



Know what's below.
Call before you dig.

EFVs help protect people and property

More than a decade ago, Questar Gas launched a safety initiative to install excess flow valves (EFVs) on new and replacement service lines. Today, more than 100,000 customers have an EFV on their natural gas service line. Customers who do not currently have an EFV may request one. For more information, visit QuestarGas.com and click the "SAFETY" tab.



Upgrade to a smart thermostat

Have you thought about upgrading to a smart thermostat? ThermWise is offering a \$100 rebate for qualifying models. A smart thermostat will adapt to your family's schedule to more efficiently use your heating and cooling systems. Plus, you can easily make adjustments using your smartphone or tablet to ensure your home's comfortability. Visit ThermWise.com for more information. It's a smart move!

GasLight NEWS

QUESTAR GAS®

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Pipelines are safe, efficient and reliable

According to the U.S. Department of Transportation, pipelines are the safest, most efficient and most reliable means of transporting natural gas. For decades, Questar Gas has been improving its system and replacing older pipe to ensure safe natural gas delivery to customers. While the design, construction, integrity and operation of pipelines are strictly regulated at both the state and federal level, hazards do exist and emergencies can occur. Statistics show that the leading cause of pipeline damage, and subsequent safety hazards, is third parties (contractors, property owners, excavators, etc.) hitting pipelines while digging.

CO poisoning is preventable

Carbon monoxide (CO) comes from many sources such as wood, propane, natural gas, charcoal, gasoline, and anything else that burns. High concentrations of CO can be toxic, but you can avoid CO poisoning with simple preventive measures and common sense:

- Have your heating systems serviced by a qualified technician every year. (This helps ensure that your system is operating safely and that combustion byproducts vent to the outside.)
- Install a battery-operated, Underwriters Laboratory-approved CO monitor on each level of your home. Check or replace the battery when you change the time on your clocks each spring and fall. Installing a CO monitor should never be a substitute for a professional inspection of home-heating and cooking equipment. Owners of boats and recreational

vehicles with propane stoves or heaters should also install CO monitors.

- Do not use a generator, charcoal grill, camp stove, or other gasoline- or oil-burning device anywhere inside your home including your basement and garage, or outside near an open window.
- Do not run a car or truck inside a garage attached to your house, even if you leave the garage door open.
- Do not burn anything in a stove or fireplace that is not vented.
- Do not heat your house with a gas oven.

If you are feeling dizzy, light-headed, or nauseated and suspect CO poisoning, seek prompt medical attention by calling your poison control center at **1-800-222-1222** or dialing 911.

>> MORE GASLIGHT NEWS ON BACK

What to do if you damage a gas line or come across a leaking line

If you damage a gas line or discover natural gas escaping from a broken or leaking line, follow these steps:

- Turn off all machinery and vehicles and eliminate other ignition sources such as open flames, electrical switches, and phones.
- Evacuate everyone from the area.
- Do not try to make repairs or operate pipeline valves.
- Do not try to extinguish fires.
- From a safe place, call 911 or other local emergency responders, including Questar Gas at **1-800-767-1689**.

Follow these steps if a line is pulled or jarred or its coating is damaged:

- Stop work and check for the sound and signs of escaping gas in the area.
- Do not make repairs or backfill until Questar Gas has inspected the line and repaired any damage. Unrepaired damage to a gas line or coating may cause a failure to occur. Unrepaired damage to a locating wire will cause difficulty in locating a line.

For more information about pipeline safety, call **1-800-323-5517** for a free brochure or view it online at QuestarGas.com. This brochure is also printed in Spanish.



QUESTAR GAS CUSTOMER SERVICE

1-800-323-5517

QuestarGas.com

How to identify an outside gas leak

The following signs may indicate a natural gas pipeline leak or failure:



A "rotten egg" odor*



Hissing, roaring or blowing sound



Dirt being blown into the air



Water being blown into the air at a pond, river or creek



Continuous bubbling in wet, flooded areas



Fire at or near exposed piping

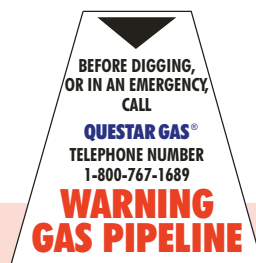


Flames coming from the ground



Dead or brown vegetation in an otherwise moist or green field

From a safe place, see if you can spot a pipeline marker like this and call the emergency number or call 911 to report a leak or other natural gas emergency.



Note: In its natural state, natural gas is odorless, colorless and nontoxic. Local utilities such as Questar Gas add an odorant to make leaks easy to smell. However, sometimes the smell of the odorant may be too weak to smell, even though there is a leak. If you suspect a leak for any reason, get to a safe place immediately and call the emergency number or 911. Call **1-800-323-5517 for a free scratch-and-sniff odorant brochure if you don't know the smell.*

Call 811 before you dig

If you're planning a project that involves digging in your yard, remember to first call 811 at least two business days before you dig, grade or excavate. The national 811 number will connect you with your local line-location center.

Knowing where lines are buried may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone,

fiber-optic or other line. It can spare you repair costs and it's the law. After receiving your call, each participating utility will mark its line locations for **FREE**.



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