

ENERGY-SAVING TIPS

- A periodic furnace inspection by a heating professional will ensure safe, efficient operation.
- Eliminate air leaks in your home with caulking, sealants or weather stripping. Look for leaks around windows, doors, plumbing, ducts, and electrical outlets.
- Move drapes, rugs and furniture away from heat registers and return-air vents. Free-flowing air through the furnace provides quick comfort for less money.

For more tips, visit
www.questargas.com

QUESTIONS & 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 Zions and Wells Fargo banks, and at 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 the outstanding past-due balance. The rate is 1.5 percent a month or 18 percent annually.

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, pay the current bill, the monthly DPA installment and any interest charges before the past-due date. 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.

Q: Is there a connection fee?

A: No. However, if your gas service is shut off for nonpayment, you must pay a \$25 reconnection fee and the full past-due amount (or make suitable payment arrangements) to have service restored.

Q: Do I have to pay a security deposit?

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

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Q&A

About Questar Gas's residential service policies

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Q: What is third-party contact?

A: You can choose to have Questar Gas send a copy of a past-due bill to a third party of your choice. In such cases, Questar Gas 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 you 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 will 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 meter.

A shut-off notice resulting from a delinquent account will be sent at least seven calendar days before the proposed shut off. A brochure explaining steps that can be taken to prevent shut off and possible sources of assistance for customers experiencing financial hardship will be mailed to you prior to the shut-off notice. The company's 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.

Questar Gas will not shut off service for nonpayment of a disputed amount while a customer is involved in a formal review of the dispute provided that service charges not associated with the dispute are paid on time.

In addition, Questar Gas will not shut off the current account holder's service if the delinquent account was accrued prior to filing a divorce or separate-maintenance action *and if the delinquent account was in the name of a former spouse.*

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

Q: Can my rental unit be shut off without my knowledge?

A: When Questar Gas knows someone other than the occupant of a rental unit is the account holder, the company will post a shut-off notice in a prominent place on the premises before shut off. Also, the company will try to contact the occupants by making a personal visit or leaving written notification at least 15 calendar days before service is shut off.

If service is being terminated because of nonpayment, Questar Gas will advise tenants that they can prevent shut off for 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 resolve the problem, you may contact the Wyoming Public Service Commission (a state agency) and request an informal review. Call (307) 777-7427 for assistance.

These service policies also are outlined in the "Service You Can Count On" customer handbook, which is available by calling Questar Gas.



Habla Español?

Para recibir una copia de un libretto en español, preparado especialmente para nuestros clientes de habla español, háganos por teléfono y mandaremos un libretto a usted por correo a su residencia.

Do you speak Spanish or know someone who does? Then you may be interested in Questar Gas's Spanish version of its customer handbook, "Service You Can Count On." Written entirely in Spanish, "Service You Can Count On" provides information on Questar Gas's policies, procedures, services and natural gas safety.

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