



**Know what's below.
Call before you dig.**

SCAM ALERT

Beware of scammers who call and claim to be collecting on your bill and ask for an online or over-the-phone payment. Some of these requests can sound and look real.

HERE ARE SOME TIPS ON HOW TO AVOID THESE SCAMS:

1. If you pay your bills on time, be suspicious of any call or email regarding your account.
2. Never provide personal or financial information to someone who calls and asks for it.
3. Call us to verify the status of your account.

¿Habla Español?

Sepa que hacer si usted le pega o descubre un escape de gas natural en la tubería subterránea pidiendo una copia gratis del folleto Pipeline Safety Brochure en Español. Por favor llame al **1-800-323-5517**.



GasLight NEWS

QUESTAR GAS®

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Warning! Call 811 before you dig

Did you know third-party digging is a leading cause of pipeline damage? Since April is National Safe Digging Month, we remind you to be safe as you prepare to take on outdoor projects this spring. If you plan to dig holes or trenches in your yard, you should call "811" at least two business days before you dig, grade or excavate. This number will connect you with your local line-location center.



**Know what's below.
Call before you dig.**

Your completed call notifies each participating utility to send a representative to mark its line locations for free. After calling, wait the required two full business days

to be sure all lines are marked and you understand where you can dig.

Knowing where buried lines are located may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber-optic or other buried line. It can spare you repair costs, as well. And, it's the law.

- YELLOW** – Gas, oil or petroleum
- RED** – Electric power lines
- ORANGE** – Communications
- BLUE** – Potable water
- PURPLE** – Reclaimed water
- GREEN** – Sewer or drainage
- WHITE** – Proposed excavation
- PINK** – Temporary survey markings

Earthquake preparedness and natural gas

There are many circumstances and events, such as fires and floods, that can affect the safety of your home. For homeowners in Questar Gas's service areas, earthquakes are a major cause of concern.

Your preparedness should include an understanding of your natural gas service and how it might be impacted by an earthquake or other major disaster. While no one can accurately predict the damage done by an earthquake, natural gas pipelines have, in most cases,

proven remarkably resistant to earthquake-related damage. Most natural gas pipelines are made of high-strength steel or polyethylene plastic. These pipe materials are flexible enough to withstand significant earth movement without sustaining damage.

There are some important things you can do to increase your personal preparedness for an earthquake or other disaster. Have an emergency plan and acquaint your family with it.

>> CONTINUED ON BACK

Making a difference with United Way

Dominion Questar is proud to support United Way organizations in the communities where we live and work. Employees and retirees, with donations matched by shareholders, recently gave more than \$1 million to United Way agencies and other nonprofits. This contribution will help our neighbors gain a quality education that leads to a stable job, income to support a family, good health for a more productive life, and food, clothing, and shelter to meet critical and urgent community needs.



Earthquake preparedness and natural gas >> CONTINUED FROM FRONT

Stock emergency supplies and secure breakables. Beyond that, here are a few tips for emergency preparedness and your natural gas service.

SECURE YOUR WATER HEATER.

The most common earthquake damage to natural gas appliances and/or equipment occurs when a full, heavy, unstable water heater falls over, potentially damaging both its natural gas and water lines. Make sure your water heater is secured to the wall or the floor to prevent damage. Doing so will also provide a small reserve of clean water in a disaster.

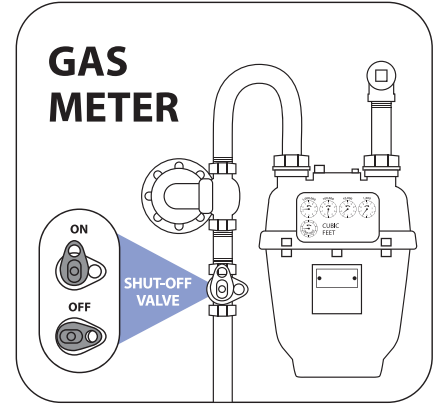
STORE PAINTS, CHEMICALS AND SOLVENTS AWAY FROM NATURAL GAS APPLIANCES. Don't give these flammable materials an unnecessary chance to ignite.

KNOW WHEN AND HOW TO TURN YOUR GAS METER OFF.

It's a good idea to be familiar with the look and sound of your gas meter under everyday conditions, and to know where the shutoff valve is located. Once you've secured yourself and your family, conduct a quick inspection after any incident involving your home.

Leave the meter on unless the following conditions exist:

- You smell natural gas;
- You hear natural gas leaking;
- You see structural damage to your home;
- There's fire in close proximity to your home; or
- Questar Gas makes the request.



Then, turn the meter off **only if you can do it safely!** The shutoff valve is located next to the meter as shown. Turn the valve a quarter turn in either direction to the "off" position. Once the meter is shut off, it should only be turned back on by Questar Gas.

Remember, it may not be necessary to turn your meter off after an earthquake or other disaster.

After a Bay Area earthquake, for example, 156,000 gas meters were turned off. This turned out to be necessary in only about 2 percent of the cases. Since natural gas meters should only be turned on by a qualified professional, some customers were unnecessarily without gas service for weeks. If that happened in Questar Gas's service areas during the winter, it could cause additional problems like freezing water pipes.



QUESTAR
Gas

QUESTAR GAS CUSTOMER SERVICE

☎ 1-800-323-5517

👉 QuestarGas.com

For more information, go to QuestarGas.com to read or download our Earthquake Preparedness and Natural Gas brochure. If you don't know the smell of natural gas, call **1-800-323-5517** and ask for our odorant brochure.