QUESTAR

PIPELINE SAFETY

WHAT YOU CAN DO TO HELP

A Message About Pipeline Safety

For excavators, contractors, emergency and public officials, school districts, landowners, land developers, and residents living on or near natural gas pipeline rights-of-way or facilities.

Please read this brochure carefully. It contains important information you can use to help keep your neighborhood or workplace safe. Please share this with others in your home, school, or business.

811 Know what's below. Call before you dig.

From a safe place call 911 for any natural gas emergency.

24-HOUR EMERGENCY NUMBERS*

QUESTAR GAS	1-800-767-1689
QUESTAR PIPELINE	1-800-300-2025
QUESTAR SOUTHERN TRAILS	1-800-261-0668

*NOTE: Emergency numbers are listed on pipeline marker signs.

America's Pipelines: Purpose and Reliability

Questar's facilities are part of a vast national network of underground pipelines. This system is our country's lifeline for a variety of daily activities. From natural gas to heating oil, from water to jet fuel, pipelines reliably deliver products many of us take for granted but which are essential to our nation's economy and standard of living. Some pipelines transport potentially hazardous and flammable substances under high pressure. Yet, according to statistics from the National Transportation Safety Board and the U.S. Department of Transportation (DOT), pipelines are one of the safest modes of transportation in the United States.

Questar: Committed to Safety

Questar is an integrated natural gas company. Through subsidiaries, Questar owns and operates over 28,000 miles of transmission and distribution pipelines in the western United States.

We have more than 75 years of experience in the pipeline business and we are committed to the safe operation of our facilities, but we need your help. We believe people should know how to recognize and respond to a natural gas emergency if one should occur. So we have prepared this brochure to increase public awareness about pipeline safety and damage prevention.

Pipeline Location

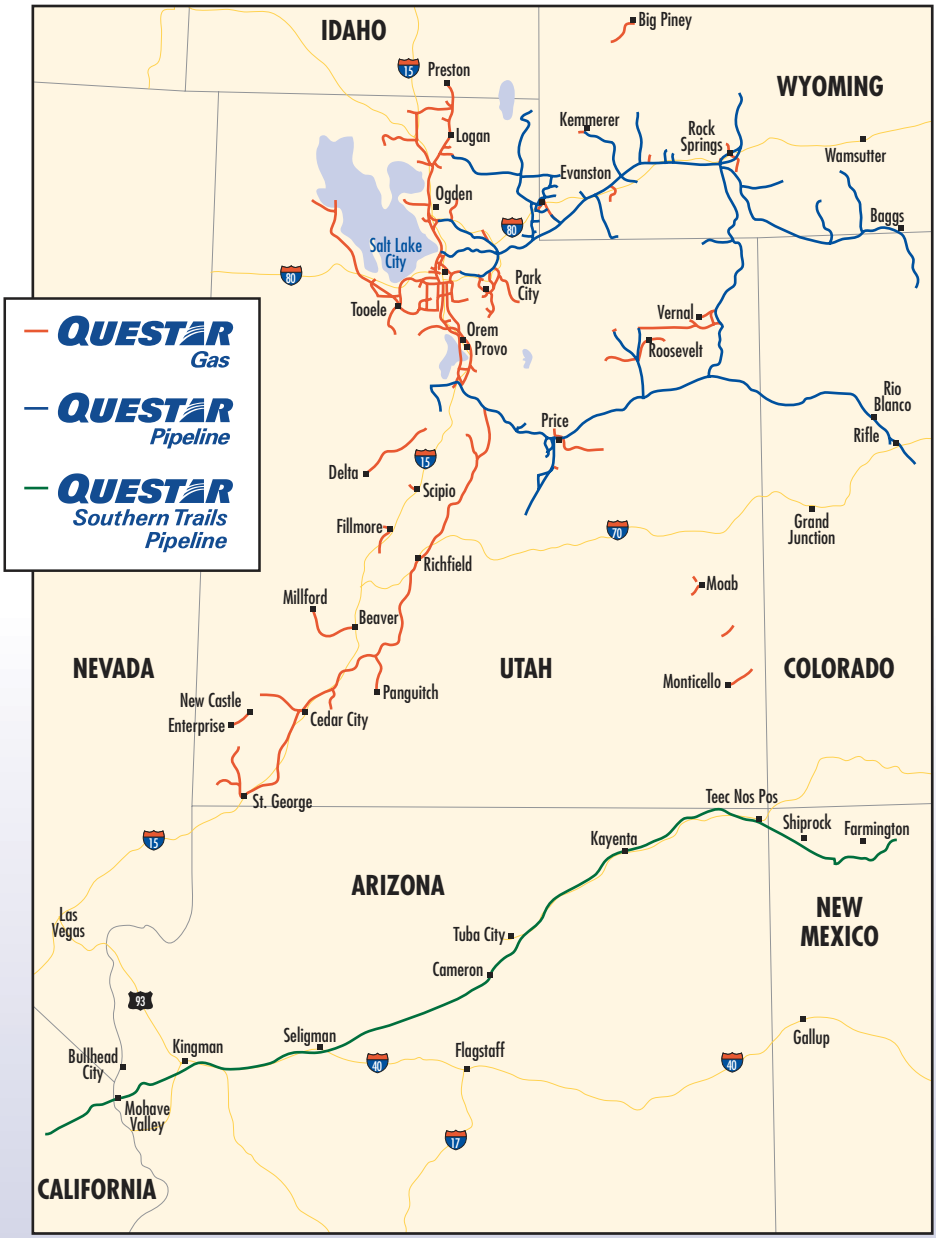
High pressure natural gas pipelines are buried in roadways and along rights-of-way acquired by Questar. The approximate location is indicated by pipeline markers (pictured below) bearing the company name and emergency phone number. These markers will generally be near roads, fences, and other utility line crossings, but will not be present in roadways.

Most Questar Gas distribution natural gas lines are not marked, except for temporary markings after someone contacts the one-call system. Some larger Questar Gas distribution lines in rural locations may have pipeline markers.

Distribution natural gas mains are buried underground with service laterals and meters installed for industrial, commercial and residential customers.

Questar High-Pressure System Map

This map shows the general location of high-pressure pipelines owned and operated by Questar Gas, Questar Pipeline, and Questar Southern Trails. Specific locations for your State and County can be found on DOT's National Pipeline Mapping System web site at **www.npms.phmsa.dot.gov**.



Damage Prevention: Call Before You Dig

Before excavating, grading roads, boring, performing seismic work or other construction, always have our gas lines located.

A federally-mandated national “Call Before You Dig” number, 811, has been created to help protect you from unintentionally hitting underground utility lines.

Know what’s **below.**
Call before you dig.

Call 811 at least two business days prior to excavating. You will be automatically transferred to the local excavation notification One-Call center. This enables you to receive free information on the location of buried lines or utilities from participating companies. In most states, adherence to the One-Call procedure is required by law and penalties may apply for failure to notify owners of buried facilities prior to digging. Questar participates in the following One-Call centers:

STATE	NAME OF ONE-CALL CENTER	NUMBER
Arizona	Arizona Blue Stakes	1-800-782-5348
California	Underground Service Alert of California	1-800-227-2600
Colorado	Utility Notification Center of Colorado	1-800-922-1987
Idaho	Dig Line	1-800-342-1585
New Mexico	New Mexico One Call System	1-800-321-2537
Utah	Blue Stakes Center	1-800-662-4111
Wyoming	One-Call of Wyoming	1-800-849-2476

Right-of-Way Encroachment Prevention

Pipeline rights-of-way are parcels of land of various widths in which pipelines are installed. Questar acquires rights-of-way to provide natural gas service to its customers and to allow pipelines to be permanently located on public and private land. Encroachments on Questar’s rights-of-way can inhibit our ability to inspect, maintain, and replace our facilities or respond adequately to an emergency and may increase risks to public safety. In general, the area on either side of a pipeline contained within the right-of-way should be maintained clear of trees, shrubs, buildings, fences, structures, or any other encroachments that may interfere with our ability to access our pipeline. For questions about pipeline rights-of-way, or to request a free brochure, “A Guide to Using Natural Gas Pipeline Rights-of-way,” contact Questar’s right-of-way department toll-free at 1-800-366-8532.

Emergency Response:
What to do for natural gas emergencies

Follow these steps if you detect natural gas inside a building:

- do not light a flame;
- do not use light switches, telephones or other electrically operated devices that may spark and ignite the gas;
- evacuate the building or residence immediately;
- **from a safe place, call 911**;
- from a safe place, call Questar at the appropriate emergency number listed below.

Follow these steps if you discover natural gas (or resulting fire) escaping from a broken or leaking line:

- turn off all machinery and vehicles and prevent use of other sources of ignition such as open flames and the operation of electrical switches or cellular phones;
- evacuate everyone from the endangered area and keep vehicles and bystanders away;
- do not attempt to make any repairs or operate any pipeline valves;
- do not attempt to extinguish any fire;
- **from a safe place, call 911**;
- from a safe place, call Questar at the appropriate emergency number listed below.

Follow these steps if a natural gas line is pulled, jarred, scratched, or damaged (including any type of coating damage):

- stop all work and check for the sound and other signs of escaping gas in the area;
- evacuate everyone from the endangered area and keep vehicles and bystanders away due to the potential for leaking gas;
- from a safe place, call Questar at the appropriate emergency number listed below;
- do not attempt repairs or backfill until Questar has repaired any damage. Unrepaired damage to a natural gas line or coating will eventually cause a failure to occur.

Follow these steps if a locate wire run with plastic pipe is damaged or broken:

- stop all work and check for the sound and other signs of escaping gas in the area;
- call Questar at the appropriate emergency number listed below;
- do not attempt repairs or backfill until Questar has repaired any damage. Unrepaired damage to a locating wire will cause difficulty in properly locating a plastic natural gas line in the future.

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***NOTE: Emergency numbers are listed on pipeline marker signs.**

Pipeline Hazards: Awareness and Prevention

America's pipeline industry maintains an enviable record of safety and reliability. However, despite strict regulatory oversight and the conscientious efforts of companies like Questar, hazards do exist and emergencies, though infrequent, can occur. Potential hazards include fires, evacuations, explosions, business and/or traffic disruptions, breathing hazards and environmental damage.

Pipeline damage or failure can occur for several reasons: corrosion, material defects and acts of nature such as floods and earthquakes. However, statistics show that the leading cause of pipeline damage is third parties (construction contractors, property owners, excavators, etc.) digging near buried pipelines.

As part of our ongoing pipeline safety program, we at Questar spend substantial amounts of time and money each year on training and new technology designed to monitor and continually improve the safety and reliability of our system. Our policies and procedures are designed to meet or exceed DOT standards for pipeline design, construction, maintenance, testing and operation. Our commitment to safety begins before a pipeline is built or expanded.

We build safety into our system by:

- carefully researching and planning the safe construction of each project;
- using pipe that is inspected and tested at the factory to comply with both federal and industry standards;
- providing steel pipe with a coating and other measures that protect it from external corrosion;
- inspecting the integrity of the pipe during construction; and
- testing the finished pipeline at pressures higher than normal operating pressure before it's placed into service.

Once a pipeline is built, tested and placed into service, we control and monitor the safety of our system in several ways, including:

- Posting markers with an emergency telephone number along our high-pressure rights-of-way to let the public know underground pipelines are in the area;
- routinely patrolling our pipeline routes to inspect and identify potential problems and assist in preventing third-party excavation damage;
- performing regular inspection and maintenance of facilities, including leak surveys and safety checks on valves and compressor stations;
- meeting periodically with state and local emergency officials to review accident-prevention and emergency-response procedures;
- monitoring our high-pressure system using computers and remote telemetry equipment that detects changes in pressure or flow that might indicate problems. In many cases, such equipment allows operators to activate emergency shut-down procedures and to dispatch emergency crews in case of a leak, accident or other problem; and
- performing periodic internal inspections on some high-pressure pipelines sections using "smart pigs"- mechanical devices that travel inside pipelines, checking for damage or defects in the pipe that could cause failure.

General information about Questar's pipeline safety measures and a summary of its transmission integrity management plan are available at www.questargas.com or www.questarpipeline.com.

Natural Gas Pipeline Emergencies: Leak Recognition and Response

Natural gas is a nontoxic, colorless fuel about one-third lighter than air and has no smell in its natural state. Natural gas has a limited flammability range and a high ignition temperature. When mixed with air in the right proportion and ignited by a spark or flame, natural gas will burn or explode. Before natural gas enters a distribution system an odorant is added to make natural gas detectable to the sense of smell. Gas is not odorized in the majority of the system of Questar Pipeline and Questar Southern Trails.

Questar Gas distributes natural gas in both coated steel and plastic pipelines. Steel natural gas lines may have pressures from 35 pounds per square inch to 1000 pounds per square inch and can be up to 24 inches in diameter. Plastic natural gas lines may have pressures up to 60 pounds per square inch and can be up to 8 inches in diameter. Plastic natural gas lines may have a coated copper wire running parallel to the natural gas line. The wire is for locating purposes.

Questar Pipeline and **Questar Southern Trails** transport natural gas in pipelines under pressures up to 1,400 pounds per square inch. Pipe used to transport natural gas is made of steel, covered with an external coating to prevent corrosion, and can be up to 36 inches in diameter.

Natural gas pipeline leaks or failures are rare, but an informed public can help prevent emergencies and minimize potential damage or injury in the unlikely event of an accident by knowing how to recognize and report pipeline problems.

How to identify a leak or failure

One or more of the following signs may indicate a natural gas pipeline leak or failure:

a hissing, roaring or blowing sound

fire at or near exposed piping

dirt being blown into the air

flames apparently emanating from the ground

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

dead or brown vegetation in an otherwise moist or green field

continuous bubbling in wet, flooded areas

“rotten egg” odor (for odorized lines)

If you are not familiar with the smell of odorized natural gas request a free brochure “Here is a Smell You Should Know Well”, by contacting Questar toll free at 1-800-323-5517.

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For additional information about Questar's operations or facility locations, contact:

QUESTAR Gas

QUESTAR Pipeline

QUESTAR Southern Trails Pipeline

180 East 100 South
P.O. Box 45360
Salt Lake City, UT 84145-0360

Company	Number	Web Site
Questar Gas	1-801-324-5111	www.questargas.com
Questar Pipeline	1-307-382-8882	www.questarpipeline.com
Questar Southern Trails	1-307-382-8882	www.questarpipeline.com

A list of pipelines in the United States, including a directory that identifies pipeline operators in any given area, can be found on the Web site of the DOT's National Pipeline Mapping System at **www.npms.phmsa.dot.gov**. The Interstate Natural Gas Association of America (INGAA) is an excellent source of information on pipelines and pipeline safety in particular and the natural gas industry in general. INGAA's Web site can be found at **www.ingaa.org**. Additional information about the natural gas industry is provided by the American Gas Association at **www.aga.org**.