

## ENERGY-SAVINGS TIP

Summer is the best time to have your home-heating equipment inspected by a qualified heating specialist. A professional inspection today will ensure your equipment is ready to operate safely and efficiently when the first cold snap hits.



## Your rights and responsibilities as a customer

At Questar, our goal is to treat our customers with respect and help them in any way we can. But much of our success depends on you. Listed below are a few ways we can work together to ensure your gas service is top of the line.

### You can expect Questar Gas to:

- Provide natural gas service to all qualified applicants;
- Provide information about financial programs that help low-income customers pay bills;
- Offer one 12-month deferred payment agreement to help customers with financial emergencies;
- Let customers pay security deposits, if required, in three smaller installments;
- Follow a consistent set of procedures before disconnecting service. For example, customers must be notified at least 10 days before (per the post-marked date) service is disconnected;
- Offer winter shut-off protection service to qualified customers; and
- Continue service for a reasonable time when a physician's statement specifies that a medical emergency exists.

### In turn, Questar expects you to:

- Safely use services and promptly pay for them;
- Call about problems with safety or customer service;
- Call when there are billing errors or other problems;
- Develop a payment plan with customer service representatives when payment problems are anticipated;
- Notify us if moving to another residence;
- Notify us about terminating service or changing service to another name; and
- Provide access to our meter on your property for meter reading and other related services.

By working together, we can maintain the high standard of service you have come to expect.

And don't hesitate to let us know if you have a problem with your bill or service. If it's still not resolved to your satisfaction, you have the right to contact the Utah State Division of Public Utilities Complaint Office at (801) 530-6652 or 1-800-874-0904.



*(More stories on back ...)*

## SAFETY TIP

### Call before you dig

If you have an outdoor project that requires you to tear up the yard, remember first to call your local line-locating service at least two working days before you dig, grade or excavate.

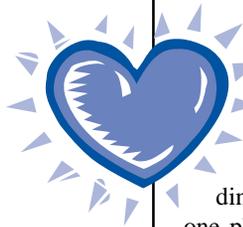
Knowing where buried lines are located may protect you from injuries caused by accidentally hitting a gas, electric, cable, telephone, fiber optic or other buried line. It can spare you line-repair costs. And in Utah and Idaho it's the law.

Here's all you have to do before beginning a project:

• Call Blue Stakes, preferably between the non-peak hours of 11 a.m. and 3 p.m., Monday through Friday. (Blue Stakes' regular business hours are Monday through Friday, 7 a.m. to 5 p.m., closed on holidays.) In the **Salt Lake area, call 532-5000**. From **other Utah locations, call toll-free (800) 662-4111**. In **Idaho, call the Dig Line at (800) 342-1585**.

• After you call, each participating utility will send a representative to mark its line locations for **FREE**.

• After calling, wait two full working days to be sure all lines are marked, and it's clear to dig.



## Barbe-queue-up for summer with a natural gas grill

If your mouth isn't already watering for the taste of a big old burger grilled on an outdoor flame, maybe this will tempt your tastebuds:

Outdoor natural gas grills are a convenient and economical way to give a rich smoked flavor to a wide variety of foods, such as steaks, chicken, fish and other meats.

Natural gas grills eliminate the mess and long warm-up time of charcoal grills because they draw fuel directly from your natural gas line. You no longer have to worry about running out of fuel or filling bothersome tanks. And the after-cooking mess is virtually nonexistent — no pots, pans or rangetop to clean.

You can buy a barbecue with either solid piping for permanent mounting or a quick-disconnect, flexible hose for easy mobility.

Using your barbecue is less expensive too, because natural gas costs up to two-thirds less — about 10 to 15 cents per hour — than other fuels for an outdoor barbecue.

If you already have a propane-fueled barbecue, converting it to use natural gas is probably no more than a minor adjustment, although some models may require additional parts and service. Simply call a plumbing contractor to install a gas line for you.

For more information about how to convert your barbecue to use natural gas, contact an appliance dealer or licensed plumbing contractor in your local telephone directory, or call the Rocky Mountain Gas Association at (801) 324-5389 (in Salt Lake City) or (800) 729-6791 for a referral. ■

## Caring for Kids

### Ways for parents and kids to get heart healthy together

Even though heart attack and stroke are rare in children, evidence suggests that the process leading to those conditions begins in childhood. You can reduce your children's risk of heart disease and stroke by helping them make healthy choices. Start by having them eat healthy foods, be active and live tobacco free.

Here's an idea for jump-starting your child's healthy heart habits:

#### Plan a family healthy-heart day

Take one day a week to have a family healthy-heart day. Get

together with your kids and anyone else who wants to join in, such as other family members or friends. Write out a heart-healthy menu for that day including breakfast, lunch, dinner and snacks. Choose at least one physical activity that lasts 30 minutes or three activities that last 10 minutes each. All during your family healthy-heart day, talk about the things you are doing together as a

family to help keep your hearts healthy.

#### Facts about children and heart disease

Children in the United States today are less fit than they were a generation ago and are showing early signs of cardiovascular disease such as weight gain and high blood cholesterol.

Inactive children, when compared with active children, weigh more, have higher blood pressure and lower levels of heart-protective high-density lipoproteins.

If all health trends remain constant, about 35 million of today's 83 million children will eventually die from heart and blood vessel disease.

According to some studies, up to one-third of American children are obese.

Nine million children live with at least one smoker and are exposed to secondhand smoke.

Every day, 3,000 young people in this country become smokers. ■