

## 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.

## IN OUR COMMUNITY

### 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.

## 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 postmarked 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 Wyoming Public Service Commission and request a review at (307) 777-7427.



*(More stories on back)*

# WARNING! Call 'One Call of Wyoming' before you dig

Statistics show that about two-thirds of the damage to underground natural gas lines is caused by homeowners, contractors and other excavators who fail to ensure that underground utility lines are properly marked. If you're planning to plant a tree, install a fence or sprinkling system, or undertake any other project that requires digging or excavation, call **One Call of**

**Wyoming at (800) 849-2476** at least two business days before you dig.



After you call, each participating utility will send a representative to mark

its line locations for **FREE**. Wait two full business days (48 hours) to be sure all lines are marked, and make sure you understand where you can dig.

Also, take appropriate precautions when you dig. If you are outside and smell natural gas, call Questar Gas or an emergency number such as 911 from a telephone outside the area.

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



## Caring for Kids

### Six small ways to stop one big problem

When everyday pressures build to the point where you feel like lashing out at a child who is in your care — STOP! Instead:

1. Take a deep breath. And another. Then remember **you** are the adult.
2. Close your eyes and imagine you're hearing what the child is about to hear.
3. Press your lips together and count to 10. Or, better yet, 20.
4. Put the child in a time-out chair. (One time-out minute for each year of age.)
5. Telephone a friend.
6. If someone can watch the child, go outside and take a walk.

REMEMBER: Take time out. Don't take it out on a child.

## 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)

