

Energy-Saving Tip

According to the U.S. Department of Energy's Web site, about 90% of the energy consumed by a conventional top-loading washer is used for heating the water. Reduce the energy required for washing clothes by using less *and* cooler water. Most full-sized Energy Star-rated washers use 15 gallons of water per load, compared to 32.5 gallons used by other standard machines. Consider the purchase of an Energy Star-rated clothes washer the next time you buy. For more energy-saving tips, see <http://www1.eere.energy.gov/consumer/tips>.

State Rebates Complement ThermWise[®] Program

On April 15, 2010, the State of Wyoming launched a rebate program for consumers who purchase **replacement** ENERGY STAR[®] appliances. Funded by the 2009 American Recovery and Reinvestment Act (ARRA), the program offers rebates to Wyoming residents to encourage energy-efficient product purchases leading to energy savings throughout the state. Rebates in amounts from \$50 to \$250 for qualifying product purchases will be available on a first-come, first-served basis until exhausted. High efficiency clothes washers, dishwashers and gas furnaces, as well as electric heat pump water heaters, gas tankless water heaters and solar (electric

or gas backup) water heaters are all included in this program. Rebates are limited to one product per category per household.

This rebate 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, see www.wyomingrebates.com or visit www.ThermWise.com.



"If you conserve, you can save."

It's all about timing. In today's busy world, if you want to do something popular, the best time to do it is when everyone is doing something else.

Even though winter is still a few months away, now's the time to get ready. Have a home-energy audit today. The results could help you identify ways to improve the efficiency of your home and lower your gas bill when the weather turns cold.

For \$25* (charged to your gas bill), we'll send an expert to perform the energy audit. The audit takes about 1-1/2 hours; you will receive a detailed report as well as free measures (if needed). Call

today: 1-800-695-7375 (Monday-Friday, 7 a.m. to 5 p.m.). Our schedule fills up when customers start seeing winter heating bills.

For a free "do-it-yourself" audit, go to www.ThermWise.com.

Print the audit, answer the questions and send it to Questar Gas. We'll provide you with a detailed report outlining the things you can do to save energy.

* The \$25 fee will be reversed on your bill if you participate in any of the ThermWise[®] rebate programs.



(More stories continued on back ...)

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.



Natural Gas Facts

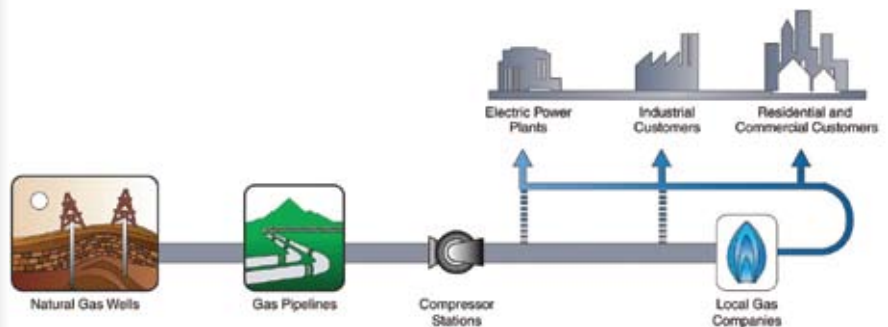
Natural gas is non-toxic (not poisonous). If you inhale it, no harmful, toxic ingredients will be absorbed into your blood.

Natural gas is lighter than air. If it escapes into the atmosphere, it dissipates rapidly. Heavier-than-air gases like propane and gasoline fumes settle and accumulate near the ground.

Natural gas is colorless. When mixed with the proper amount of air and ignited, invisible natural gas burns with a clean, blue flame. It is one of the cleanest-burning fuels, producing primarily heat, carbon dioxide and water vapor.

Natural gas burns only when properly mixed with air. It will only ignite when there is an air-and-gas mixture between five and 15 percent natural gas. Any mixture containing less than five percent or greater than 15 percent natural gas will not ignite.

How natural gas moves from the wellhead to the burner tip



Natural gas flows from deep inside the earth into wells. From there, it enters large pipelines where it is moved along with the help of compressors. Some of the gas is injected into underground storage for later use. After traveling many miles, the natural gas enters Questar Gas's system and is sent through a network of pipes to homes and businesses.

Tips on helping children feel safe

The next time everyday pressures build up to the point where you feel like lashing out—STOP! Try any of these simple alternatives. You'll feel better—and so will your child.

- Take a deep breath, and another. Then remember you're the adult.
- Close your eyes and imagine you're hearing what your child is about to hear.
- Press your lips together and count to 10, or better yet, to 20.

For more tips and information on how to prevent child abuse, visit www.preventchildabuseutah.com.