

# GasLight News

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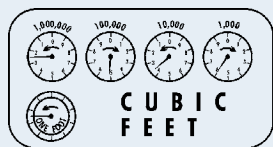
## RATE CHANGES

Falling natural gas prices continue to drive down the cost of heating homes in Utah. Questar Gas asked the Public Service Commission of Utah (PSC) to reduce natural gas rates by \$13 million. If approved, the rate cut will lower the typical homeowner's annual bill by about \$10 per year, or 1.5 percent, beginning Feb. 1, 2012.

This latest request comes on the heels of another request, made in December, to reduce rates by \$770,000 — or about a tenth of a percent. That request adjusted rates to account for Questar Gas's system-enhancement and conservation-program costs. That change is also requested to go into effect Feb. 1.

## HOW TO READ YOUR METER

To read your gas meter, use only the four larger dials (the smaller dials are used for testing purposes only). Starting on the left-hand side, write down the lowest number the hand of each dial has passed. For example, the dials shown here indicated 2, 5, 3 and 6.



To determine the amount of gas you have used since the last time your meter was read, we subtract the previous month's meter reading from the current reading.

If you suspect your meter is not recording gas usage accurately, please call us so we can check it for you.



## Natural Gas Facts

Just what is it that makes natural gas the natural choice for providing energy to 70 million U.S. homes and businesses?

Here are a few facts:

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

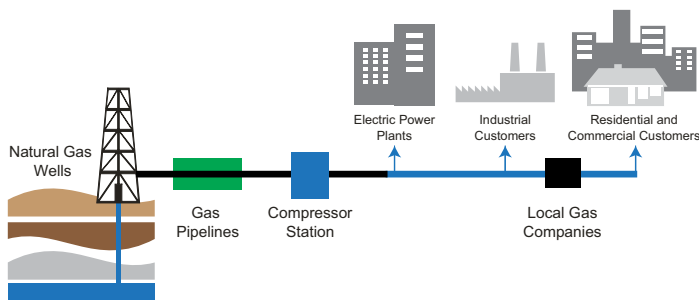
**Natural gas is lighter than air.** If it escapes into the atmosphere, it dissipates rapidly. Heavier-than-air gases like propane and gasoline fumes settle and accumulate near the ground where ignition sources commonly exist.

**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 abundantly 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.

## ThermWise® Offers Discount Tickets to the Salt Lake Tribune Spring Home and Garden Festival

Questar Gas® invites you to learn more about energy efficiency at the Salt Lake Tribune Spring Home and Garden Festival March 8-11. Visit the ENERGY STAR® Center at the South Towne Expo Center (9575 South State Street, Sandy, UT). **Clip and bring this coupon** to receive **three bucks off** your \$10 admission for up to six people. Or, save even more (\$4) by using the promo code **ThermWise** to purchase tickets online at [www.saltlakehomeshow.com](http://www.saltlakehomeshow.com). Discount offers may not be combined.



SALT LAKE TRIBUNE  
**HOME &  
GARDEN  
FESTIVAL**  
— SINCE 1948 —

## Our Ask-A-Tech hotline can save you time and money.

### Meet Max, one of our Ask-A-Techs.

Max is from South Ogden, Utah. He has 34 years' experience with Questar Gas. For the past 11 years, Max has worked as one of our Ask-A-Techs, talking to customers on the phone and helping them

solve problems with their natural gas appliances.

"It's nice to hear a customer say, 'Hey, it's working,'" said Max.



"Oftentimes, I'm able to help talk a customer through a simple fix that can save them a lot of time and money. If the problem is more complex, at least the customer has a better feeling about calling a heating contractor and paying for their expertise and service."

If one of your natural gas appliances isn't working properly, call our Ask-A-Tech hotline at 801-324-3282 or 800-695-7375 (outside the Salt Lake City area) weekdays from 7 a.m. to 5 p.m. One of our service technicians may be able to help you identify the problem.

## CO poisoning is preventable

Carbon monoxide (CO) comes from many sources such as wood, propane, natural gas, charcoal, gasoline, and anything else that burns. High concentrations of CO can be toxic, but you can 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 byproducts 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.

**Do not** use a generator, charcoal grill, camp stove, or other gasoline- or oil-burning device anywhere inside your home including your basement and 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 are feeling dizzy, lightheaded, or nauseated and suspect CO poisoning, seek prompt medical attention by calling your poison control center at 1-800-222-1222 or dialing 911.

## Keep snow and ice off meter and vents

Homeowners are responsible for ensuring that their meters remain free from ice and snow as heavy accumulations can damage your meter and threaten your safety.

For your safety, please follow these basic tips:

- **Do not pile snow on or near the meter**
- **Use caution when shoveling or plowing snow near the meter**
- **Carefully remove icicles and snow build-up from eaves above the meter**
- **Keep water from freezing on the meter as it drips from your roof**
- **Build a structure that protects the meter and allows access to the valve and dials**
- **Never kick or strike the meter to loosen built-up ice or snow**
- **Don't let snow and ice block vents as this could leave homeowners exposed to deadly carbon monoxide. Your natural gas appliances require air to operate properly.**



Report meter damage or gas leaks immediately to Questar Gas by calling 1-800-767-1689. For more safety information, visit [www.questargas.com](http://www.questargas.com).