

OUR COMMITMENT TO YOU

Seventy-five years. That's how long we've been providing gas service without a major interruption. Even on the most extreme winter days, we deliver more than a billion cubic feet of natural gas through 10,000 miles of pipe to ensure your comfort. This is a reliable service you've come to expect from us.

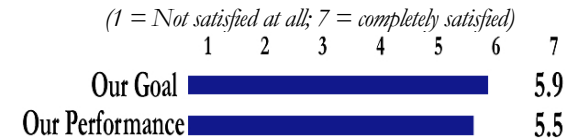
A lot can change over the years, but one thing hasn't: our commitment to providing you with safe, reliable natural gas service at the lowest possible price. These are the things you consistently list as most important to you. How do we know? We ask.

Every month, we ask customers to rate our performance. Their responses help us monitor how well we are meeting expectations.

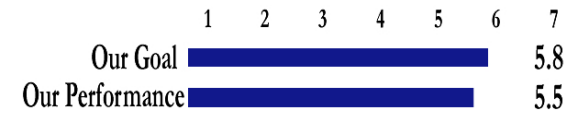
At Questar Gas, we're focused on providing you with the best service and energy value possible. We're staking our reputation on it.

Performance ratings

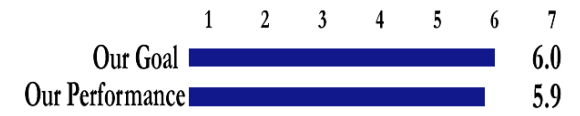
1) How satisfied are you with the product and services you receive?



2) How satisfied are you with the actions taken by Questar Gas in response to your call?



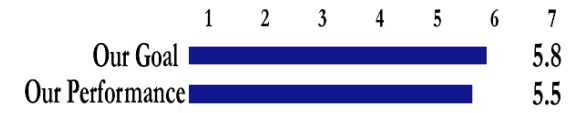
3) How satisfied are you with the Ask-A-Tech technician's overall performance?



4) How satisfied are you with the service technician's overall performance?

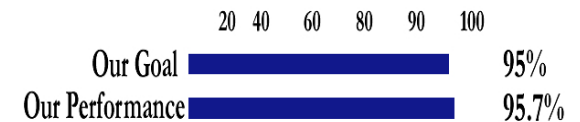


5) Questar Gas Overall Performance

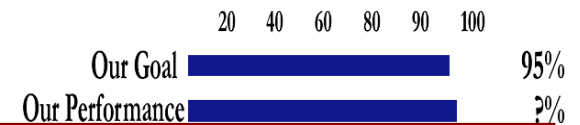


Performance Percentages

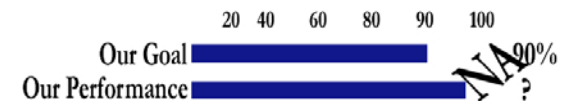
1) Percentage of emergency calls answered within 60 seconds by an agent.



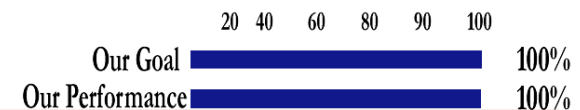
2) Percentage of emergency calls where a company representative is onsite within one hour.



3) Percentage of billing inquiries requiring investigation responded to within seven business days.



4) Percentage of customer complaints filed with the PSC (Public Service Commission) that are responded to within five business days.



5) Percentage of activating or reactivating customers' gas service within three business days.

