

ENERGY-SAVING TIP

• Windows are a major source of heat loss. Consider installing storm or thermal windows. A less expensive alternative is plastic sheeting, which can be fastened over windows to retain heat.

For more tips, visit
www.questargas.com

KEEPING CUSTOMER INFORMATION PRIVATE

Questar Gas is committed to protecting your privacy. Customer information is not disclosed outside Questar Gas without the company's and the customer's permission except in response to a subpoena, other legal process or government investigation or requests from regulatory agencies.

In the event a customer's bill becomes delinquent, Questar Gas can provide limited customer information and enlist the services of third-party collection agencies. Otherwise, no other customer information is sold or shared.

Questar Gas rates dropped 10.5 percent

For the fourth time this year, Questar Gas's rates have dropped. The most recent decrease went into effect Nov. 1. Combined, the four rate reductions are resulting in a \$279, or 21.7 percent annual savings for the typical Utah household.

Why the drop in prices? Gulf-coast, hurricane-damaged gas production has been restored and last winter's mild weather helped

the industry rebuild inventories. Prices remain volatile, however, because they're affected by supply interruptions and changes in demand due to weather and the economy.

We're committed to keeping your rates among the lowest in the nation while providing you with safe, reliable service.



Carbon monoxide: know the danger

Winter weather brings an increased danger of carbon monoxide (CO) poisoning. Automobile exhaust is the most common source of CO, but other sources include small gas engines, camp lanterns and stoves, charcoal grills, and gas ranges and heating systems.

Excessive exposure to CO can result in illness and even death. Each year, approximately 500 Americans die from non-fire related CO poisoning. More than 15,000 CO poisonings are treated in emergency rooms each year.

What is CO?

CO is a poisonous gas produced by inefficient combustion. Maladjusted appliances in poorly ventilated areas can produce dangerous amounts of CO. CO is dangerous because it can replace oxygen in the bloodstream. In fact, the receptors on blood molecules actually prefer CO to oxygen. When CO is allowed to enter the bloodstream in place of oxygen, asphyxiation can occur.

Recognizing CO poisoning symptoms

Anyone can suffer from exposure to CO; however, unborn babies, infants, the elderly, and people with respiratory problems are most susceptible. CO is hard to detect. It's invisible and odorless. That's why it's important to know the symptoms of CO poisoning and immediately seek medical attention if symptoms occur. These are the most common symptoms:

- persistent, severe headaches and dizziness (usually affecting more than one person in an enclosed area);
- nausea, vomiting and fatigue; and
- the disappearance of symptoms when individuals leave the affected structure.

If you suspect CO poisoning based on these symptoms, evacuate all persons from the structure and call the poison control center at 1-800-222-1222.

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IN OUR COMMUNITY

TITLE 1 SCHOOLS FEEL HOLIDAY SPIRIT

Students at four Utah elementary schools are enjoying a little more holiday cheer this year. Questar's volunteer team is giving gifts to children attending schools in Cedar City, Springville, Salt Lake City and Ogden. Throughout the year, the volunteers also support these schools by tutoring, reading and conducting after-school activities for the students.

SIMPLE GIFTS MATTER

This month, hundreds of Questar employees are participating in "Sub for Santa," "Angel Tree" and "Gifts for Seniors" programs to help ensure that those with less, experience joy in this holiday season.

\$1 MILLION FOR UNITED WAY

Questar employees donated more than \$500,000 during the company's United Way campaign. Questar Corporation matched the employees' contribution, increasing the total donation to more than \$1 million. United Way supports local programs that benefit the most vulnerable citizens in our communities.

SKIP A SNACK, HEAT A HOME

We have partnered with the American Red Cross to help low-income elderly and disabled customers heat their homes this winter. If you checked the box on your November bill to donate \$1 each month, thanks! If you missed it, please call today and we'll gladly sign you up. Donations are tax-deductible and 100 percent goes directly to those in need.



Carbon monoxide: know the danger *(continued)*

CO Prevention

People can avoid CO poisoning through simple prevention measures and common sense. For example, most fire-related CO poisoning can be prevented by the proper installation and maintenance of smoke detectors. Here are some tips for preventing CO poisoning:

- Have your heating systems serviced by a qualified technician every year.
- 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 recre-

ational vehicles with propane stoves or heaters should also install CO monitors.

- Seek prompt medical attention if you are feeling dizzy, light-headed, or nauseated.
- Do not use a generator, charcoal grill, camp stove, or other gasoline- or oil-burning device inside your home, in enclosed spaces 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 garage door open.
- Do not burn anything in a non-vented stove or fireplace.
- Do not heat your house with a gas oven.

Don't let snow pile up on vents and meters

Stay warm when it snows this winter, but don't let snow bury gas-appliance exhaust and intake vents and the gas meter.

Natural gas appliances such as furnaces and water heaters vent combustion byproducts to the outside, and many of these appliances also get their combustion air from the outside. Some intake and exhaust vents are on the roof, but many are near ground level. Regardless, it's important they are completely unobstructed by ice or snow. Clear vents will keep pilot lights burning and will allow appliances to operate safely and efficiently.

Be careful when shoveling snow off driveways, sidewalks or roofs to avoid burying and possibly damaging natural gas meters. Piling snow onto the meter can damage it and/or

cover the regulator vent, causing the meter to malfunction. Significant accumulation of snow on the meter should be carefully cleared away to ensure proper operation. Remember: you are responsible for protecting the gas meter.



Also, don't let metal objects such as wheelbarrows, ladders, trash cans, bicycles and/or gardening tools lean against the meter. When metal objects come in contact with the meter, it interferes with the system that protects the meter and associated piping from corrosion.

Keeping meters free from snow and other obstacles also allows for easy access to the shut-off valve in the event of an emergency.

