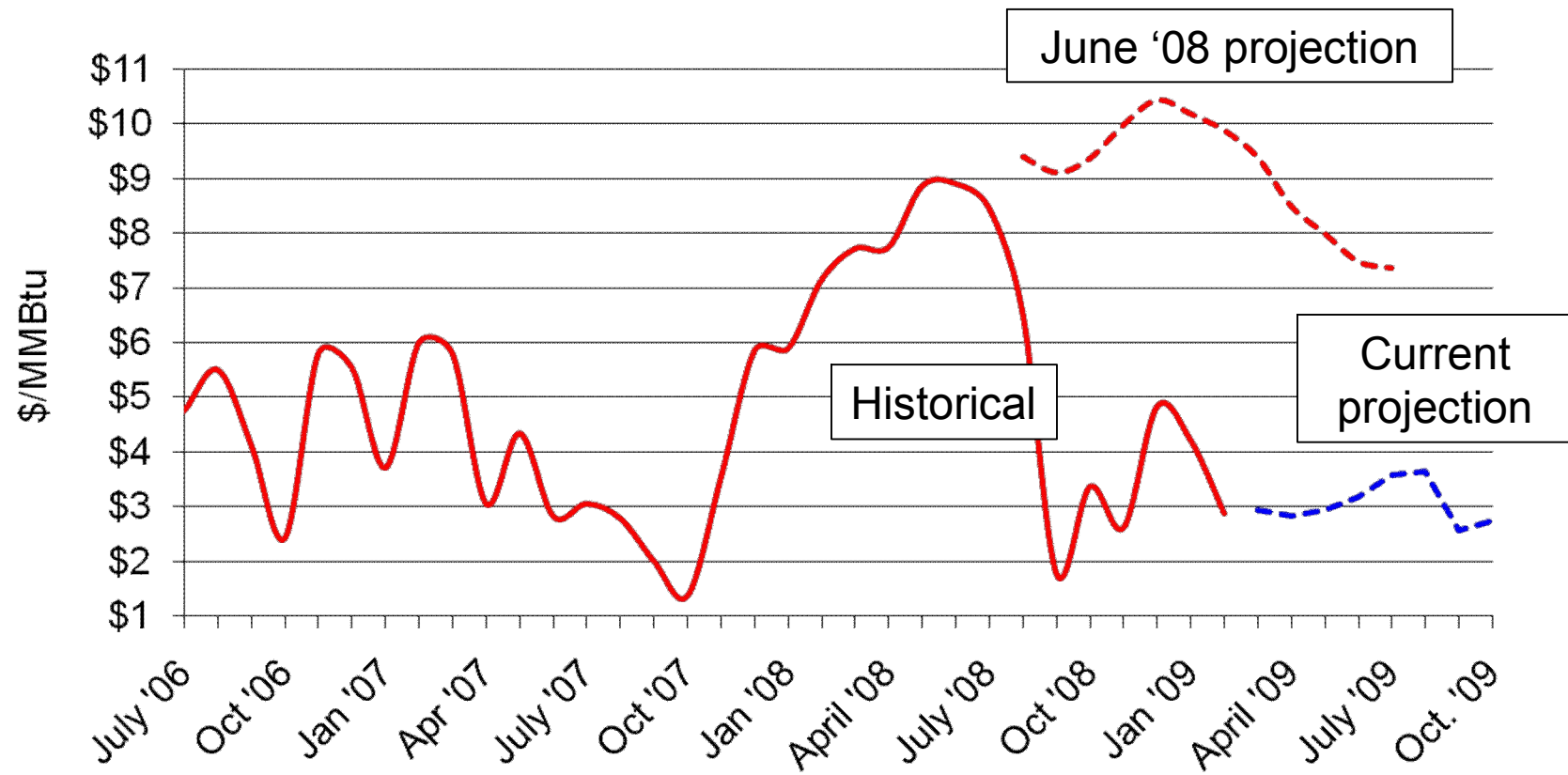


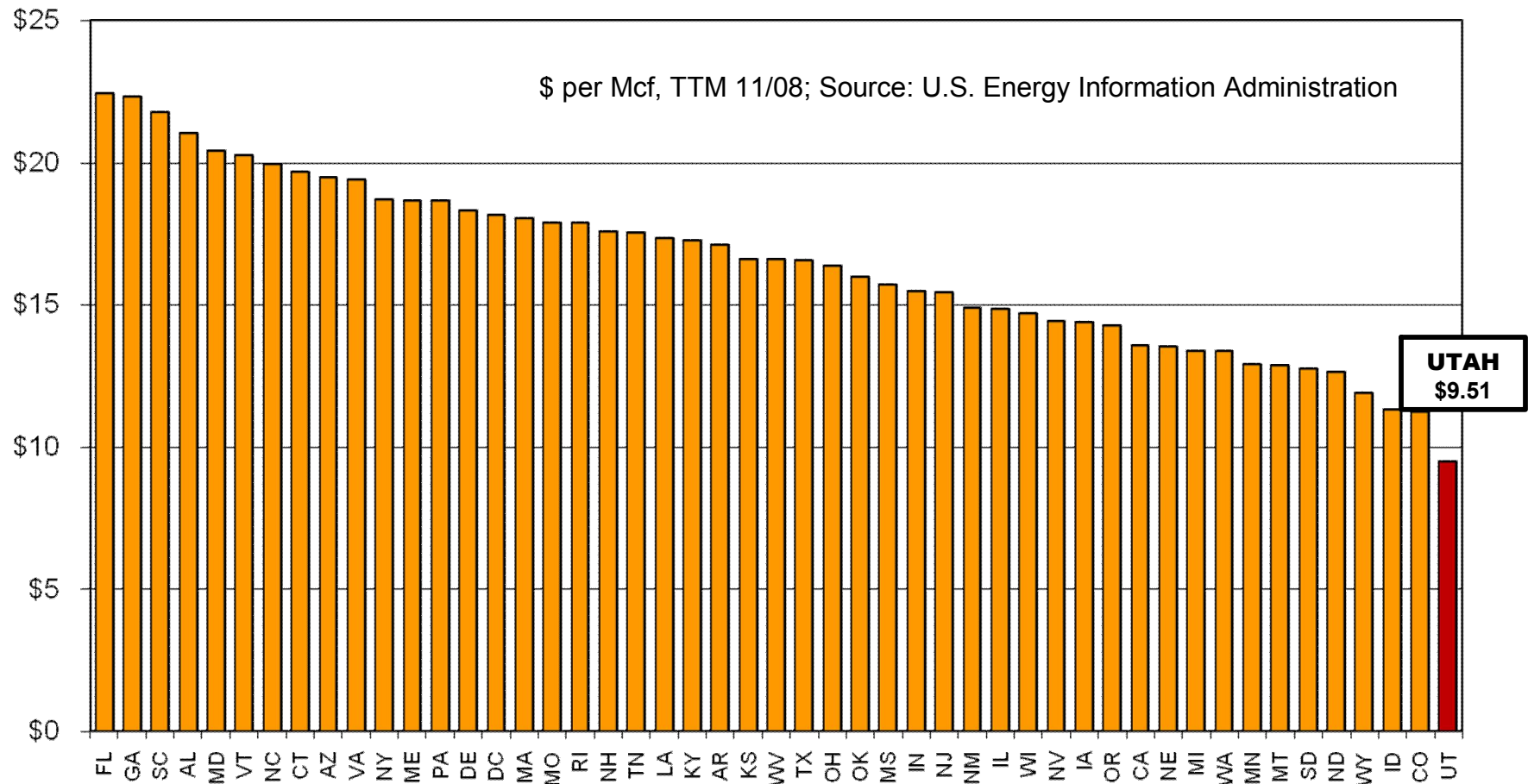
# Questar Gas Editorial Briefing

- Impact of falling energy costs on customers
- Monthly bills now lower than last winter
- Options for those who need help paying
- Other questions

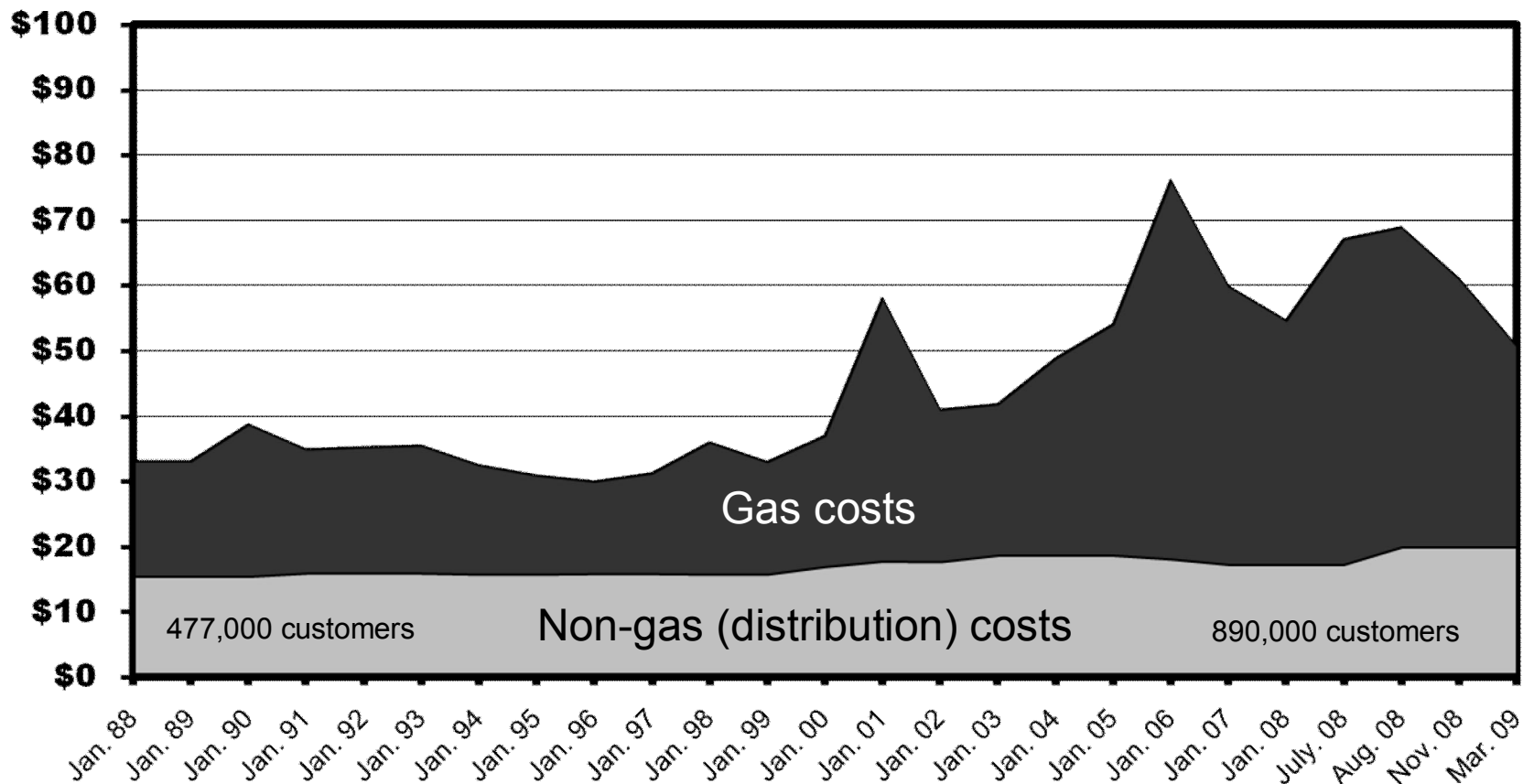
The price Questar Gas pays for natural gas for its customers was projected to increase; Instead, it has dropped dramatically



# Questar Gas's residential rates are the lowest in the continental U.S.



Gas prices have driven rate changes;  
Questar Gas distribution costs have been flat



Utah monthly typical residential bill

# What's Questar Gas doing to help customers?

- Our customers use 36% less natural gas than they did 25 years ago.
- We've introduced new ThermWise programs to help them use natural gas even more wisely. Rebates are available for customers who take qualified energy-saving measures.
- Questar-owned supplies save customers millions every year. The price of this gas is lower and more stable than prices we pay for gas purchased from third-party suppliers.

# What's Questar Gas doing to help customers?

- Even so, the cost of home heating is still beyond the reach of many households. We support programs for customers who are most in need of a helping hand.
  - One is called the federal Low-Income Home Energy Assistance Program, or LIHEAP for short, known in Utah as HEAT. This program will provide about \$10 million of assistance to Utah natural gas consumers this winter.
  - Another is the Red Cross-administered REACH program to which Questar and its employees contributed more than \$160,000 in 2009 to help low-income and less fortunate pay energy bills.
  - We fund a state-administered weatherization program for low-income customers.