

Helping 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 Phone Number:
1-800-323-5517**

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

All areas Dial 211

IDAHO

All areas 208-852-1515

WYOMING

All areas 1-800-246-4221

REACH (Utah/Idaho residents)

Donations from Questar Gas customers, employees and shareholders fund the REACH program. It helps low-income customers who are 60 or older or are disabled, and is managed by The Salvation Army.

If you apply for REACH between November and March, you must first apply for HEAT or LIHEAP.

To learn more about REACH, call The Salvation Army:

Salt Lake area..... 801-969-0526

All other areas 855-969-0526

ENERGY SHARE OF WYOMING (Wyoming residents)

Donations from Questar Gas customers, employees and shareholders also fund Energy Share of Wyoming. The program helps senior citizens and low-income families or individuals who are on fixed incomes or face hardships or emergencies. Energy Share of Wyoming provides financial assistance to help customers pay the gas bill when no other financial resources are available. The program is managed by the Salvation Army.

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

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

Cheyenne Salvation Army 307-634-2769

Laramie Salvation Army 307-742-5414

Sheridan Salvation Army 307-672-2444

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 and can't pay your bill in full during the winter heating season, you may qualify for continued gas service through the winter shut-off 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 can't 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 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 qualify and 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 when stopping or starting service.
- 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 801-530-7622 or call toll-free outside the Salt Lake City area at 1-800-874-0904.

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, por favor llame a Questar Gas al número 801-324-5111 ó al 1-800-323-5517.

QUESTAR
Gas