

## 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 Your payment is automatically withdrawn from your checking or savings account each month.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 for Auto Pay?

There are three ways:

- Call us at 801-324-5111 or 800-323-5517 (please have your bank account information); or
- Go to Questargas.com and login to the "Account Center" and select Set up Automatic payments; or
- Fill out and mail the attached Auto Pay Transfer Authorization Agreement 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.

*NOTE: Please continue paying your bill as usual until your natural gas bill shows that the amount due is being withdrawn from your bank account.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month, we will continue to read your meter and send you a statement showing the amount due that will be automatically withdrawn from your bank account.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 <small>(AS SHOWN ON BILLING STATEMENT)</small>	Email Address		Home Phone
Service Address	City	State	Work Phone
Zip	<p>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:</p> <p><input type="checkbox"/> \$1   <input type="checkbox"/> \$2   <input type="checkbox"/> \$5   <input type="checkbox"/> \$10   <input type="checkbox"/> Other</p>		
<p>Questar Gas Account No. _____</p> <p>Bank Name _____</p> <p>Bank Routing No. <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p> <p>Bank Account No. _____ Type: <input type="checkbox"/> Checking   <input type="checkbox"/> Savings</p> <p><small>(CHECK ONE TYPE)</small></p> <p>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.</p>	<p>Customer signature _____</p> <p>Date _____</p>		

Please return this form to:

Questar Gas — Auto Pay  
P.O. Box 45360  
Salt Lake City, Utah 84145-0360

## FREQUENTLY ASKED QUESTIONS

# Bill paying made easy with Auto Pay



**W**ith 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**<sup>®</sup>  
Gas

## Automatic Bill Pay (Auto Pay) Terms and Conditions

The following terms and conditions ("Terms and Conditions") apply to your application for and use of the automatic monthly payment service ("Auto Pay") provided by Questar Gas Company ("Questar Gas®"). Questar Gas reserves the right to change these Terms and Conditions at any time and without warning.

- 1. YOUR RESPONSIBILITIES.** You agree to provide (a) true, accurate, current, and complete information when applying for, modifying information of, or using Auto Pay, (b) not to misrepresent your identity, and (c) not to use Auto Pay for any illegal purpose. Your use of Auto Pay constitutes your consent to be bound by these Terms and Conditions as they may be updated or modified by Questar Gas.
- 2. AUTOMATIC PAYMENTS.** Automatic payments will be deducted from your bank account on or within two business days after the due date indicated on your monthly billing statement.
- 3. CHANGES.** You may ask Questar Gas to add or substitute accounts at any time during your use of Auto Pay.
- 4. BANK CHARGES.** You agree to pay all applicable bank charges for any automatic payment that is returned unpaid to Questar Gas. You must notify Questar Gas when you change or close the authorized bank account(s).
- 5. DISCLAIMER OF WARRANTIES.** You expressly understand and agree that your use of Auto Pay is at your sole risk. The Auto Pay service is provided on an "AS IS" and "AS AVAILABLE" basis. Questar Gas expressly disclaims all warranties of any kind, express or implied. Questar Gas does not warrant that Auto Pay will meet your requirements or that Auto Pay will be uninterrupted, timely, secure, or error-free. To the extent that any part of this section is not consistent with any other part of these Terms and Conditions, this section will control.
- 6. LIMITATION OF LIABILITY.** Questar Gas will reimburse you 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 shall not be liable for any other damages of any kind or character, including any direct, indirect, incidental, consequential, special, or punitive damages resulting from (a) any wrongful debit, (b), your use of or inability to use Auto Pay, (c) unauthorized access to or alteration of your transmission or data, or (d) any other matter relating to Auto Pay.
- 7. TERMINATION.** You or Questar Gas 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.
- 8. GOVERNING LAW.** These Terms and Conditions shall be governed by the laws of the State of Utah. These Terms and Conditions constitute the entire understanding between you and Questar Gas for use of Auto Pay.

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