

What is a Deferred Payment Agreement?

A Deferred Payment Agreement (DPA) is an arrangement that allows you to pay off your past-due balance by dividing the amount owed into equal monthly payments. You may be allowed up to one year to pay off your past-due amount.

Who is eligible?

This payment arrangement is available to all qualified residential customers. It can help when gas service is in jeopardy of being terminated or is already off.

How do I sign up?

Contact Questar Gas immediately to discuss your past-due account. In some cases, our representative may offer you some other options to help before you enter into this formal credit contract.

To initiate a DPA, our representative will help you determine the amount of your equal monthly payments (installments). The installment amount must be at least 1/12 of the past-due balance owed, and no less than \$10.

Our representative will then enter the DPA on your account and a written contract will be mailed to you. (This contract is also available in Spanish.)

For this agreement to take effect, your first installment must be received within 10 days of the verbal agreement.

Can I participate in other billing options even though I have a DPA?

Yes. If you qualify for a DPA, you can combine it with the Budget Plan. This option can make it easier to pay off a past-due balance because you know exactly how much you will need to pay each month.

Many customers also use Auto Pay to pay their bills. Auto Pay is a free service that automatically transfers your natural gas payment from your checking or savings account. Auto Pay ensures that your gas bill is paid on time each month and saves you time and postage. Contact Questar Gas for information about this and other billing options.

What are the “terms and conditions”?

To keep your account in good standing, and to avoid default of the DPA, you agree to pay:

- the monthly installment amount;
- the current service or Budget Plan amount; and
- interest until the outstanding balance is paid.

These items must be paid each month on or before the past-due date on your monthly billing statement. If you miss a payment, service may be shut off unless you pay the full past-due balance.

Customers who default on this payment arrangement will receive a verbal or written disconnection notice before the service shutoff occurs. In addition, they may not be eligible for another DPA.

What if there are problems or questions?

If you have any comments or questions, please contact Questar Gas or visit www.questargas.com.

QUESTAR
Gas

FREQUENTLY ASKED QUESTIONS

Deferred Payment Agreement



If you're struggling to pay your gas bill, or if your service has been shut off for nonpayment, a Deferred Payment Agreement can help. It gives you extra time to bring your account balance current and keep your account in good standing.

FOR MORE INFORMATION, CONTACT
QUESTAR GAS AT:

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

www.questargas.com

or write:

QUESTAR GAS — Deferred Payment

P.O. Box 45360

Salt Lake City, UT 84145-0360

QUESTAR
Gas

QUESTAR
Gas