

**H**elping you enjoy safe, reliable natural gas service is our top priority. That's one of the reasons we provide options to help customers who are having difficulty paying their gas bills.

For help paying your bill, or for answers to billing questions, please contact Questar Gas.

## Questar Gas Area Phone Numbers:

### UTAH

Castle Dale .....	435-381-2683
Cedar City .....	435-586-3741
Coalville.....	435-336-2351
Ephraim .....	435-283-4074
Fillmore .....	435-743-7314
Heber.....	435-654-3600
Henefer/Echo.....	435-336-5968
Kamas .....	435-783-4332
Logan.....	435-752-7751
Moab .....	435-259-7137
Ogden.....	801-621-3262
Park City .....	435-649-0670
Price.....	435-637-0590
Randolph/Woodruff.....	800-323-5517
Richfield.....	435-896-8206
Roosevelt .....	435-722-2521
Salt Lake City.....	801-324-5111
Springville .....	801-853-7400
St. George .....	435-673-7514
Vernal.....	435-789-2011

### WYOMING

Baggs, Wamsutter area, Bridger Valley area and Sweetwater County areas.....	800-323-5517
Diamondville .....	307-877-3155
Evanston .....	307-789-2711
Fort Bridger/Lyman.....	307-782-3367
Green River .....	307-875-2343
Marbleton/LaBarge/Big Piney .....	307-276-3721
Rock Springs.....	307-362-5691

### FOR IDAHO AND ALL OTHER AREAS, CALL TOLL FREE

..... 800-323-5517



## PROGRAMS TO HELP YOU

### HEAT, LIHEAP, LIEAP

Each state has a federally funded program that helps eligible customers pay their utility bills during the winter months. This program is called HEAT in Utah, LIHEAP in Idaho and LIEAP in Wyoming.

Applications for the winter heating season are usually accepted between November and March, as long as federal funds are available.

### Phone numbers:

#### UTAH

Beaver .....	435-438-5313
Box Elder .....	435-723-1116
Cache .....	435-752-7242
Carbon.....	435-613-0100
Daggett.....	435-781-2021
Davis.....	800-953-8850
Duchesne .....	435-722-5218
Emery.....	435-381-5410
Garfield .....	435-467-8597
Grand .....	435-259-6362
Iron .....	435-586-0858
Juab.....	888-255-9692
Kane .....	435-644-3803
Millard East .....	435-743-4060
Millard West .....	888-255-9692
Morgan.....	800-953-8850
Piute .....	435-577-2448
Rich.....	877-772-7242
Salt Lake.....	801-521-6107
San Juan.....	435-683-2355
Sanpete .....	435-835-2831
Sevier.....	435-893-0745
Summit .....	800-597-1940
Tooele .....	435-833-9766
Uintah.....	435-781-2021
Utah.....	801-373-8200
Wasatch .....	435-654-2182
Washington .....	435-652-9643
Wayne.....	435-836-1324
Weber .....	801-394-9774

Idaho .....	208-852-1515
Wyoming .....	800-246-4221

### REACH (Utah/Idaho Residents)

Donations from Questar Gas customers, employees and shareholders fund the REACH program. It helps low-income customers who are 65 or older or are disabled, and is managed by the American Red Cross. You must apply for HEAT or LIHEAP before you apply for REACH.

To learn more about REACH, call the American Red Cross.

Salt Lake area..... 801-323-7000

All other areas..... 800-328-9272

### ENERGY SHARE OF WYOMING (Wyoming Residents)

Donations from Questar Gas customers, employees and shareholders also fund Energy Share of Wyoming. It helps senior citizens and low-income families or individuals who are on fixed incomes or face hardships or emergencies. Energy Share is managed by the Salvation Army.

You must apply for LIEAP before you apply for Energy Share of Wyoming.

To learn about Energy Share of Wyoming or to receive an application, call:

Laramie Salvation Army ..... 307-742-5414

Casper Salvation Army..... 307-234-2002

Sheridan Salvation Army ..... 307-672-2445

Cheyenne Salvation Army ..... 307-634-2769

### DEFERRED PAYMENT AGREEMENT/PAYMENT ARRANGEMENTS

If you're having a hard time paying your bill, or if your gas has been shut off for nonpayment, Questar Gas will continue or restore service if you qualify for and enter into a Deferred Payment Agreement (DPA). With a DPA, you agree to pay off your past-due balance over time. The payment amount must be at least 1/12 of the past-due balance owed and no less than \$10.

Each month, the current bill, the DPA monthly payment and interest charges must be paid before the past-due date. If a payment is missed, service may be shut off unless the full past-due balance is paid. Customers who default on a DPA will receive a verbal or written notice before shutoff occurs.

### BUDGET PLAN

The Budget Plan makes budgeting easier. The Budget Plan divides your estimated annual gas amount into 12 equal payments so your bill is the same every month.

The Budget Plan also can be combined with a DPA. This can make it easier to pay off a past-due balance because you know exactly how much to pay each month.

### WINTER SHUT-OFF MORATORIUM

#### UTAH

If you are a Utah customer who can't pay your bill in full during the winter heating season, you may qualify for continued gas service through the winter shutoff moratorium (available Nov. 15 through March 15). You can fill out applications at your local HEAT office.

The Department of Community and Economic Development (DCED) reviews the application. If you qualify, you can temporarily continue to receive gas service while paying only part of your monthly bill. This amount is determined by the DCED.

If you do not make your monthly payment, gas service can be shut off. The program does not eliminate or reduce your responsibility to pay for natural gas service.

#### IDAHO

If you live in Idaho and can't pay your bill in full during the winter season, you may qualify for the Idaho Winter Payment Plan. This allows you to avoid service shutoff between Nov.1 and March 1. To qualify, you must: 1) be the account holder; 2) have someone who is very ill living in your home; and 3) either have dependent children (less than 18 years of age) or someone elderly (62 years of age or older) living with you.

Under the plan, payments will be less than the actual monthly bill. However, in the spring, you will be required to pay the entire balance. Contact Questar Gas for more information.

#### WYOMING

If you live in Wyoming and cannot pay your gas bills in full during the winter heating season (Nov. 1 through April 30) you may be allowed a winter payment plan to avoid service termination. If your health will be endangered from not having gas service, if you have applied for government assistance, and if you can pay for gas service in installments, you may qualify. Contact Questar Gas for more information.

### THIRD-PARTY NOTIFICATION

You can choose to have Questar Gas send a copy of your past-due bill to a third party of your choice, such as a friend, relative, minister or agency. In these cases, Questar Gas will also try to contact your designated third party before service is shut off.

The third party is not responsible for paying your bill but may be able to help you arrange to continue service.

### 30-DAY MEDICAL LETTER

If you are unable to pay your gas bill because of a medical emergency in your home, service shutoff may be delayed for up to 30 days if you provide a verified letter from your doctor.

This 30-day service extension is subject to approval by Questar Gas. If you qualify, you are still required to pay for all gas service received. Contact Questar Gas for an application.

## Other Information:

### SECURITY DEPOSITS

If your natural gas service is shut off for nonpayment, a security deposit will be charged before service is reinstated. The deposit may be billed in three installments. The first installment may be required when gas service is reinstated. The security deposit, plus interest, will be returned after the bill is paid on time for 12 consecutive months.

### RETURNED-CHECK FEE

If your payment is returned from the bank for any reason (i.e., insufficient funds, closed account, etc.) you will be charged a fee. If your returned check was used to prevent disconnection, and you have previously received the required termination notice, your account may be shut off without further notice.

### CONNECTION FEE

If you are initiating natural gas service, or reinstating service after a shut off for nonpayment in Utah or Idaho, you are required to pay a connection fee, plus tax. You have three options: 1) for \$30 plus tax, Questar Gas will initiate your natural gas service and check the appliances. There may be a delay of a few days for Questar to schedule this service); 2) for \$15 plus tax, Questar Gas will initiate service and remove the meter lock so a qualified person can turn on the meter and light the appliances at your convenience; 3) for \$8 plus tax, Questar Gas will read the meter and initiate new service to a premises that has not had the gas service shut off.

If your natural gas service is shut off for nonpayment in Wyoming, you are required to pay a reconnect fee of \$25 with the first bill.

### AUTO PAY

You may request your monthly gas payments be automatically paid from your bank account. This free, convenient service will ensure your gas bill is paid on time each month and saves time and postage. You can either enroll through our self-serve feature at [www.questargas.com](http://www.questargas.com) or contact Questar Gas.

### INTEREST

Interest will be charged on the past-due balance. If you live in Utah or Idaho, the interest rate is 1% per month, or 12% annually; if you live in Wyoming, the interest rate is 1.5% per month, or 18% annually.

### FOREIGN LANGUAGE ASSISTANCE

If you speak languages other than English, Questar Gas can help. Many of our call-center agents speak more than one language. In addition, Questar Gas provides some information — such as our customer-policy handbook, "Service You Can Count On" — in English and Spanish.

## Statement of Questar Gas Customer Rights and Responsibilities

The Public Service Commissions (PSC) of Utah, Idaho and Wyoming have made rules about utility consumer-company relationships. These rules cover payment of bills, late charges, security deposits, handling complaints, service disconnections and other matters. These rules assure you of your rights and outline responsibilities.

The following is a summary of issues that may be important to you as a consumer. For more information about any of these items, contact Questar Gas.

### Rights ...

#### Questar Gas will:

- Provide service if you are a qualified applicant.
- Offer you a 12-month Deferred Payment Agreement if you have a financial emergency.
- Let you pay a security deposit in three installments, if necessary.
- Follow specific procedures for service disconnection, which include providing you a notice postmarked at least 10 days in Utah and Idaho and 7 days in Wyoming before service is disconnected.
- Offer winter shut-off protection to qualified customers.
- Advise you of financial-assistance programs that may help you pay your bills.
- Continue service for a reasonable time if you provide a physician's statement that a medical emergency exists.
- Give you written information about PSC rules and your rights and responsibilities as a customer under those rules.

### Responsibilities ...

#### You, the customer, will:

- Use services safely and pay for them promptly.
- Contact Questar Gas when you have a problem with payment, service, safety, billing or customer service.
- Notify Questar Gas about any errors.
- Contact Questar Gas to arrange a payment plan when you anticipate a payment problem.
- Notify Questar Gas when you are moving.
- Notify Questar Gas about stopping service in your name or about stopping service altogether.
- Permit access to your property for essential Questar Gas personnel and equipment.

### BILLING DISPUTES

If you question the amount on your bill or have a service problem, contact Questar Gas. Our representatives will be happy to help you. If you are a customer in Utah or Idaho and we are unable to satisfy your concern, you have the right to file a complaint with the Utah Division of Public Utilities (DPU). You may contact the DPU at 160 E. 300 S., Salt Lake City, UT 84111. The telephone number is 801-530-6652 or call toll-free outside the Salt Lake City area at 800-874-0904.

If you are a customer in Wyoming and we are unable to satisfy your concern, you may contact the Wyoming Public Service Commission and request an informal review. Call 307-777-7427 for assistance. If the commission is unable to resolve the problem with an informal review, you may then ask them for a formal review.

Questar Gas will not shut off service for nonpayment of a disputed amount while the customer is involved in a review of the dispute, provided that all charges for gas service not associated with the disputed amount are paid on time.

## RESIDENTIAL CUSTOMER INFORMATION

# Payment problems?

We want to help.



We understand that financial hardships can occur. Payment plans and energy assistance may help get you through difficult times.

Si necesita ayuda en español llame Questar Gas por el número que está a dentro.

**QUESTAR**<sup>®</sup>  
Gas