

## ENERGY-SAVING TIP

Set water-heater temperatures at 120 degrees. A family of four, each showering for five minutes a day, uses 700 gallons of water each week. By lowering the thermostat on the water heater to 120 degrees, families can cut water-heating bills without sacrificing comfort.

## Habla Español?

Para recibir una copia de un libretto en español, preparado especialmente para nuestros clientes de habla español, háblenos por teléfono.

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." The customer handbook is a helpful tool for new customers moving into the area or existing customers who may have questions about natural gas service. "Service You Can Count On" provides information on Questar Gas's policies, procedures, services and natural gas safety.

To receive a copy of the Spanish-language customer handbook, call Questar Gas.

## Know your rights and responsibilities as a customer

At Questar Gas, our goal is to provide safe, reliable service at the lowest possible price while treating our customers with respect and helping them in ways that mean the most to them. But much of our success depends on you. Listed below are a few ways we can work together to ensure your natural gas service is the best it can be.

### You can expect Questar Gas to:

- Provide natural gas service to all qualified applicants;
- Provide information about financial programs that help low-income customers pay bills;
- Provide payment arrangements to help customers with financial emergencies;

- Let customers pay security deposits, if required, in three equal installments;
- Follow a consistent set of procedures before disconnecting service. For example, customers must be notified at least 10 days (beginning from the notice's post-marked date) before service is disconnected;

- Offer winter shut-off protection service to qualified customers; and

• Continue service for a reasonable time when a physician's statement specifies that a medical emergency exists.

### In turn, Questar Gas expects you to:

- Safely use services and pay for them on time each month;
- Call us about problems with safety or customer service;
- Call us when there are billing errors or other problems;
- Develop a payment plan with customer-service representatives when payment problems are anticipated;
- Notify us if moving to another residence;
- Notify us about terminating service or changing service to another name;
- Keep meters free of snow and ice and protect them from potential damage; and
- Provide access to the meter on your property for meter reading and related services.

By working together, we can maintain the high standard of service you have come to expect. And don't hesitate to let us know if you have a problem with your bill or service. If it's still not resolved to your satisfaction, you have the right to contact the Utah State Division of Public Utilities Complaint Office at (801) 530-6652 or (800) 874-0904.



*(More stories on back)*

# IN OUR COMMUNITY

## MEALS ON WHEELS

Five days a week, Questar employees help make sure some homebound customers get a healthy meal to eat. It's a program coordinated through Salt Lake County Aging Services' Meals on Wheels. For most of the people we see, it's more than just a meal; it's a friendly visit to make sure everything's OK.

## RONALD MCDONALD HOUSE

Questar employees prepare and serve hundreds of meals for Ronald McDonald House® guests every year. The Ronald McDonald House® is a "home away from home" for families who must travel hundreds, sometimes thousands of miles outside their own communities to seek medical treatment for their children. To volunteer or donate, visit [www.rmhslc.org](http://www.rmhslc.org)

## PREVENTING CHILD ABUSE

April was Child Abuse Prevention Month. Questar supports Prevent Child Abuse Utah (PCAU), a non-profit organization that continues to lead the way in building awareness, providing education and inspiring hope to everyone involved in preventing the maltreatment of children. Last year, PCAU reached nearly 30,000 children and adults statewide with child-abuse-prevention programs.

## MCGRUFF TRUCK

Keeping communities safe is important. That's why Questar Gas participates in the McGruff Truck Program. For nearly 25 years, school-age children have learned that if they need help they can signal a McGruff Truck. McGruff Truck decals are affixed to all Questar Gas vehicles so children know our drivers will call for help when necessary.

## HOGLE ZOO HOUSEKEEPING

This month, a herd of Questar volunteers migrate to Hogle Zoo to do a little spring cleaning. Every year, more than 100 employees and family members weed, paint animal shelters and clean, helping make Hogle Zoo an enjoyable place to visit.



# How to identify an outside gas leak

A pungent "rotten-egg" odor is your warning that there may be a gas leak indoors. But what about identifying gas leaks outside?

## The following signs may indicate a natural gas pipeline leak or failure:



Hissing, roaring or blowing sound



Dirt being blown into the air



Water being blown into the air at a pond, river or creek



Continuous bubbling in wet, flooded areas



Fire at or near exposed piping



Flames apparently emanating from the ground



Dead or brown vegetation in an otherwise moist or green field

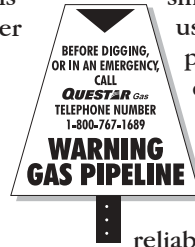


A "rotten egg" odor\*

From a safe place, see if you can spot a pipeline marker like this and call the emergency number or call 911 to report a leak or other natural gas emergency.

\*(Note: in its natural state, natural gas is odorless as well as colorless and non-toxic.

Local utilities such as Questar Gas add a non-toxic chemical odorant called mercaptan



to its supplies to make leaks easy to smell. However, odorants are usually added to pipelines only in populated areas, so leaks, especially in open country, cannot always be detected by smell.)

More information about pipeline safety, purpose, and reliability is available at [questargas.com](http://questargas.com)

# WARNING! Call Blue Stakes before you dig

If you're planning an outdoor project that involves digging holes or trenches in your yard, remember to first call your local line-locating service at least two business days before you dig, grade or excavate.

Knowing where buried lines are located may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other buried line. It can spare you repair costs as well. And in Utah and Idaho, it's the law.



## Here's all you have to do before beginning a project:

- Call Blue Stakes, preferably between the non-peak hours of 11 a.m. and 3 p.m., Monday through

Friday. (Blue Stakes' regular business hours are Monday through Friday, 7 a.m. to 5 p.m., except on holidays.) In the Salt Lake area, call 208-2100. From other Utah locations, call toll-free (800) 662-4111. In Idaho, call the Dig Line at (800) 342-1585.

- After receiving your call, each participating utility will send a representative to mark its line locations for FREE.

After calling, wait two full business days (48 hours) to be sure all lines are marked, and make sure you understand where you can dig.

For more information, visit [www.questargas.com](http://www.questargas.com) or [www.bluestakes.org](http://www.bluestakes.org).