

What is Auto Pay?

Auto Pay lets you pay your monthly gas bill without writing checks, buying stamps or making special trips to pay stations or drop-box locations. Your payment is automatically withdrawn from your checking or savings account each month. Participation is free.

How do I sign up?

It's simple. Complete the Auto Pay authorization form, attach a voided check, deposit slip or savings deposit slip, and return them to Questar Gas.

Then what happens?

Your financial institution will automatically withdraw the payments from your bank account on or within two business days after the due date. Please continue paying your bill as usual until your natural gas bill shows that the amount due is being withdrawn from your bank account. The message "Bank Payment" will appear in the "pay this amount" box to let you know Auto Pay is in effect.

Do I still get my monthly natural gas statement?

Yes. Each month, we will continue to read your meter and send you a statement showing the amount due that will be automatically withdrawn from your bank account.

*Remember to notify Questar Gas immediately if you close or change your bank account.

Can I sign up for Auto Pay if I'm on the Budget Plan?

Yes. You can participate in both Auto Pay and Budget Plan. (The Budget Plan divides your estimated annual gas usage into 12 equal payments so your bill is the same every month.)

FOR MORE INFORMATION, CONTACT
QUESTAR GAS AT:

(801) 324-5111 or (800) 323-5517

www.questargas.com

or write:

QUESTAR GAS — Auto Pay

P.O. Box 45360

Salt Lake City, UT 84145-0360



DETACH FORM HERE

AUTO PAY TRANSFER AUTHORIZATION AGREEMENT

Customer Name (AS SHOWN ON BILLING STATEMENT)

Service Address

City

State

Zip

Home Phone

Work Phone

Questar Gas Account

Bank Name

Bank Account No.

(CHECK ONE TYPE)

Type: Checking Savings

By signing, I authorize Questar Gas to begin automatic withdrawals from my checking or savings account indicated above and authorize the financial institution or credit union named to deduct from my account payments to Questar Gas. I understand this authorization is subject to the terms and conditions of the Auto Pay Authorization Agreement as shown on the reverse side.

Authorized Customer Signature

Date

X

Optional: To make a contribution that helps customers in need pay their gas bills, please check a box below indicating the amount of your monthly contribution:

\$1 \$2
 \$5 \$10
 \$ Other

Attach copy of voided check here

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Please return this form and a voided check or deposit slip to:

Questar Gas — Auto Pay
PO Box 45360
Salt Lake City, Utah 84145-0360

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FREQUENTLY ASKED QUESTIONS

Bill paying made easy with Auto Pay



With Auto Pay it's easier than ever to pay your gas bill. Your natural gas payment is automatically deducted from your bank account each month. There are no stamps, special trips or hassles.

QUESTAR
Gas

TERMS AND CONDITIONS

1. Automatic payments will be deducted from the customer's bank account on or within two business days after the due date indicated on the customer's monthly billing statement.
2. The customer will pay a returned-check charge for any automatic payment that is returned unpaid to Questar Gas.
3. If a customer changes banks or bank account(s), a new voided check or deposit slip will be required. No customer action is required if the bank name or account number is changed by the bank and notification is received from the bank.
4. Questar Gas will reimburse the customer for wrongful debits made as a result of an error by Questar Gas and actual bank charges incurred as a result of that error. Questar Gas will not be liable for any other actual, incidental, consequential or special damages resulting from any wrongful debit.
5. The customer may amend this agreement to include payment of additional or substituted Questar Gas accounts by asking Questar Gas to add or substitute accounts.
6. Either party may terminate this agreement at any time for any reason by notifying the other party. Termination will be effective within five business days after receipt of notification.

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4. Questar Gas will reimburse the customer for wrongful debits made as a result of an error by Questar Gas and actual bank charges incurred as a result of that error. Questar Gas will not be liable for any other actual, incidental, consequential or special damages resulting from any wrongful debit.
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