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## 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 \$4.6 million this year

The Wyoming State Public Service Commission has approved Questar Gas's request to reduce rates \$1.9 million due to lower natural gas prices. The decrease went into effect last month.

This is the second rate reduction this year. The company reduced rates \$2.7 million in March. Combined, the two rate reductions result in a \$145 annual savings for the typical Wyoming household.

In spite of the two reductions, Wyoming retail rates are still higher than they were a year ago. In July 2005, the average customer using 120 decatherms was paying \$1,164 a year for natural gas. Currently, that same customer is paying \$1,212.



## 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 Wyoming One Call 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.



*(More stories on back)*

## 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.

### 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

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

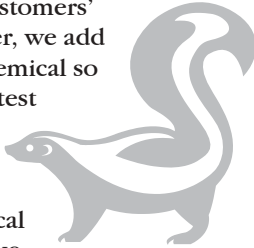


## Know the Smell of Natural Gas

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 brochure: "Here's a smell you should know well."



## Natural Gas Facts

*Natural gas is non-toxic (not poisonous).*

If you inhaled 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.*

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.

## 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, call Questar Gas at (800) 231-8874.



# QUESTAR

Gas