

QUESTIONS AND ANSWERS

About Questar Gas's residential service policies

Providing quality natural gas service is our priority at Questar Gas. To ensure that all our customers are treated fairly, we have established customer service policies. The following questions and answers summarize some of these customer service policies.

Q: What is Questar Gas's payment procedure?

A: To maintain good credit standing with Questar Gas, your bill should be paid by the due date shown on the bill. Bills can be paid through the mail, by telephone, on the Internet, or at a drop box, or you can have funds automatically transferred from your bank with Electronic Funds Transfer. Remember: for your protection, never use cash for mail or drop-box payments.

Interest is charged on unpaid gas bills. The rate is 1 percent per month, or 12 percent annually, on the outstanding past-due balance.

The back of your monthly bill includes an explanation of your natural gas service charges.

Q: Can payment arrangements be made?

A: If you're having difficulty paying, or if your gas service has been shut off for nonpayment, Questar Gas will continue or restore service if you are eligible for a Deferred Payment Agreement (DPA). Under the agreement, you may determine the amount of your equal monthly payments as long as the full past-due balance is paid within 12 months. When a DPA is initiated, an initial payment -- not less than one monthly installment -- must be made.

Each month, the current bill, the DPA monthly payment and interest charges must be paid before the past-due date. If a payment is missed, service may be shut off unless the full amount of the past-due balance is paid. Customers will receive a verbal or written notice before the service is shut off.

Questar Gas's Equal Payment Plan may be used in combination with a DPA for customers with a past-due balance. By dividing customers' estimated annual bill into equal monthly payments, the plan makes budgeting easier.

Q: Is there a connection fee?

A: If you move to a residence and the gas is already on, the connection fee is \$8. If the gas is off, customers have two connection options:

- 1) For an \$8 connection fee, Questar Gas will activate the account and unlock the meter for a qualified contractor to turn the gas valve and light appliances.
- 2) For a \$30 connection fee, Questar Gas will activate the account, unlock the meter and activate service. The \$30 connection fee may be paid in three consecutive monthly payments of \$10 each.

If you initiate service at a single-family residence with a service line that was installed in the past year, you may have to pay a new-premise fee of up to \$144, which can be paid in 12 monthly payments of \$12. The fee is designed to help cover costs associated with additional mains and service lines required to serve new customers.

Q: Do I have to pay a security deposit?

A: In most cases, Questar Gas does not require a security deposit to initiate residential service. However, deposits are required when a customer has filed for bankruptcy, when service has been obtained fraudulently or without authorization, or when the service has been shut off for non-payment.

The deposit is based on the charges for the two highest-use months at the residence, but cannot exceed \$120.

If a deposit is required, it can be paid in three consecutive monthly payments. The first

payment must be made before service is established. The deposit, together with interest, is refunded to the customer after the bill has been paid on time for 12 consecutive months. If a customer discontinues gas service, the deposit plus interest is applied to the account balance, with any excess refunded to the customer.

Q: What is third-party contact?

A: This service may be of special interest to people who want to ensure continued gas service for elderly family members or friends living alone.

Customers can choose to have Questar Gas send a copy of a past-due bill to a third party of their choice. In such cases, Questar Gas will try to personally contact the third party before shutting off service.

The designated third party is not responsible for paying the bill, but may be able to help the customer arrange to continue service.

Q: When will gas service be shut off?

A: Gas service will be shut off when a customer:

- 1) requests it;
- 2) fails to pay a required security deposit;
- 3) lets the account become past due and reasonable efforts to obtain payment have failed;
- 4) does not comply with the terms of a DPA or a Public Service Commission order;
- 5) furnishes false information or obtains unauthorized service;
- 6) fails to provide valid identification or when an emergency or serious health or safety hazard exists;
- 7) is at risk because of emergency, or a serious health or safety hazard; or
- 8) fails to provide access to the meter.

A shut-off notice resulting from a delinquent account will be sent to the customer at least 10 calendar days before the proposed shut off. Included with the notice will be a brochure explaining steps that can be taken to prevent shut off and possible sources of assistance for customers experiencing financial hardship. The company's service shut-off policy has provisions recognizing unusual circumstances. For example, service will not be shut off during a limited period of medical emergency in a home if a physician provides appropriate information to the company.

Questar Gas will not shut off service for nonpayment of a disputed amount while the customer is involved in a review of the dispute, provided that all charges for service not associated with the dispute are paid on time.

In addition, Questar Gas will not shut off the current account holder's service if the delinquent account was accrued prior to filing a divorce or separate maintenance action *and if the delinquent account was in the name of a former spouse.*

Q: What are a customer's responsibilities when requesting service shut off?

A: If an account is in your name, you are responsible for arranging a shut off and paying the final bill. Questar Gas is best able to accommodate your moving schedule if you call at least three working days in advance of the date you want service shut off. We will need your account number, the date service is to be shut off, and a forwarding address.

Q: Can the unit I'm renting be shut off without my knowledge?

A: When Questar Gas knows someone other than the occupant of a rental unit is the account holder, the company will post a shut-off notice in a prominent place on the premises before shut off. Also, the company will try contacting the occupants by making a personal visit or leaving written notification at least five calendar days before service is shut off.

If service is being terminated because of nonpayment, Questar Gas will advise tenants they can prevent shut off for an additional 30 days by paying charges due for the prior 30-day period.

Q: What is the complaint procedure?

A: If you question the bill amount or have a service problem, call us or contact us by e-mail at www.questargas.com. Our representatives will be happy to assist you. If we are unable to satisfy your concern, you have the right to file a complaint with the Utah Division of Public Utilities. Utah and Idaho customers may contact the Division at 160 E. 300 S., Salt Lake City, UT 84111. The telephone number is (801) 530-6652, or call toll-free outside the Salt Lake City area at 1-800-874-0904.

For more information concerning these and other policies, call Questar Gas. These service policies also are outlined in the Questar Gas "Service You Can Count On" customer handbook, which is available in English and Spanish.