

BREATHING EASIER WITH THERM

Therm reminds you to 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. A clean furnace filter will help you breathe a little easier, too.



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);
- 3) using a credit card or electronic check over the phone or on our Web site, 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)

Interest is charged on unpaid gas bills. The rate is one percent per month, or 12 percent annually, on the outstanding past-due balance.

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. This makes budgeting easier.

Q: Is there a connection fee?

A: If you move to a residence and the gas is already on, the connection fee is \$8 plus tax. If the gas is off, you have two connection options:

- 1) For a connection fee of \$15 plus tax, Questar Gas will activate your account and unlock the meter to allow a qualified person — usually a contractor — to turn on the gas valve and light your appliances.
- 2) For \$30 plus tax, we will activate your account, unlock and turn on the meter, and check and light your appliances.

Q: Do I have to pay a security deposit?

A: In most cases, Questar Gas does not require a security deposit to initiate residential service. However, deposits are required if a customer has filed for bankruptcy, if service has been obtained fraudulently or without authorization, or after the service has been shut off for non-payment. The deposit will be equal to 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.

(continued ...)

SNOW IS COMING: PROTECT METERS AND VENTS

Snow is just around the corner for most of our customers. Here are some tips to help ensure your meter and appliances operate properly when the snow falls.

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



QUESTIONS AND ANSWERS

About Questar Gas's residential service policies *(continued from front ...)*

Q: What is third-party contact?

A: An account holder can designate a third party to receive a copy of the past-due bill. In such cases, we will try to personally contact the third party before shutting off service.

The designated third party is not responsible for paying the bill but may be able to help 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 tamper 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 the Company's meter.

A shut-off notice resulting from a delinquent account will be sent at least 10 calendar days before the proposed shut off. A brochure explaining steps that you can take to prevent shut off and possible sources of assistance for customers experiencing financial hardship will be sent 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. There may be other circumstances under which we will not shut off gas service. For more information, visit www.questargas.com.

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 before the date you want service shut off. We will need your account number, the date service is to be shut off, and a forwarding address.

Q: Can the unit I'm renting 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 five calendar days before service is shut off.

If service is being terminated because of nonpayment, we will advise tenants they can prevent shut off for an additional 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. Our representatives will be happy to assist you. If we are unable to satisfy your concern, you have the right to file a complaint with the Utah Division of Public Utilities. Utah and Idaho customers may contact the Division at 160 E. 300 S., Salt Lake City, UT 84111. The telephone number is 801-530-6652, or call toll free outside the Salt Lake City area at 800-874-0904.

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, or by calling Questar Gas.



Habla Español?

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