



# Energy Insider ▶ Questar — what you need to know about our industry

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## Fracking: sorting fact from fiction

### While controversy swirls, Wexpro has been safely and responsibly fracturing wells for decades

Located about 50 miles southeast of Rock Springs, Wyo., Wexpro’s Canyon Creek 98 Pad is an island of industrial equipment surrounded by an undulating expanse of brown sand and gray sagebrush spreading to the horizon in every direction.

On an early fall morning, this remote outpost of pipes, scaffolding, metal tanks, semi-trucks and other heavy machinery appears almost serene under a cloudless bright blue sky. The October air is cool and calm, giving no hint of what is taking place thousands of feet beneath the surface of this 10-acre patch of earth scraped out of the Wyoming desert.

Sitting inside a cramped trailer parked on the 98 Pad’s western perimeter, a Wexpro supervisor and several other men stare intently at the screens on their open laptop computers. Most of the men wear red coveralls. The letters stitched on their backs spell “Halliburton.” The men are focused, but the mood in the trailer is one of relaxed intensity. Without taking his eyes off his computer, one man picks up a hamburger wrapped in cellophane and takes a bite. Another occasionally spits tobacco juice into a Styrofoam cup.

Electronic equipment is stacked in a cabinet that separates two narrow tables where the men sit facing windows with blinds drawn against the bright morning sunshine. On several small black screens, thin lines in different colors rise, fall and intersect each other; numbers flash, indicating how many hundreds of gallons of water per minute are being pumped into the ground under intense pressure just yards away from the trailer.

A half-hour passes. The lines on the screens flatten; the numbers return to zero. One man removes his headset. The others turn away from their computers, lean back in their chairs and begin talking casually to each other.

Over the next few days, this scene will be repeated several times on the 98 Pad. In fact, it’s one that routinely occurs today on numerous

well pads in oil and gas fields all over the country.

What the men in the trailer are doing is monitoring the hydraulic fracturing (commonly known as “fracking”) of natural gas wells that another crew had finished drilling here just weeks before. Depending on their depth, and the number of production zones (sections in the well bore where gas is present), each well on the 98 Pad will be fracked up to seven times. There are eight drilled wells on the 98 Pad. The Halliburton Energy Services crew of 40 employees that Wexpro contracts to frack its wells will spend about two weeks at this site. When their work is finished, and the 98 Pad’s eight wells are ready to flow gas, they’ll dismantle and pack up their equipment and move to another pad, set up and begin again.

Observing the careful and professional manner in which the Halliburton crew performs its job, it’s difficult to imagine that hydraulic fracturing is currently at the center of a heated battle between the energy industry on one side and environmentalists and concerned citizen groups on the other. When it comes to fracking, it seems, there is no middle ground. Depending on which view you take, it’s either a safe and economical practice that holds the key to our nation’s energy independence, or a potential environmental disaster and threat to public health.

To understand the controversy, it helps to know exactly what hydraulic fracturing entails. In a typical frack operation, a mixture of mostly water and sand, along with a small amount of chemicals, is pumped under extremely high pressure into a well and then injected through holes in the well casing into the surrounding shale rock or tight-sand formations where gas is trapped. The pressure causes the water and sand solution to fracture the rock, creating small fissures. The water is then removed and the sand remains, propping open the fissures, allowing the trapped gas to escape and flow to the well head.

In the past decade advances in hydraulic fracturing have revolutionized the oil- and gas-drilling industry and created a national energy bonanza. Energy companies, especially in the eastern U.S., are now able to develop vast oil and gas supplies that before the advent of fracking geologists were unable to free from impermeable shale. Thanks to fracking,

*Continued...*

## Fracking: sorting fact from fiction *(continued)*

thousands of successful wells are now being drilled every year, mainly in Pennsylvania, North Dakota and parts of Louisiana and Texas. Industry-funded studies claim that fracking currently supports nearly 2 million energy jobs and is crucial to the nation's economic recovery.

Proponents of fracking contend the practice is well-regulated by individual states and when done properly is safe for the environment. They point to numerous studies showing no documented cases of ground water contami-

levels of air pollution near fracked wells.

According to a recent Bloomberg Businessweek article, the U.S. Environmental Protection Agency is considering regulations designed to limit emissions from oil and gas wells. On the other hand, according to talking points prepared by the American Gas Association, a study released earlier this year by MIT concluded that "hydraulic fracturing operations have not materially altered the total greenhouse gas emissions from the natural gas sector."

Numerous newspaper and magazine articles plus a handful of film documentaries have fanned the controversy. A popular 2010 HBO film called "GasLand" featured rural residents in Colorado who claimed nearby drilling had caused natural gas to contaminate their water wells. In one sequence, a man used a match to cause the water flowing from his kitchen faucet to burst into flame. Experts dispute the film's claims with evidence that methane naturally occurs in some aquifers and was present before drilling. Industry proponents countered "GasLand" with a film of their own entitled "Truthland." More recently, the independently financed documentary "FrackNation" refutes "GasLand."

The controversy is likely to continue. For its part, the industry is responding to growing public interest. Many companies, including Wexpro, now voluntarily disclose chemicals used in fracking online at [www.fracfocus.org](http://www.fracfocus.org). And states are stepping up regulation efforts. Several now require energy companies to publicly disclose the chemicals they use, notify nearby residents of their intent to frack and also explain how they treat or dispose of the thousands of gallons of wastewater resulting from the fracking process. Wyoming implemented disclosure requirements two years ago. In October, Utah became the latest state to require companies to make public the chemicals they use in fracking.

At a desk in his Rock Springs office, Chris Beilby clicks through a PowerPoint presentation on the basics of hydraulic fracturing. Beilby is a completion manager for Wexpro. He's been with the company for more than 33 years and oversees hydraulic fracturing at Canyon Creek and Wexpro's other production properties.

"Without fracking, Wexpro wouldn't exist," he says. "The technology enables economic production from low-permeability sand. If we couldn't frack, we couldn't produce the properties we have. Fracking has allowed us to unlock resources and is key to our ability to grow production."

Beilby's PowerPoint presentation explains that fracking has been around a long time. The first commercial oil well to be successfully fracked was in Oklahoma in 1949. The technology has been improved over time. Mountain Fuel Supply, Wexpro's predecessor, was one of the first companies in the Rockies to use hydraulic fracturing to access gas in western Wyoming's tight-sand formations, making the region one of the most productive energy hubs in the country.

nation resulting from fracking.

Fracking's critics claim that strict federal controls are needed to protect the environment and public health. They fear that the small amounts of chemicals used in fracking fluid to keep the sand suspended and make it easier for water to flow in and out of the wells, not to mention oil and gas, can migrate to and contaminate underground aquifers. They also point to studies like those recently completed in Colorado and Texas that detected potentially harmful



"We started fracking in the '70s in Church Buttes and the Moxa Arch fields," Beilby says. Today, he adds, Wexpro fracks nearly every one of its wells. Since 2010, Wexpro has drilled nearly 100 wells and performed more than 900 individual fractures, all safely and without incident, Beilby points out. Wexpro adheres to all of Wyoming's regulations when it comes to fracking.

"This state was ahead of all the others in overseeing this process," Beilby says. "We're required to diligently provide state regulators with our well-completion plans, and we make sure we file the proper applications for drilling permits. We conform to all disclosure and notification requirements and send the state a list of the chemicals and other ingredients in our fracking fluids. They also strictly monitor our water-disposal methods."

**B**efore a well is fracked, it is pressure-tested to ensure the integrity of the casing. Between the production zone, where fracking occurs, and the ground water closer to the surface, are several thousand feet of impermeable rock.

Water is an essential component in fracking. On the 98 Pad, each frack treatment requires as much as 20,000 gallons. Wexpro purchases the water it uses at Canyon Creek from a rancher who owns a nearby spring. The

water is trucked to the well pad where it is stored until needed in a long row of yellow portable tanks holding about 20,000 gallons each. According to Beilby, the frack fluid used on the 98 Pad mixes nitrogen with the water to produce foam similar to the consistency of shaving cream. This nitrogen foam, he explains, provides energy to aid in the recovery of the water used in the frack process and results in better production from some of the lower-pressure sand formations typical of the area. It also reduces the amount of water needed for a typical frack by as much as two thirds.

"When the wells are flowed back after frack operations for cleanup," says Beilby, "the produced water goes through a separator to remove any natural gas that might come up. The water is recovered to tanks and is hauled off to an approved commercial disposal site. The gas is routed to a flare stack and combusted until the nitrogen content has diminished to the point where the gas is saleable. When the gas stream becomes marketable it is then routed to sales through previously installed permanent production facilities."

In other words, there's no spillage and recoverable natural gas goes on the books as marketable gas. Nothing is wasted. ■

## PHOTOS:

A

*Water used in fracking is stored in portable tanks that hold up to 20,000 gallons.*

B

*Each well on Wexpro's Canyon Creek 98 Pad 50 miles south of Rock Springs, Wyo., can be hydraulically fractured up to seven times.*

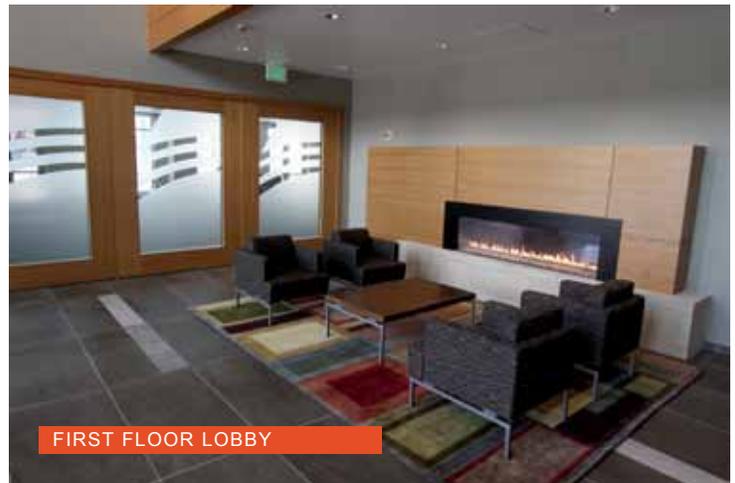
## Questar Center

**Q**uestar has a new address. After residing for more than half a century at the southwest corner of 100 South and 200 East in downtown Salt Lake City, on March 19, 2012, the company moved its headquarters (and more than 400 employees) into new digs a few blocks away at 333 So. State Street.

The Questar Center has six floors and 165,000 square-feet of space. The building was constructed in an unprecedented 20 months, on schedule and under budget. Questar has signed a 17-year lease with the building's owner, Wasatch Properties.

The Questar Center reflects the latest trends in contemporary workspace design and eco-friendly construction. Modern furniture along with large windows that allow ample external views and let in natural light encourage a collaborative work environment. More than a third of the material used to construct the building is made of recycled contents. The building boasts an energy-efficient heating and cooling system, and automated, dimmable LED lighting. Public transportation is close by. The company was also able to keep 95 percent of the surplus furniture and equipment from its prior location out of the landfill by recycling it or donating it to local charities. These efforts are expected to result in the building achieving LEED-certified (LEED stands for Leadership in Energy and Environmental Design) ratings of Silver for the core and shell and Gold for the interior.

Questar Center amenities include a first-floor auditorium that seats about 100, a fitness center, employee break areas, private one-on-one rooms, a mothers' room, newly designed gas control center, covered parking, 35 conference rooms with the latest AV equipment, a central staircase with history murals and a natural gas fireplace in the lobby.



# Welcome to Safety Town

QGC's new training facility is full of holes

In a stark industrial area on Salt Lake's west side, next to railroad tracks running along a wide canal, sits a brand new neighborhood of 14 one-room houses and a three-unit mini-strip mall.

But this is no ordinary neighborhood. It's surrounded by a chain-link fence. The buildings are empty. And the gas lines running

beneath the gravel streets are riddled with holes. Welcome to Safety Town, or as Questar Gas's newest training facility for operations employees is officially known, the Emergency Response Training Facility, or ERTF.

"The purpose of the ERTF," explained Reid Hess, Questar Gas operations supervisor, "is to give operations employees 'real-world' experience in leak detection in a suburban setting and in handling emergency situations that may

involve evacuations. In the past, employees could gain this experience only in real emergencies. Now they have the opportunity to prepare themselves before an actual emergency occurs. This facility represents a real leap forward in our safety efforts."

Using natural gas delivered through a valve manifold, trainers can create simulated gas leaks at several locations throughout the facility. Employees, using a variety of scripted scenarios, are then run through the paces of identifying the location of the leak and determining the concentration of gas in the ground. Trainees must use this information to determine how wide of an area to evacuate based on the company's public safety procedures.

The 15 buildings are called "props." Each is outfitted with a meter, but only two are currently piped with natural gas. To provide a well-rounded menu of training possibilities, one of the props has a basement and two have crawl spaces. Eventually, all

of the props will have working furnaces and water heaters so employees can practice leak detection in an "in-home" situation.

A larger building in the center of the props (equipped with heating and air conditioning) provides a meeting space for employees to gather after training exercises to discuss what they did right and what they can do better. The ERTF is modeled after a similar facility built and operated by Southwest Gas in Phoenix. According to Hess, it cost about \$1.5 million to build. Construction of the facility began last March. In the near future, a vacant lot on the other side of the fence will be used to train employees how to safely operate excavation equipment.

"Our goal is to have this place in use all the time," Hess said. "Operations employees from all over the system will be coming through here. Our plan is to give everyone a chance to benefit from this facility. But the ultimate winners will be our customers, employees, and their safety."



Taken in 1957, this photo shows former South Baxter Field foreman James Godfrey at the site of State Land No. 1, a discovery well near Rock Springs that produced more than 8 billion cubic feet of natural gas between 1922 and 1973.



## Questar can trace its beginnings to a gas well discovered 90 years ago

In the summer of 1922, a crew for the Ohio Oil Company was working in a hot desolate area of rolling sage brush-covered hills about 20 miles south of Rock Springs, Wyo., known as Baxter Basin. The crew had been operating a drilling rig on the same spot since January hoping to discover oil. Instead, on Aug. 11, the crew struck natural gas.

According to Questar's official company history, "No Western Parallel," the weekly Rock Springs Rocket reported the discovery in a front-page story on Aug. 18, 1922, under the headline "Ohio Oil Company Strikes Big Gasser in Baxter Basin Field."

The discovery well, which became known as State Land No. 1, was flowing gas at a rate of 36 million cubic feet per day. The Ohio Oil Company, looking for a market for the gas, turned its gaze 200 miles west. Seven years later, in 1929, a pipeline was completed to deliver natural gas to customers along the Wasatch Front. By 1957, the well had produced more than 8 billion cubic feet of natural gas.

Mountain Fuel (now Questar Gas) customers relied on gas from State Land No. 1 until 1973, when the well finally ran dry. It was plugged and abandoned in 1985. Visitors to Baxter Basin today won't find a monument celebrating the discovery of natural gas that ultimately led to a company serving nearly 1 million customers. Instead, as written in "No Western Parallel," the only evidence of what happened on this spot 90 years ago is a "single pipe jutting above the native grasses, a metal cap welded to its top."



**“On average, Questar Gas operations representatives complete more than 450,000 service calls and respond to more than 20,000 emergency calls every year.”**

# New service order system really ‘clicks’ with QGC employees

**Technology upgrade shortens reps’ emergency-response time**

For almost two years, a dedicated team of Questar Gas employees worked to implement a new computer-software system designed to make service-order scheduling more efficient and also shorten the time it takes employees in the field to respond to emergencies.

Prior to rolling out the new software earlier this year, Questar Gas relied on a patchwork of programs to schedule service calls. According to Stanna Headden, project manager for the implementation team, ClickSoftware’s suite of products provides a seamless process of scheduling the service orders once a customer calls the customer care center to request a service or report a problem.

“The way it works now is the new system automatically schedules and routes work based on the number of reps scheduled for service work and the estimated time it will take to do the job considering the shortest distance between jobs,” Headden said. “Now, every morning when the operations reps get into their trucks, the new system has already sent their work to their mobile computers and all their service calls are waiting for them right there.”

On average, Questar Gas operations representatives complete more than 450,000 service calls and respond to more than 20,000 emergency calls every year. It’s the emergency calls,

according to Headden, that can interrupt a rep’s routine and make it difficult sometimes to complete their scheduled work, especially if responding means a long drive to the emergency.

Using Garmin GPS technology, the new ClickSoftware system automatically locates the technician with the necessary skills closest to the emergency and

then assigns the order. A tech then has 10 minutes to notify company dispatchers — by acknowledging the order on their mobile computer — that the emergency order has been received and is being responded to. If not, dispatchers can use the system to identify and notify the next-closest tech.

Questar Gas continues to look for innovative ways to leverage technology to improve efficiencies and improve customer service. Earlier this year, the company rolled out another web-based program from ClickSoftware. This one allows collection representatives in the field to process their work orders on iPhones.

“We are very impressed with the flexibility and capabilities of ClickSoftware’s products,” said Scott Brown, Questar Gas vice president of operations. “We receive thousands of service requests each day and this new software allows us to more efficiently schedule and route our work. Our newest endeavor with the smart phones gives our collections employees a tool small enough to take right to the customer’s door and immediately update our billing system with the result of the call.”



## QUESTAR UNITED WAY CAMPAIGN REACHES 90 PERCENT GOAL

The results of Questar’s 2012 United Way campaign, “Catch the Energy,” reached an impressive \$1.1 million. Most sports fans know the significance of the cliché “sliding into home,” and with employees’ generous support, Questar reached its ambitious 2012 United Way goal of 90 percent participation.

“Meeting this year’s goal once again demonstrates the type of team players Questar’s employees are when it comes to supporting our communities,” said Gary Stidham, Questar’s 2012 United Way chairman. “United Way works because you care and want to make a difference.”



Questar is fortunate to have a talented team of coordinators and champions from across the company who helped organize activities and made it fun.

Questar’s management approved a company match to employee contributions dollar for dollar. A check in the amount of \$1.1 million was presented to the United Way.

# Questar Fueling helps private fleets install NGV stations

Questar has formed a new unregulated subsidiary, Questar Fueling. Its tagline is, "Natural Gas for Vehicles."

Questar Fueling provides consulting, design, packaging, and installation of NGV-fueling stations for local and national privately owned companies — something Questar Gas, Questar's natural gas utility, is unable to do as a regulated company. The new company has begun operating and has signed contracts with customers including Swift Transportation and Central Freight Lines, and Frito-Lay.

Questar President and CEO Ron Jibson serves as Questar Fueling's president and CEO. Questar Senior Vice President Craig Wagstaff is chief operating officer for the new company. Carl Galbraith is general manager and Judd Cook manages business development. More personnel and resources will be added to the new business as it grows.

"With gasoline and diesel prices on the rise again, trucking companies and others are looking to natural gas as a transportation fuel," said Wagstaff. "Since we have the experience, industry reputation and an abundant supply of natural gas nationally, we see an opportunity to serve a growing medium and heavy duty truck

market that wants to fuel with clean-burning natural gas. The only way we can do it, however, is through an unregulated business."

Wagstaff said Questar Gas will still own, operate and maintain its current stations. The new company will focus on helping fleet operators with their own NGV stations.

Added Jibson, "We have gained tremendous experience with NGVs and NGV fueling over the years, and our reputation is leading us to this new opportunity. We're confident we have the right people to start this new business venture, and we offer a marketable service that fleet operators will find highly competitive."

## QUESTAR

### Fueling

Natural Gas for Vehicles™



For more information about Questar Fueling, visit: [Questarfueling.com](http://Questarfueling.com)

## QPC's ML 103 Extension Project now in service

When soil samples revealed that conditions under the White River in eastern Utah were too unstable for a traditional directional bore, Questar Pipeline Company (QPC) engineers had to come up with a Plan B. Call it the Moses Option.

endangered fish, QPC enlisted the aid of Salt Lake City-based GeoEngineers.

After conducting a feasibility study of the crossing site, GeoEngineers proposed an innovative, two-step dry-ditch crossing. The first step involved diverting water to one side of the river, creating a half-acre of dry work space and then installing pipe half-way across. Phase two called for repeating the process on the other side of the river and then welding the two sections together in the middle of the river.

To divert the river, that was flowing at a rate of 900 cubic feet per second, crews from Snelson Construction built temporary cofferdams consisting of several 4,000-pound sections of concrete block wall. Crews also had to build and de-water a reinforced, 12-foot-deep "dry box" in the middle of the river where workers could safely weld together both sections of pipe.

Construction of the ML 103 Extension Project's 8.5 miles of new pipe began in August. The White River crossing was completed in September. The new section of pipe was placed into service on Nov. 1. Total cost for the project was about \$18 million.



While it may have lacked the cinematic dazzle of Cecil B. Demille's depiction of the Red Sea parting for the Israelites in "The Ten Commandments," QPC's successful White River crossing as part of its Main Line 103 Extension Project was, nonetheless, an engineering marvel. To figure out how to get a 20-inch-diameter steel pipe across a major river located on Indian tribal lands and also considered sensitive habitat for

# QPC funds installation of equipment to track endangered fish in White River

## Project will help researchers monitor potential impacts of ML103 river crossing

Thanks to a generous donation by Questar Pipeline Company (QPC), wildlife researchers will have a new way to track the presence and movement of endangered fish in the White River in eastern Utah.



*Workers install an underwater antenna similar to one that QPC is funding to monitor endangered fish in Utah's White River.*

QPC has donated \$125,000 to the Upper Colorado River Endangered Fish Recovery Program. The money will be used to purchase and install a 120-foot-long, 3-foot-wide remote sensing antenna on the bottom of the river that will help monitor endangered fish movement patterns along with potential impacts to their habitat downstream from the company's crossing of the White River as part of its Mainline 103 Extension Project. QPC's ML 103 project calls for replacing about eight miles of older pipe with new 20-inch diameter pipe through a remote section of Weaver Canyon near the Utah/Colorado border.

The antenna will operate year-round and use radio frequencies to capture the movement of any fish implanted with a passive integrated transponder (PIT) tag as it passes near the antenna's surface. A PIT tag is a small microchip in a glass capsule (about the size of a large grain of rice) similar to those placed in a dog or cat at a veterinary clinic for individual

identification. Several endangered species, including the Colorado pikeminnow, razorback sucker, bonytail and humpback chub, are tagged allowing researchers to document fish movement, calculate population size, and obtain weight, length and age data.

"The White River, the second largest tributary to the Green River, is designated critical habitat for endangered fishes," said Recovery Program Director Tom Chart. "Having the ability to monitor their movement will help us measure the effectiveness of our management actions as we work to recover them."

The antenna system consists of six 20-foot-long panels strung end-to-end and secured in a shallow trench on the river bottom. Data from the antenna is transmitted by wires connected to a small enclosure on the riverbank that houses electronic equipment including a transceiver that enables researchers to retrieve data remotely via a satellite modem. The equipment is powered by solar panels and takes up less than 25 square feet. No heavy equipment is used in the installation of the system to minimize impacts on the river bottom and surrounding vegetation.

"Questar Pipeline showed a strong environmental stewardship ethic during the discussions concerning their Main Line 103 Project and the PIT-tag reader," said U.S. Fish and Wildlife Service Ecologist Kevin McAbee who coordinated the project on behalf of the Recovery Program. "We commend Questar Pipeline for looking for new, innovative ways to help native fish conservation and for their financial support. As more PIT-tag readers are installed and operated throughout the Upper Colorado River Basin, our knowledge of native fish will be greatly bolstered."

"Questar Pipeline is committed to conducting all of its operations in an environmentally responsible manner" said Allan Bradley, Questar Pipeline president and CEO. "Because our project crosses the White River, which is home to endangered fish species, we're excited to be able to help contribute to the important work the Recovery Program is doing to protect threatened wildlife and promote a healthy and sustainable environment."

The Utah Division of Wildlife Resources and the U.S. Fish and Wildlife Service offices in Vernal, Utah, will operate and maintain the antenna, including data retrieval.





QUESTAR GAS EMPLOYEE,  
CRAIG DAVIS

## Craig Davis honored by Utah Home Builders Association

Questar Gas employee Craig Davis was honored by the Utah Home Builders Association as the 2012 Associate of the Year. Craig has been with Questar for 40 years, and is currently the senior account and community relations manager for the Questar Gas Builder Relations Department.

He has twice chaired The Parade of Homes for the Salt Lake Home Builders Association and has continually served as a committee member

for The Parade of Homes statewide. He is serving as the associate national director for the Utah Home Builders Association.

The award presenter said of Craig, "His passion for the home building industry and tireless efforts to improve every aspect he comes in contact with makes him the kind of friend everyone wants around. The Utah Home Builders Association is fortunate indeed to have such a loyal friend."



QUESTAR CORPORATION  
EMPLOYEE, DEBRA HOYT

## Debra Hoyt recognized by Salt Lake Chamber

Questar Corporation's Debra Hoyt, director of corporate giving, was honored by the Salt Lake Chamber as a recipient of a 2012 Pathfinders Award during the Wells Fargo ATHENA Award Luncheon Nov. 15, 2012. According to the chamber, these awards are given annually "to community leaders who create new paths that promote the development and recognition of women in business."

As director of corporate giving for Questar Corporation, Hoyt advises management about women's issues and provides an important voice for women in the company and community. Questar chairman, president and CEO Ron Jibson said, "Debra assures our company is responding to the needs of women in the community through our community and philanthropic relationships, sponsorships, partnerships and major giving programs." Her approach to giving is to become personally involved, to be the face of Questar in the community, striving to understand organizations and help meet their needs.

She's actively involved and promotes the Questar Women's Professional Network designed to educate, train and prepare women to advance into management and leadership positions. The culture of supporting and advancing women from within applies to Hoyt herself and in 2012 she celebrated her 20th year with Questar. In addition to corporate giving, she oversees the company's political involvement program and Questar's

Employee PAC and lends support to the Questar Professional Development Network. She's an officer of the company's foundations, which provide scholarships to colleges and universities within Questar's service area as well as funding of education programs for arts organizations in Utah.

She is a board member of American Cancer Society-Utah, serving on the scholarship and annual gala committees in addition to coordinating Questar to become a host site for a ground-breaking cancer study in 2012. She recently completed a term as chair of the Donors' Forum and is a member of Salt Lake Rotary, serving as Welcome Committee chair.

Hoyt assists a myriad of nonprofits, many focused on women's issues, and is an active member of Utah Nonprofits Association and Utah Society of Fund-Raisers. She's incoming chair for Utah Philanthropy Day, which celebrates philanthropy and volunteering in Utah, and serves as 2013 chair.

She's actively involved in the chamber and is vice-chair for the Women & Business Conference/ Athena Luncheon and is chair for 2013. She is vice-chair of the Business Women's Forum to benefit the Business Women's Center and 2013 chair.

As Ron Jibson leads the Salt Lake Chamber as chairman of the board in 2013, Debra will be a key partner in coordinating activities, schedules and communication between the two organizations.

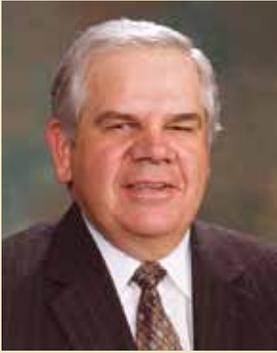
Questar is no stranger to these recognitions. The following individuals received Pathfinder and ATHENA awards while employed by Questar:

### Pathfinder Award:

- 2010 - Diane Mansfield, Questar Corporation
- 2001 - Connie Holbrook, Questar Corporation
- 1991 - Isabelle Jensen, Questar Corporation
- 1989 - D. Nick Rose, Questar Corporation

### ATHENA Award:

- 2002 - Susan Glasmann, Questar Gas Company
- 1991 - Patricia Freston, Questar Corporation
- 1986 - Isabelle Jensen, Questar Corporation



**KELLY MAXFIELD, QUESTAR VICE PRESIDENT OF IT AND ADMINISTRATION**

## Questar and Kelly Maxfield honored for giving

Questar was presented the Corporate Spirit of Giving Award, and Kelly Maxfield, Questar vice president of IT and administration, received the Norma Matheson Outstanding Volunteer Award, at the Nov. 8, 2012, Utah Philanthropy Day luncheon at Little America Hotel in Salt Lake City.

"I'd like to thank the Utah Society of Fund Raisers, Utah Nonprofits Association and this event's leaders for recognizing Questar," said Craig Wagstaff, executive vice president and chief operating officer, Questar Gas.

"This is truly an honor. Giving back is a duty and we value the impact it has in the community; our employees also value the opportunities to give of their time and money to great causes."

Wagstaff congratulated Maxfield for his award. Maxfield was nominated by the Utah Food Bank for 35 years of community service with many nonprofits from 4H to the Utah Food Bank. Former Utah First Lady Norma Matheson introduced Maxfield as this year's recipient.

"I'm deeply honored to receive this award," said Maxfield. "I appreciate Questar for the opportunities it has given me to work with wonderful organizations, particularly those that help feed the hungry. My involvement with the Utah Food Bank has been a privilege."



## Questar Pipeline Company receives environmental award

The Interstate Oil and Gas Compact Commission (IOGCC) presented Questar Pipeline Company (QPC) its 2012 Chairman's Stewardship Award. IOGCC gives the award annually to select oil and gas companies that demonstrate "exemplary efforts in environmental stewardship."

QPC was recognized in the Major/Large Company category for implementing "a number of innovative mitigation measures" designed to protect scenic views and sensitive landscapes along a section of eastern Utah's Green River during construction of the Mainline 104 Extension to Fildar project.

A sensitive part of QPC's 25-mile ML 104 Extension project, completed in 2011, involved installing pipe across a section of the Green River designated as an Area of Critical Environmental Concern as well as suitable for listing as a Wild and Scenic River. To minimize impacts where the project right-of-way crossed the river, QPC installed the pipeline using a

horizontal directional drill method. Construction crews also used equipment mats to prevent erosion and other damage to the river bank. QPC then restored disturbed areas using native plant and grass seeds. In presenting the award, IOGCC commended QPC for its "attention to detail and innovative approaches ... (that) produced exceptional visual results." IOGCC also pointed out that the Bureau of Land Management features QPC's ML 104 Extension as "an exemplary project" in its current resource management training program.

Based in Oklahoma City, the IOGCC is a multi-state government agency whose mission is to "promote the conservation and efficient recovery of domestic oil and natural gas resources while protecting health, safety and the environment."



**"IOGCC also pointed out that the Bureau of Land Management features QPC's ML 104 Extension as 'an exemplary project' in its current resource management training program."**



# Questar Gas asks Utah PSC to cut natural gas rates by \$13.3 million

**“Abundant supplies of natural gas nationwide have resulted in an oversupply. This is good news for consumers, and once again we’re able to lower our rates, which are already among the lowest in the U.S.”**

The cost of heating homes in Utah continues to fall. Questar Gas asked the Public Service Commission of Utah (PSC) to reduce natural gas rates by \$13.3 million. The rate cut lowered the typical homeowner’s annual bill by about \$11.44 per year, or 1.68 percent, beginning Sept. 1, 2012.

“The price we pay to buy gas for our customers is about as low as it’s been in a decade,” said Craig Wagstaff, executive vice president, chief operating officer, Questar Gas. “Abundant supplies of natural gas nationwide have resulted in an oversupply. This is good news for consumers, and once again we’re able to lower our rates, which are already among the lowest in the U.S.” He cautioned, however, that natural gas prices

can fluctuate with changes in supply and demand.

Since Jan. 1, 2011, Questar Gas has been reducing its rates to reflect lower natural gas prices.

Wagstaff also reminded Questar Gas customers that funds may be available to help those in need. Utah’s HEAT (Home Energy Assistance Target) program and Questar Gas’s REACH (Residential Energy Assistance through Community Help) program also assists income-eligible.

For information about these and other assistance programs dial 211. For energy-saving tips, information about rebates or to enroll in Questar Gas’s Budget Plan, please visit [Questargas.com](http://Questargas.com) or [ThermWise.com](http://ThermWise.com).



## Jibson named AGA chairman for 2013

Questar chairman, president and CEO Ron Jibson has been elected to serve as chairman of the American Gas Association (AGA) Board of Directors for 2013.

“With more than 30 years of industry experience, Ron brings an understanding and passion for natural gas that is hard to match,” said Dave McCurdy, president and CEO of AGA. “Ron understands how crucial it is to drive our industry forward through innovation while continuing to deliver clean natural gas safely and at affordable prices to customers across our nation.”

Jibson is immediate past chair of Western Energy Institute, and also serves on the Board of Gas Technology Institute. He also serves as chairman of Utah State University’s Board of Trustees and the Economic Development Corporation of Utah; as vice-chair of the Salt Lake Chamber Board of Directors; and on the board of the Utah Symphony/Utah Opera. He has served as board chair of Junior Achievement of Utah, and on the boards of United Way of Salt Lake and the Utah Shakespearean Festival.

Founded in 1918, AGA is a trade organization that represents more than 200 local energy companies that deliver natural gas throughout the United States.



# Ron Jibson



## Jibson named Questar chairman

*Effective July 1, 2012, Ron Jibson succeeded Keith O. Rattie as the chairman of Questar's board of directors. Jibson also continues to serve as Questar president and chief executive officer, a post he has held since July 2010.*

*A former Questar executive vice president and Questar Gas president and CEO, Jibson has held several executive and management positions since starting with the company 32 years ago as a design engineer.*

*Rattie retired as Questar's chairman after serving since May 2003. He will continue as a Questar director. Rattie joined Questar in January 2001 as its president and chief operating officer. He was named president and chief executive officer in May 2002. Since July 2010, Rattie has served as chairman of both Questar Corporation and Denver-based QEP Resources, which was spun off from Questar.*

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