Agenda

- Questar Gas Background
- Introduction of ThermWise
- 2012 Program Performance
- 2013 Program Changes
Questar’s Businesses

About $4.5 billion enterprise value

Development & Production
- WEXPRO: 46%
- Questar Pipeline: 32%

Transmission
- Questar Gas: 22%

Net Income Contribution

ThermWise® Rebate Programs
Questar Gas® Customer Growth/Usage per Customer

Customers (in 000's)

Annual Dth

Challenge Faced by Questar Gas
ThermWise® Utah Programs

- Low-Income Weatherization
- Home Energy Audits
- Weatherization
- Appliance
- Builder
- Multifamily
- Business
- Business Custom
# ThermWise® Appliance Program Performance

## ThermWise® Appliance Program

<table>
<thead>
<tr>
<th>Year</th>
<th>Participants</th>
<th>Dth Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal</td>
<td>Actual</td>
</tr>
<tr>
<td>2010</td>
<td>33,669</td>
<td>49,166</td>
</tr>
<tr>
<td>2011</td>
<td>31,445</td>
<td>22,522</td>
</tr>
<tr>
<td>Q2 2012</td>
<td>19,000</td>
<td>8,429</td>
</tr>
</tbody>
</table>
## ThermWise® Builder Program

### 2010
- **Participants**
  - Goal: 3,430
  - Actual: 4,973
  - % of Goal: 145%
- **Dth Savings**
  - Goal: 48,143
  - Actual: 23,066
  - % of Goal: 48%

### 2011
- **Participants**
  - Goal: 3,687
  - Actual: 7,077
  - % of Goal: 192%
- **Dth Savings**
  - Goal: 38,597
  - Actual: 44,574
  - % of Goal: 115%

### Q2 2012
- **Participants**
  - Goal: 5,082
  - Actual: 3,576
  - % of Goal: 70%
- **Dth Savings**
  - Goal: 79,932
  - Actual: 31,501
  - % of Goal: 39%
ThermWise® Weatherization Program

<table>
<thead>
<tr>
<th>Year</th>
<th>Participants</th>
<th></th>
<th>Dth Savings</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal</td>
<td>Actual</td>
<td>% of Goal</td>
<td>Goal</td>
<td>Actual</td>
</tr>
<tr>
<td>2010</td>
<td>102,251</td>
<td>90,455</td>
<td>88%</td>
<td>692,976</td>
<td>363,232</td>
</tr>
<tr>
<td>2011</td>
<td>78,826</td>
<td>51,205</td>
<td>65%</td>
<td>385,203</td>
<td>180,117</td>
</tr>
<tr>
<td>*Q2 2012</td>
<td>58,522</td>
<td>18,504</td>
<td>32%</td>
<td>253,131</td>
<td>62,458</td>
</tr>
</tbody>
</table>
## ThermWise® Home Energy Audits Program

<table>
<thead>
<tr>
<th>Year</th>
<th>Participants</th>
<th>Dth Savings</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal</td>
<td>Actual</td>
<td>% of Goal</td>
<td>Goal</td>
<td>Actual</td>
</tr>
<tr>
<td>2010</td>
<td>3,773</td>
<td>2,114</td>
<td>56%</td>
<td>13,344</td>
<td>5,502</td>
</tr>
<tr>
<td>2011</td>
<td>3,773</td>
<td>1,581</td>
<td>42%</td>
<td>11,667</td>
<td>4,011</td>
</tr>
<tr>
<td>Q2 2012</td>
<td>3,857</td>
<td>1,073</td>
<td>28%</td>
<td>11,891</td>
<td>3,212</td>
</tr>
</tbody>
</table>

Meet the Technicians
# ThermWise® Business Program

## 2012 Program Performance

### ThermWise® Business Program

<table>
<thead>
<tr>
<th>Year</th>
<th>Participants</th>
<th>Dth Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal</td>
<td>Actual</td>
</tr>
<tr>
<td>2010</td>
<td>1,847</td>
<td>1,135</td>
</tr>
<tr>
<td>2011</td>
<td>1,093</td>
<td>881</td>
</tr>
<tr>
<td>*Q2 2012</td>
<td>1,904</td>
<td>569</td>
</tr>
</tbody>
</table>

* Participation reflects 4 months of rebates paid (Jan – April 2012)
## ThermWise® Business Custom Program

<table>
<thead>
<tr>
<th>Year</th>
<th>Participants</th>
<th>Dth Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Goal</td>
<td>Actual</td>
</tr>
<tr>
<td>2010</td>
<td>15</td>
<td>25</td>
</tr>
<tr>
<td>2011</td>
<td>15</td>
<td>17</td>
</tr>
<tr>
<td>*Q2 2012</td>
<td>40</td>
<td>8</td>
</tr>
</tbody>
</table>

* Participation reflects 4 months of rebates paid (Jan – April 2012)
ThermWise® Rebate Programs

2013 Program Changes
2013 Program Changes

ThermWise® Appliance & Builder Programs

• Increase High Efficiency Gas Furnace AFUE minimum requirement to 95% or greater
  • previous requirement: AFUE > 90%

ThermWise® Rebate Programs
ThermWise® Home Energy Audits Program

- Make audits available to multifamily properties
- Waive the $25 fee for low-income seniors as a pilot
- Program re-design
ThermWise® Business / Business Custom Programs

- **Commercial Benchmarking**
  - Gather energy consumption data and benchmark that consumption against the energy usage of similar buildings.
  - Excellent indicator of the overall energy efficiency, or lack thereof, of a given building.
  - Can be used in order to identify possible energy efficient opportunities that will enhance the building’s overall performance.

- **Market Segmentation Study:**
  - Near completion
  - Identify segments for commercial benchmarking program based on energy consumption.