

UTAH AUGUST 2010

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See Therm at the Utah State Fair

Questar Gas customers are saving thousands of dollars taking advantage of ThermWise[®] energy-saving tips and weatherization and appliance rebates. Wherever Therm — the energy-wise guy — goes, people save money.



Next month, you can find Therm at the Utah State Fair where admission costs less and concerts are free — all courtesy of Questar Gas and ThermWise.

HERE ARE THE DATES YOU CAN SEE THERM AND SAVE AT THE FAIR:

OPENING DAY, SEPT. 9 — \$4 ADMISSION

*Free concerts

- > Sept. 9 Imagine — Beatles Tribute Band, 7:30 p.m.
- > Sept. 10 Boyz II Men, 7:30 p.m.
- > Sept. 11 Mitchel Musso, 7:30 p.m.
- > Sept. 12 Roy Price, 5 p.m.
- > Sept. 13 Country Showdown featuring Eli Young Band, 5 p.m.
- > Sept. 15 America, 7:30 p.m.
- > Sept. 16 ... Brenn Hill, 7:30 p.m.

For more concert information, visit www.utahstatefair.com.

*Seating tickets for these shows will be available at the Utah State Fair grandstand ticket office beginning at noon the day of the show. Limit: six tickets per person.

State Rebates Complement ThermWise[®] Program

On May 12, 2010, the State of Utah launched a rebate program for consumers who purchase new ENERGY STAR[®] appliances. Funded by the 2009 American Recovery and Reinvestment Act (ARRA), more than two million dollars will be available until exhausted. The following rebates are available:

- \$75 for clothes washers with a modified energy factor (MEF) of 2.0 or greater and a water factor (WF) of 6.0 or less;
- \$30 for ENERGY STAR[®] qualified room air conditioners;
- \$300 for ENERGY STAR[®] qualified gas furnaces with an annual fuel utilization efficiency (AFUE) of at least 90%;
- \$300 for ENERGY STAR[®] qualified tankless water heaters with an

energy factor (EF) of at least .82; and

- \$50 for gas storage water heaters with an energy factor (EF) of at least .67.



This offer may be used in conjunction with other credits and/or rebate programs like Questar Gas's ThermWise[®] program. So, get those funds while they last: upgrade to new energy-efficient appliances and get

rebates from the state and ThermWise[®] programs. For more information and lists of qualified products, visit www.cashforappliancesutah.com and www.ThermWise.com.



SAVE THE DATE: Deseret News Fall Home Show

The Utah 2010 ENERGY STAR[®] Summit is partnering with the Deseret News Fall Home Improvement Show October 8-10, 2010, at the South Towne Expo Center (9575 South State Street, Sandy, UT). Questar Gas invites you to learn more about energy efficiency at the show. Customers may purchase tickets for \$5 online as a courtesy of Questar Gas (tickets are \$10 at the door.) Use promo code **ThermWise** when purchasing online tickets at www.saltlakehomeshow.com.



UTAH ENERGY STAR[®] SUMMIT

Questar Gas is proud to be a major sponsor of the summit on Friday, October 8. Utah's building industry shows the potential to become the nation's leader in areas of high performance, energy efficiency building design, construction, sales and management. Visit <http://ubees.utah.gov/training/summit2010> for more information.

CARING FOR CUSTOMERS



TIPS TO AVOID HOT WATER BURNS

Set your water heater at 120 degrees Fahrenheit. This temperature will help prevent accidental scalding and conserve energy.

- Don't leave children alone when using hot water in the sink and bathtub.
- Fill bathtubs with cold water first, then add hot water.
- Check the water temperature with your wrist or elbow.
- Mix the water to make sure there are no hot spots.

REMEMBER, it only takes a second for a small child to turn on the hot water and get burned.



Changes that will affect your bill

Questar Gas has filed with the Public Service Commission of Utah (PSC) to adjust consumer rates. Beginning August 1, you will notice an average increase of about \$2.00 per month on your bill. Most of these funds will cover an increase in the cost of natural gas that Questar Gas buys on the open market and sells to its customers.

Questar Gas will now print a line-item charge on the bill that shows customers how much they pay to support a new energy-assistance fund. The monthly charge for the

typical customer will be about 10 cents. The fund will provide payment assistance for customers who have low income.

The Utah State Department of Community and Culture will determine which customers are eligible through the Utah Home Energy Assistance Target (HEAT) program. Eligible customers will receive a credit of \$37 during the first year of the program.



Understanding Weather Normalization Adjustment

Part of Questar Gas's billing calculation includes something called a Weather Normalization Adjustment (WNA).

Questar Gas's rates are based on an expectation of "normal" weather. (Normal weather is defined as the average daily temperatures over a 30-year period.) During colder-than-normal periods, customers typically use more natural gas to heat their homes and may pay more for their service than rates are designed to recover. On the other hand, when the weather is warmer than normal, customers may not pay enough to cover the cost of providing service.

The WNA slightly offsets the effects of unusually colder- or warmer-than-normal weather by adjusting bills up or down during these conditions. The result is that bills more closely reflect the appropriate amount for the service received. Bills will still go up when it is colder than normal and down when it is warmer than normal, but not by as much as if WNA were not in effect. The impact on most residential bills is only a few dollars.

For example, in January, the coldest month of the year, the typical Utah residential customer pays \$129.06 if the weather is normal. If the weather is 10 percent colder than normal, the typical bill would be \$139.97. However, with the WNA, the bill would be \$136.59. On the other hand, if the weather is 10 percent warmer than normal, the typical bill would be \$118.15, but under the WNA it would be \$121.53. The difference is \$3.38 in both scenarios.

Last year, WNA was used to determine more than 99 percent of all customer bills. With WNA you can be sure your bills more accurately reflect the cost of providing service. You also can be confident you won't pay more than necessary. If you do not want the WNA used on your account during the upcoming year, contact Questar Gas before Oct. 29. However, please be aware that if you discontinue the WNA on your account, it cannot be reinstated until next summer.

