

2.02 GS RATE SCHEDULE

GS VOLUMETRIC RATES

	Rates Per Dth Used Each Month			
	Dth = decatherm = 10 therms = 1,000,000 Btu			
	Summer Rates: Apr. 1 - Oct. 31		Winter Rates: Nov. 1 - Mar. 31	
	First 45 Dth	All Over 45 Dth	First 45 Dth	All Over 45 Dth
Base DNG	\$1.87767	\$0.69704	\$2.22938	\$0.92557
CET Amortization	(0.05990)	(0.02224)	(0.07112)	(0.02953)
DSM Amortization	0.44104	0.44104	0.44104	0.44104
Energy Assistance	0.01450	0.01450	0.01450	0.01450
Infrastructure Rate Adjustment	<u>0.02908</u>	<u>0.01080</u>	<u>0.03453</u>	<u>0.01434</u>
Distribution Non-Gas Rate	\$2.30239	\$1.14114	\$2.64833	\$1.36592
Base SNG	\$0.55715	\$0.55715	\$1.18665	\$1.18665
SNG Amortization	<u>0.01244</u>	<u>0.01244</u>	<u>0.02651</u>	<u>0.02651</u>
Supplier Non-Gas Rate	\$0.56959	\$0.56959	\$1.21316	\$1.21316
Base Gas Cost	\$4.21339	\$4.21339	\$4.21339	\$4.21339
191 Amortization	<u>0.14067</u>	<u>0.14067</u>	<u>0.14067</u>	<u>0.14067</u>
Commodity Rate	\$4.35406	\$4.35406	\$4.35406	\$4.35406
Total Rate	\$7.22604	\$6.06479	\$8.21555	\$6.93314

GS FIXED CHARGES

Monthly Basic Service Fee (BSF) :

For a definition of meter categories see § 8.03.

BSF Category 1	\$5.00
BSF Category 2	\$21.00
BSF Category 3	\$55.00
BSF Category 4	\$244.00

Annual Energy Assistance credit for qualified low income customers:

\$52.00

For a description of the Low Income Program see § 8.03 – Energy Assistance Fund.

GS CLASSIFICATION PROVISIONS

- (1) Service is used for purposes such as space heating, air conditioning, water heating, clothes drying, cooking or other similar uses.
- (2) Usage does not exceed 1,250 Dth in any one day during the winter season.
- (3) Service is subject to a monthly basic service fee.
- (4) Service is subject to Weather Normalization Adjustment as explained in § 2.05.
- (5) All sales are subject to the additional local charges and state sales tax stated in § 8.02.
- (6) The Energy Assistance rate is subject to a maximum of \$50.00 per month. The Energy Assistance rate and Energy Assistance credit are subject to § 8.03.



QUESTAR GAS COMPANY
UTAH NATURAL GAS TARIFF
PSCU 400

Page

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
			October 1, 2011

2.03 FS RATE SCHEDULE

FS VOLUMETRIC RATES

	Rates Per Dth Used Each Month					
	Dth = decatherm = 10 therms = 1,000,000 Btu					
	Summer Rates: Apr. 1 - Oct. 31			Winter Rates: Nov. 1 - Mar. 31		
	First 200 Dth	Next 1,800 Dth	All Over 2,000 Dth	First 200 Dth	Next 1,800 Dth	All Over 2,000 Dth
Base DNG	\$0.65960	\$0.51587	\$0.44825	\$0.73761	\$0.59009	\$0.53109
Energy Assistance	0.01002	0.01002	0.01002	0.01002	0.01002	0.01002
Infrastructure Rate Adjustment	<u>0.00879</u>	<u>0.00687</u>	<u>0.00597</u>	<u>0.00982</u>	<u>0.00786</u>	<u>0.00707</u>
Distribution Non-Gas Rate	\$0.67841	\$0.53276	\$0.46424	\$0.75745	\$0.60797	\$0.54818
Base SNG	\$0.55712	\$0.55712	\$0.55712	\$1.15575	\$1.15575	\$1.15575
SNG Amortization	<u>0.01245</u>	<u>0.01245</u>	<u>0.01245</u>	<u>0.02582</u>	<u>0.02582</u>	<u>0.02582</u>
Supplier Non-Gas Rate	\$0.56957	\$0.56957	\$0.56957	\$1.18157	\$1.18157	\$1.18157
Base Gas Cost	\$4.21339	\$4.21339	\$4.21339	\$4.21339	\$4.21339	\$4.21339
191 Amortization	<u>0.14067</u>	<u>0.14067</u>	<u>0.14067</u>	<u>0.14067</u>	<u>0.14067</u>	<u>0.14067</u>
Commodity Rate	\$4.35406	\$4.35406	\$4.35406	\$4.35406	\$4.35406	\$4.35406
Total Rate	\$5.60204	\$5.45639	\$5.38787	\$6.29308	\$6.14360	\$6.08381
Minimum Monthly Distribution Non-Gas Charge: (Base)				Summer	\$115.00	
				Winter	\$129.00	

FS FIXED CHARGES

Monthly Basic Service Fee (BSF):	BSF Category 1	\$5.00
Does not apply as a credit toward the minimum monthly distribution non-gas charge.	BSF Category 2	\$21.00
For a definition of meter categories, see § 8.03.	BSF Category 3	\$55.00
	BSF Category 4	\$244.00

FS CLASSIFICATION PROVISIONS

- (1) Customer's load factor is 40% or greater where load factor is defined to be: Actual or estimated average daily usage is at least 40% of peak winter day. (Actual or Estimated Annual Use ÷ 365 days) ÷ Peak Winter Day ≥ 40%.
- (2) Usage does not exceed 2,500 Dth in any one day during the winter season.
- (3) Service is subject to a minimum monthly distribution non-gas charge and a monthly basic service fee.
- (4) Minimum annual usage of 2,100 Dth is required.
- (5) All sales are subject to the additional local charges and state sales tax stated in § 8.02.
- (6) The Energy Assistance rate is subject to a maximum of \$50.00 per month and other conditions as specified in § 8.03.

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
			October 1, 2011



2.04 NATURAL GAS VEHICLE RATE (NGV)

NGV VOLUMETRIC RATE

	Rate Per Dth Used
	Dth = decatherm = 10 therms = 1,000,000 Btu
Base DNG	\$5.01140
Energy Assistance	0.02310
Infrastructure Rate Adjustment	<u>0.05826</u>
Distribution Non-Gas Rate	\$5.09276
Base SNG	\$0.85631
SNG Amortization	<u>0.01913</u>
Supplier Non-Gas Rate	\$0.87544
Base Gas Cost	\$4.21339
Commodity Amortization	<u>0.14067</u>
Commodity Rate	\$4.35406
Total Rate	\$10.32226

NGV CLASSIFICATION PROVISIONS

- (1) Service is used for refueling natural gas-powered vehicles with compressed natural gas at Company-owned refueling stations.
- (2) All sales are subject to the applicable federal excise tax and the state sales tax described in § 8.02.
- (3) The Energy Assistance rate is subject to a maximum of \$50.00 per month and other conditions as specified in § 8.03.

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
			October 1, 2011

4.02 IS RATE SCHEDULE

IS VOLUMETRIC RATES

	Rates Per Dth Used Each Month		
	First 2,000 Dth	Next 18,000 Dth	All Over 20,000 Dth
Base DNG	\$0.23781	\$0.21878	\$0.20128
Energy Assistance	0.00688	0.00688	0.00688
Infrastructure Rate Adjustment	0.00349	0.00317	0.00296
Distribution Non-Gas Rate	\$0.24818	\$0.22883	\$0.21112
Supplier Non-Gas Rate	\$0.18009	\$0.18009	\$0.18009
Commodity Rate	<p>This Portion of the rates will be based on the monthly market index price. The price will be adjusted for fuel reimbursement on upstream pipelines and Questar Gas, and other applicable charges and expenses, including but not limited to bad debt expenses. The rates will be posted on the Company's web site by the 5th working day of each month.</p>		
Total Rate	\$	\$	\$
Minimum Yearly Charge	Greater of \$1,700.00 or Peak Winter Day x 55 days x Distribution Non-Gas Cost		
Penalty for failure to interrupt or limit usage to contract limits when requested by the Company.	See § 3.02.		

IS FIXED CHARGES

Monthly Basic Service Fee (BSF):	BSF Category 1	\$5.00
Does not apply as a credit toward the minimum yearly charge.	BSF Category 2	\$29.00
For a definition of BSF categories, see § 8.03.	BSF Category 3	\$67.00
	BSF Category 4	\$274.00

IS CLASSIFICATION PROVISIONS

- (1) Service on an annual contract basis available to commercial and industrial customers.
- (2) Customer must maintain the ability to interrupt natural gas service.
- (3) Customer's load factor is 15% or greater where load factor is defined to be: Actual or estimated average daily usage is at least 15% of peak winter day.
(Actual or Estimated Annual Use ÷ 365 days) ÷ Peak Winter Day ≥ 15%
- (4) Service is subject to minimum yearly charge based on a 15% load factor requirement. See § 4.01. The charge is prorated to the portion of the year gas service is available. See § 8.03.
- (5) Customer must enter into a service agreement. See § 4.01.
- (6) Service is subject to a monthly basic service fee.
- (7) Minimum annual usage of 7,000 Dth is required.
- (8) All sales are subject to the additional local charges and state sales tax stated in § 8.02.



QUESTAR GAS COMPANY
UTAH NATURAL GAS TARIFF
PSCU 400

- (9) The Energy Assistance rate is subject to a maximum of \$50.00 per month and other conditions as specified in § 8.03.

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
			October 1, 2011

5.05 FIRM TRANSPORTATION SERVICE RATE SCHEDULE FT-1

FT-1 VOLUMETRIC RATES

Rates Per Dth Redelivered Each Month				
Dth = decatherm = 10 therms = 1,000,000 Btu				
	First 10,000 Dth	Next 112,500 Dth	Next 477,500 Dth	All Over 600,000 Dth
Base DNG	\$0.20575	\$0.19082	\$0.12688	\$0.02803
Energy Assistance	0.00017	0.00017	0.00017	0.00017
Infrastructure Rate Adjustment	0.00547	0.00507	0.00337	0.00000
Distribution Non-Gas Rate	\$0.21139	\$0.19606	\$0.13042	\$0.02820
Minimum Yearly Distribution Non-Gas Charge (base)				\$20,600.00

FT-1 FIXED CHARGES

Monthly Basic Service Fee (BSF):	BSF Category 1	\$5.00
(Does not apply as a credit toward the minimum yearly distribution non-gas charge)	BSF Category 2	\$21.00
For a definition of meter categories see § 8.03.	BSF Category 3	\$55.00
	BSF Category 4	\$244.00
Administrative Charge (See § 5.01).	Annual	\$4,500.00
	Monthly Equivalent	\$375.00

FT-1 CLASSIFICATION PROVISIONS

- (1) Industrial service on a minimum one-year agreement available to end use industrial customers who acquire their own gas supply and who will maintain a load factor of at least 50% where load factor is defined as: Actual or estimated average daily usage is at least 50% of peak winter day. (Actual or Estimated Annual Usage ÷ 365 days) ÷ Peak Winter Day ≥ 50%
- (2) Volumes must be transported to the Company's system under firm transportation capacity on upstream pipelines to interconnect points approved by the Company or on alternative transportation to approved interconnect points if customer's upstream firm transportation is disrupted.
- (3) Service is subject to a minimum yearly charge, an administrative charge, and a monthly basic service fee.
- (4) If the customer's gas is not delivered to the Company's system, the Company is not obligated to deliver gas to the customer. When the customer's gas is being delivered to the Company, the balancing provisions in § 5.09 will apply.
- (5) Firm transportation service is only available to those customers who receive all of their natural gas service through the Company's facilities.
- (6) All sales are subject to the applicable local charges and state sales tax stated in § 8.02.
- (7) Fuel reimbursement of 1.5% applies to all volumes transported; see § 5.01.
- (8) Annual usage must be at least 4,000,000 Dth, unless the customer's end-use is located within 5 miles of an interstate pipeline, in which case, annual usage must be at least 100,000 Dth.



QUESTAR GAS COMPANY
UTAH NATURAL GAS TARIFF
PSCU 400

- (9) The Energy Assistance rate is subject to a maximum of \$50.00 per month and other conditions as specified in § 8.03.

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
			October 1, 2011

5.06 MT RATE SCHEDULE

MT RATE

	Rates Per Dth Used Each Month Dth = decatherm = 10 therms = 1,000,000 Btu
MT Volumetric	\$0.65141/Dth
Energy Assistance	0.00165/Dth
Infrastructure Rate Adjustment	0.00977/Dth
Distribution Non-Gas Rate	\$0.66283/Dth
MT Facilities Balancing	\$0.06/Dth

MT FIXED CHARGES

Monthly Basic Service Fee (BSF):	BSF Category 1	\$5.00
For a definition of BSF categories see § 8.03.	BSF Category 2	\$21.00
	BSF Category 3	\$55.00
	BSF Category 4	\$244.00
Administrative Charge (see § 5.01).	Annual	\$4,500.00
	Monthly Equivalent	\$375.00

MT CLASSIFICATION PROVISIONS

- (1) Service is used for a municipal gas system owned and operated by a municipality as defined by Utah Code Ann. § 10-1-104(5). The customer must enter into a minimum one-year contract specifying the maximum daily contract demand. If requested, the Company will provide MT customers with its forecast of the maximum daily demand for any contract period. The Company is not obligated to provide service in excess of the maximum daily contract demand.
- (2) Annual load factor is 15% or greater, where load factor is defined to be: Actual or estimated average daily usage is at least 15% of peak winter day.
 (Actual or Estimated Annual Use ÷ 365 days) ÷ Peak Winter Day ≥ 15%
- (3) If the customer's gas is not delivered to the Company's system, the Company is not obligated to deliver gas to the customer. When the customer's gas is being delivered to the Company, the balancing provisions described in § 5.03 and § 5.09 will apply.
- (4) All sales are subject to any applicable local charges and sales tax stated in § 8.02.
- (5) Fuel reimbursement of 1.5% applies to all volumes transported. (See § 5.01)
- (6) MT service is not required if it will subject the Company to regulatory jurisdiction by anyone other than the Commission.
- (7) An MT customer will be required to notify the Company before it proposes to extend service

beyond the state of Utah or into a service area designated by the Federal Energy Regulatory Commission (FERC) pursuant to 7(f) of the Natural Gas Act. Such service extension will be cause for termination of MT service by the Company, unless it is demonstrated, prior to service extension, that an order has been issued by the FERC, or any other federal, state or local entity potentially exercising regulatory jurisdiction, showing respectively that the Company will not be subject to the regulatory jurisdiction of the FERC or other federal, state or local entity, and, with respect to an order issued by the FERC, that the Company will not lose any Hinshaw status that it may have. The Company may also terminate MT service commenced upon the issuance of any such order described above if the order is stayed or if an administrative or judicial appeal of such order results in a finding that providing the MT service subjects it to the jurisdiction of the FERC, or other federal, state or local entity, or results in a loss of any Hinshaw status it may have.

- (8) Service is only available for cities where the Company does not have a franchise or an existing distribution system.
- (9) For municipal customers with usage on more than one rate schedule, the usage for different rate schedules must be separately metered and subject to the appropriate administrative charge as provided for in the Administrative Charge paragraph of § 5.01.
- (10) The Energy Assistance rate is subject to a maximum of \$50.00 per month and other conditions as specified in § 8.03.

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
			October 1, 2011

5.07 TS RATE SCHEDULE

TS VOLUMETRIC RATES

Rates Per Dth Redelivered Each Month
Dth = decatherm = 10 therms = 1,000,000 Btu

	First 20,000 Dth	Next 80,000 Dth	Next 400,000 Dth	All Over 500,000 Dth
Base DNG	\$0.20175	\$0.15131	\$0.12105	\$0.04842
Energy Assistance	0.00034	0.00034	0.00034	0.00034
Infrastructure Rate Adjustment	0.00267	0.00200	0.00160	0.00064
Distribution Non Gas Rate	\$0.20476	\$0.15365	\$0.12299	\$0.04940
Penalty for failure to interrupt or limit usage when requested by the Company.				See § 3.02

TS FIXED CHARGES

Monthly Basic Service Fee (BSF):	BSF Category 1	\$5.00
	BSF Category 2	\$29.00
For a definition of BSF categories see § 8.03.	BSF Category 3	\$67.00
	BSF Category 4	\$274.00
Administrative Charge (see § 5.01).	Annual	\$4,500.00
	Monthly Equivalent	\$375.00
Firm Demand Charge per Dth (see §5.02).	Base Annual	\$19.01
	Infrastructure Adder	<u>\$0.25166</u>
	Total Annual	\$19.26
	Monthly Equivalent	\$1.61

TS CLASSIFICATION PROVISIONS

- (1) Service is available to end-use customers acquiring their own gas supply.
- (2) Customer must accept redelivery of all volumes received by the Company for its account. Imbalances will be subject to the provisions of § 5.09.
- (3) Service is subject to a monthly basic service fee and an administrative charge.
- (4) The interruptible portion of transportation service is provided on a reasonable-efforts basis, subject to interruption at any time after notice and as otherwise provided under Section 3.
- (5) The Company has the right to purchase interrupted volumes in accordance with the provisions of § 5.04.
- (6) All sales are subject to the additional local charges and state sales tax stated in § 8.02.
- (7) Fuel reimbursement of 1.5% applies to all volumes transported; see § 5.01.



QUESTAR GAS COMPANY
UTAH NATURAL GAS TARIFF
PSCU 400

- (8) The Energy Assistance rate is subject to a maximum of \$50 per month and other conditions as specified in § 8.03.

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
			October 1, 2011

8.03 FEES AND CHARGES

BASIC SERVICE FEE (BSF)

Customers taking service on rate schedules GS, FS, FT-1, MT, TS, and IS will be billed an annual BSF on a monthly basis for each meter installed. In no event will a customer be billed more than one BSF for each meter. A customer will be required to pay the BSF for each month during a temporary discontinuance of service.

The amount of the BSF is based on the meter capacity as shown in the table below:

Basic Service Fee Classification	
BSF Category	Meter Capacity in cu. ft./hr. @ Delivered Pressure
1	0 to 700
2	701 to 2,000
3	2,001 to 30,000
4	Greater than 30,000

CONNECTION FEE

When natural gas service is initiated or changed from one party to another at a premise, there will be a connection fee as set forth below. The connection fee is applicable to all customers. There may be additional charges for shut off non-pay customers in accordance with provisions below. Tax at the applicable state and local rates will be charged on any connection fee.

Full Connection Fee

This fee will be charged when initiation of service or a change of service is requested to a premises. This would normally involve the Company reading the meter, removing the meter seal, conducting a spot test on the premises and checking the appliances. A customer may arrange to pay the full connection fee in three equal monthly installments provided that the first of the three payments is made at the time service is initiated. There are circumstances in initiating or changing service at a premises in which the Company is only required to perform some of the activities listed above. In such cases, the following connection fees may apply.

Limited Connection Fee

This fee will be charged when initiation of service or a change of service is requested and the Company only reads the meter, removes the meter seal and conducts a spot test on the premises.

Read-only Connection Fee

This fee will be charged when only a meter read is required for the initiation or change of service at a premises.

Exemption

Rental property owner (RPO) accounts are exempt from connection fees where the RPO has a valid agreement with Company to leave service on to rental property during the interim between tenants. This exemption does not apply to RPO accounts initiated at the time of execution of the referenced agreement.

MINIMUM CHARGES

Minimum charges for firm or interruptible sales or transportation rate schedules are prorated to the period during which gas service is available. If a customer changes to a different rate schedule or discontinues service, any applicable prorated minimum charge will be due at the date of discontinuance of service or the change to a different rate schedule.

SECURITY DEPOSITS

To secure payment for service, the Company may require a security deposit from either an applicant or an existing customer under the circumstances listed below. When a security deposit is required by the Company, such security deposit will be held to be a guarantee fund. If the customer's account becomes delinquent, the Company may terminate service to the customer even if the amount of the security deposit and accrued interest is more than enough to pay the delinquent amount. The Company may also terminate service to the customer upon failure to pay a required security deposit.

Residential

The Company may require a security deposit equal to 1.0 times the highest monthly charge at the premises over the last 12 months from a residential customer with poor credit (e.g., a customer whose service has been terminated for non pay, or who has a history of poor credit or delinquency with the Company). A residential customer may also be required to pay a security deposit if service is or has been obtained through fraud and/or service diversion; upon filing bankruptcy; or for refusal to provide valid identification.

A residential customer may pay the security deposit in three equal monthly installments, provided that the first of the three payments is made at the time the deposit is required.

Non-Residential

Payment of a security deposit may be required at application for service if an has not previously established a normal credit status on a non-residential account with the Company. If a security deposit is not required at application for service or has been refunded to the customer, the Company may require a security deposit thereafter when a customer demonstrates poor credit with the Company. A non-residential customer will be deemed to

have poor credit if an account becomes 60 days delinquent within the first year of service and/or 90 days delinquent after the first year of service; if service is obtained through fraud and/or service diversion; upon filing bankruptcy or for refusal to provide valid identification. The security deposit for a non-residential customer will equal twice the highest monthly charge at the premises over the last 12 months.

Estimated Security Deposit

If a usage history is unavailable for the premises, the Company will estimate usage using established calculation procedures, which may include the input rating of the customer's gas equipment and historical temperature data.

Transfers

A security deposit may be transferred from one account to another with the originating customer. However, a security deposit is not transferable from one customer to another.

Refund or Application of Security Deposit

After timely payment of 12 consecutive monthly bills, a customer's security deposit, with interest, will be refunded to the customer. At the time a customer discontinues service, the security deposit plus accrued interest will be applied to any arrears and to the final bill, with any excess refunded to the customer.

Interest

Interest will accrue on a security deposit at the rate set forth below.

FINANCE CHARGES AND INTEREST

	Rate Per Month	Approximate Annual Rate
Finance Charges (Calculated on unpaid balance)		
Past due bills	1.00%	12.00%
Deferred Payment Agreements	1.00%	12.00%
Interest on Security Deposits	0.50%	6.00%

MISCELLANEOUS CHARGES

	Amount Of Charge
Returned check	\$ 20.00
Connection Fee	
Full Connection Fee	\$ 30.00
Limited Connection Fee	\$ 15.00

Read-only Connection Fee	\$ 8.00
After-hours Reconnection Fee	\$100.00
Additional charges where applicable	
Line plugged	\$ 50.00
Meter removed, and/or service disconnected at the main (plus street permit fee)	\$300.00
Special test of meter at customer's written request. See § 8.01 as to when this charge is applicable.	Minimum of \$25.00
Meter relocation at customer request. See § 8.01.	Labor & materials minimum of \$100.00

ENERGY ASSISTANCE FUND

The Energy Assistance Fund is intended to help qualified low-income customers pay for their natural gas utility bills.

Energy Assistance Funding

The Energy Assistance funding will be accomplished through a rate assessed to all customers on all rate schedules except qualified customers receiving Energy Assistance. The Energy Assistance rate is calculated based on an equal percentage for each rate class. A customer's Energy Assistance charge may not exceed \$50 per month.

Energy Assistance Eligibility

1. A customer must qualify annually through the Utah Department of Community and Culture or equivalent agency, to receive the Energy Assistance credit.
2. Eligible customers will receive a one-time credit on their monthly bill after the Company receives notification of their qualification.
3. Customers that receive HEAT assistance during a heating season will be exempt from the Energy Assistance rate in that same heating season.
4. Customers who receive the credit will not be assessed the Energy Assistance charge for 12 months following qualification.

Energy Assistance Balancing Account

Items in the Energy Assistance Balancing Account (Account 191.8) will include:

1. Energy Assistance rate collection.
2. Energy Assistance credit.
3. Administrative costs.
4. Interest expense.

No less than once per year, the Company will file with the Commission to adjust the Energy Assistance rate and the Energy Assistance credit to target the \$1.5 million funding



level established in Docket No. 09-057-16. To the extent the Company collects or pays out more or less than \$1.5 million, these differences will be included in the filing.

Two-Way Carrying Charge

An annual interest rate of 6%, simple interest (.50% per month) shall be applied to the Energy Assistance Balancing Account (Account 191.8). Interest will be assessed on the monthly balance of this account.

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
			October 1, 2011