

What is a Landlord Agreement?

A Landlord Agreement allows Questar Gas® to transfer natural gas service into a property owner's name automatically as soon as a tenant requests disconnection.

Why should I participate in this service?

- The Agreement protects your investment. During the winter, water pipes can freeze. The Landlord Agreement helps eliminate this risk.
- Having the gas service on between tenants also helps with maintenance (cleaning, etc.).

How do I request a Landlord Agreement?

Contact Questar Gas or visit www.questargas.com.

I own commercial properties. Can I still participate?

Yes. However, Questar Gas may require new commercial-account customers to pay security deposits.

How much does this service cost?

After your initial connection fee, the service is free. Then, when service is transferred into your name, a new meter reading is taken to begin your billing. Future connection fees are waived.

Can all my rental property bills be mailed to one address?

Yes. All properties under the same account can be mailed to one address on one bill.

What if a new tenant moves in and fails to apply for service?

As the account holder, you will continue to be responsible for any gas service in your name until the tenant initiates service. You are responsible for informing your tenant to arrange for service at the time of occupancy.

You may request that Questar Gas discontinue the service from being billed in your name. However, Public Service Commission regulations require Questar Gas to obtain a written statement called an *Affidavit for Discontinuance of Service*. This sworn statement basically says that if the rental property is occupied, your request to discontinue the service is not a means of evicting the tenant. Once the affidavit is received, Questar Gas is then obligated to notify the tenant of your request to discontinue the service and allow the tenant five working days to respond. If the rental property is vacant and the affidavit has been signed, we can schedule the service to be shut off. Contact Questar Gas to obtain the affidavit.

What if my tenant's gas service is terminated due to payment problems? Will the service be transferred to my name because I have a Landlord Agreement?

If your tenant's gas service is terminated for nonpayment, you (or designated agent) will be notified by mail. The gas service will remain off unless you request the service be restored. You will not be responsible for the amount owed by your tenant. No connection fee will be required to restore gas service in your name.

What if a new tenant applies for service at the same time the moving tenant requests disconnection?

The service will transfer directly to the new tenant's name.

What if I cancel my Landlord Agreement and/or discontinue the gas service, and later want to restore the service?

Once gas service is shut off at a property without a Landlord Agreement, a connection fee will be charged to restore gas service.

What if I sell the property? Do I need to contact Questar Gas?

Yes! Questar Gas has no way of knowing when real estate is sold or when property changes hands. **You must cancel the Landlord Agreement when the property is sold; otherwise, you will continue to be held responsible for all gas service billed in your name.** If you receive a bill for service from a property you no longer own, please contact our office immediately.

How do I cancel my agreement?

If you no longer want to be billed for gas service under the Landlord Agreement, or your mailing address or agent is changing, please contact Questar Gas immediately.

FOR MORE INFORMATION, CONTACT
QUESTAR GAS:

1-800-323-5517 or email:
Customer.Relations@Questar.com

Or visit: QuestarGas.com



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FREQUENTLY ASKED QUESTIONS

Landlord Agreement

Maintaining service between tenants



- Automatically transfers service to landlord when tenants move
- Helps prevent freezing pipes
- Easy service transfer between tenants
- Warm properties show better to prospective renters

