

## TIPS TO AVOID HOT-WATER BURNS

- Set the water heater at 120 degrees Fahrenheit. This temperature will help prevent accidental scalding and conserve energy.
- Attend children 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.



## Questar Gas's rates have dropped \$142 million this year

The Utah State Public Service Commission has approved Questar Gas's request to reduce rates \$9.7 million. The decrease went into effect last month.

This is the third rate reduction this year. The company reduced rates \$93.7 million in February and \$38.6 million in April. Combined, the three rate reductions result in a \$160 annual savings for the typical Utah household.

The rate reductions are the result of lower Questar Gas operating costs and lower natural gas prices.

In spite of the three reductions, Utah retail rates are still higher than they were a year ago. In July 2005, the average customer using 115 decatherms was paying \$1,037 a year for natural gas. Currently, that same customer is paying \$1,126.



## 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 partially 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 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 \$186.94 if the weather is normal. If the weather is 10 percent colder than normal, the typical bill would be \$202.61. However, with the WNA, the bill would be \$199.24. On the other hand, if the weather is 10 percent warmer than normal, the typical bill would be \$171.26, but under the WNA it would be \$174.63. The difference is \$3.37 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 Sept. 29. However, please be aware that if you discontinue the WNA on your account, it cannot be reinstated until next summer.



# IN OUR COMMUNITY

## 'STRUT YOUR MUTT'

Dozens of Questar employees and family members traveled to Salt Lake City's Sugarhouse Park from as far away as Rock Springs, Wyo., and Powder Wash, Colo., to take part in Utah's annual Strut Your Mutt, a fund-raiser for No More Homeless Pets in Utah. Visit [www.utahpets.org](http://www.utahpets.org) to learn more.

## MS WALK A SUCCESS

Questar provided support for the MS Walk events throughout Utah to help raise nearly \$400,000 to fight multiple sclerosis. More than 3,000 walkers participated in the event and thousands of generous Utahns donated.

## HOGLE ZOO HOUSEKEEPING

This summer, nearly 200 employees and family members washed and waxed the train, spruced up Tino and Mooki's gorilla yard, worked on the new cat exhibit — Asian Highlands — and assembled mailers to promote the zoo.

## FREE ZOO ADMISSION

Questar also helps fund Hogle Zoo's special admissions program, which provides free zoo access for at-risk and disadvantaged youth involved in the Boys and Girls Clubs, Christmas Box House, Primary Children's Medical Center, Ronald McDonald House, The Road Home and others.

## TOUR DE CURE

The American Diabetes Association's annual fund-raiser, Tour de Cure, took place last month in northern Utah. Questar volunteers helped with registration, set-up and aid stations. Funds raised in this event help prevent and find a cure for diabetes, and improve the lives of all people affected by diabetes. About 18.2 million Americans — roughly 6.3 percent of the population — suffer from diabetes.

## LOOKING FOR A SPEAKER?

Providing the right speaker to talk to your group (50 or more) about natural gas is easy at Questar Gas. Topics include:

- earthquake preparedness
- gas prices
- Green Stickers

Call (801) 324-5600 or visit [questargas.com](http://questargas.com) to schedule a presentation.



# What to do if you damage a gas line or come across a leaking line

The best way to avoid hitting a gas line is to call Blue Stakes before you dig. However, if you damage a gas line or discover natural gas escaping from a broken or leaking line, follow these steps:

- Turn off all machinery and vehicles and eliminate other ignition sources such as open flames, electrical switches, telephones and cell phones.
- Evacuate everyone from the endangered area.
- Do not attempt to make repairs or operate any pipeline valves.
- Do not attempt to extinguish any fire.
- From a safe place, call 911 or

other local emergency responders, including Questar Gas at (800) 767-1689.

## Follow these steps if a line is pulled or jarred or its coating is damaged:

- Stop all work and check for the sound and other signs of escaping gas in the area.
- Do not make repairs or backfill until Questar Gas has repaired any damage. Unrepaired damage to a gas line or coating may eventually cause a failure to occur. Unrepaired damage to a locating wire will cause difficulty in properly locating a plastic gas line in the future.



# KNOW THE SMELL OF NATURAL GAS

Our natural gas smells bad, but that's good.

Most people don't know it, but natural gas is odorless. To help ensure our customers' safety, however, we add a harmless chemical so even the slightest leak can be detected. Some people say the chemical odor smells like "rotten eggs."

If you don't know the smell, call (800) 323-5517 today and ask for one of our scratch-and-sniff brochures: "Here's a smell you should know well."



# Customer-owned underground piping

If you are one of the few customers who own underground natural-gas piping, we remind you to check it for corrosion or other damage.

In almost all cases, our system ends at the meter. The piping beyond the meter belongs to you. You are ultimately responsible for periodically maintaining your own piping to prevent hazards that can result from corrosion and/or leakage.

If you own buried natural-gas piping, follow these steps to keep it safe:

- if it's steel, make sure piping is adequately protected against corrosion;

- have piping inspected periodically for corrosion and checked for leaks; and
- have piping located, marked and treated with caution while digging nearby.

Repairs should be made as soon as unsafe conditions are found.

If you own underground natural-gas piping and need to arrange to have it checked or protected against corrosion, call a plumbing or heating contractor or the Rocky Mountain Gas Association at (800) 729-6791.

