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## General Information

**Questar Gas**  
180 East 100 South  
P.O. Box 45433  
Salt Lake City, UT 84145-0433

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### **QUESTAR GAS WORKING WITH CUSTOMERS TO RESOLVE BILLING PROBLEM**

Salt Lake City – About 10 years ago, we began automating gas meters so that we no longer need to manually read every meter. A small device on the gas meter called a transponder sends your usage data to computers in passing Questar Gas vehicles. This new technology has increased billing accuracy and reduced meter-reading costs by 41 percent.

We recently installed new computer software on our automated-meter-reading system that helped us identify transponders that were not sending correct gas-usage information. The transponders were reporting exactly half the volume of gas going through the meter. We notified the affected customers as soon as we found out. We apologize to affected customers for not doing a better job of explaining the situation. [Click here](#) to read letter to customers.

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