason, but can't smell the odorant, get to safe place immediately and call 911.

