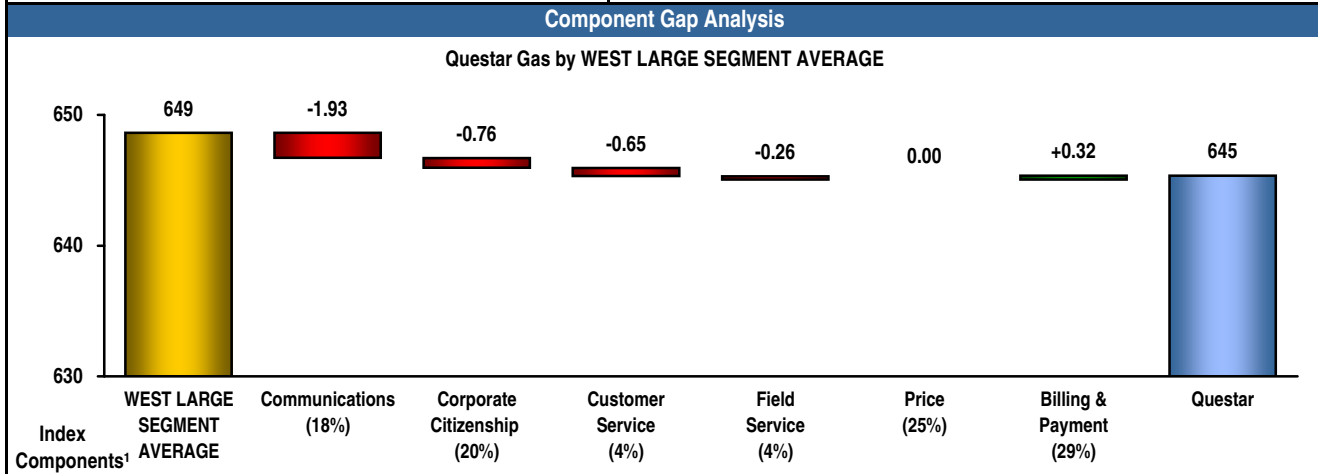
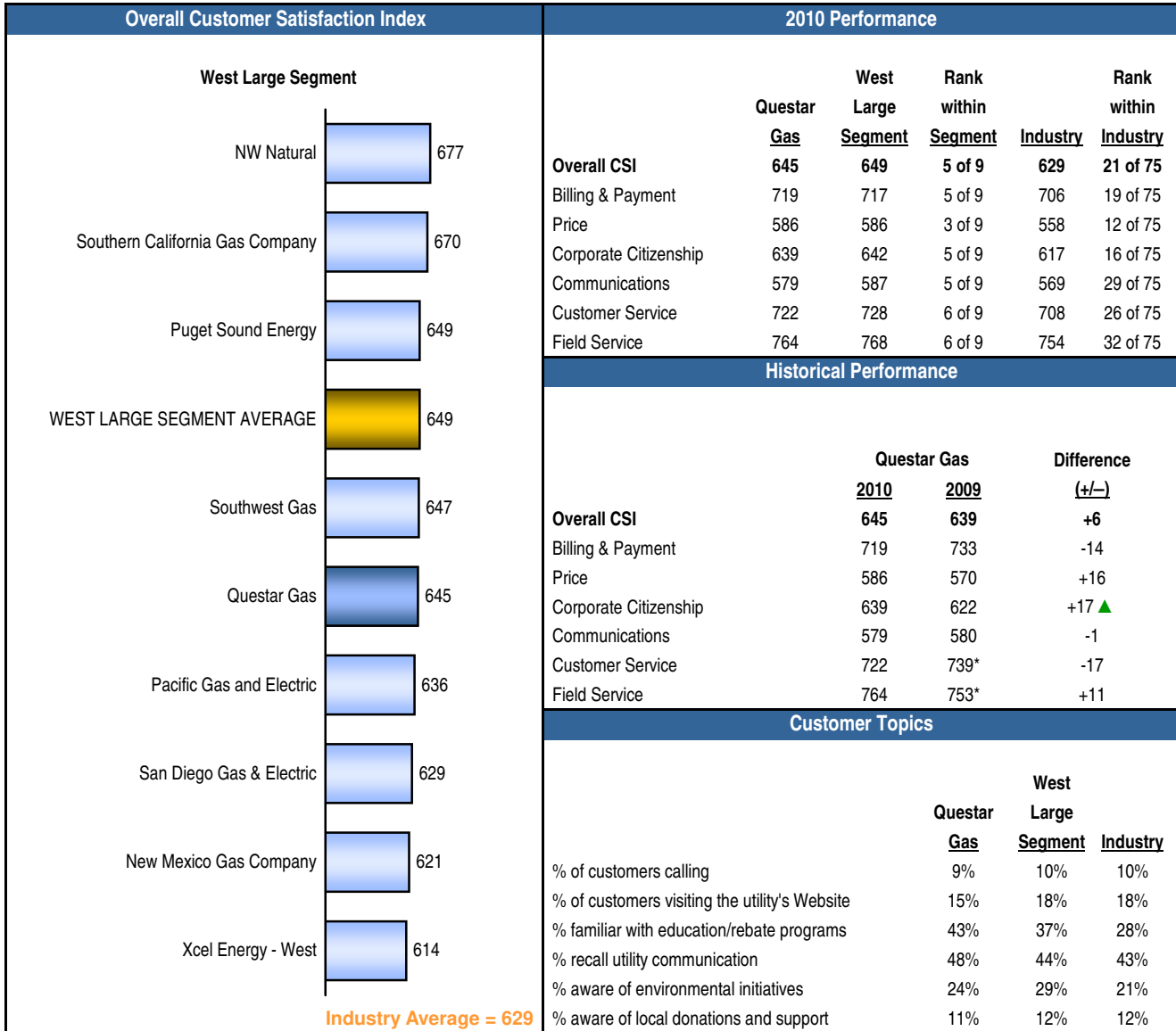


Questar Gas

West Large Segment



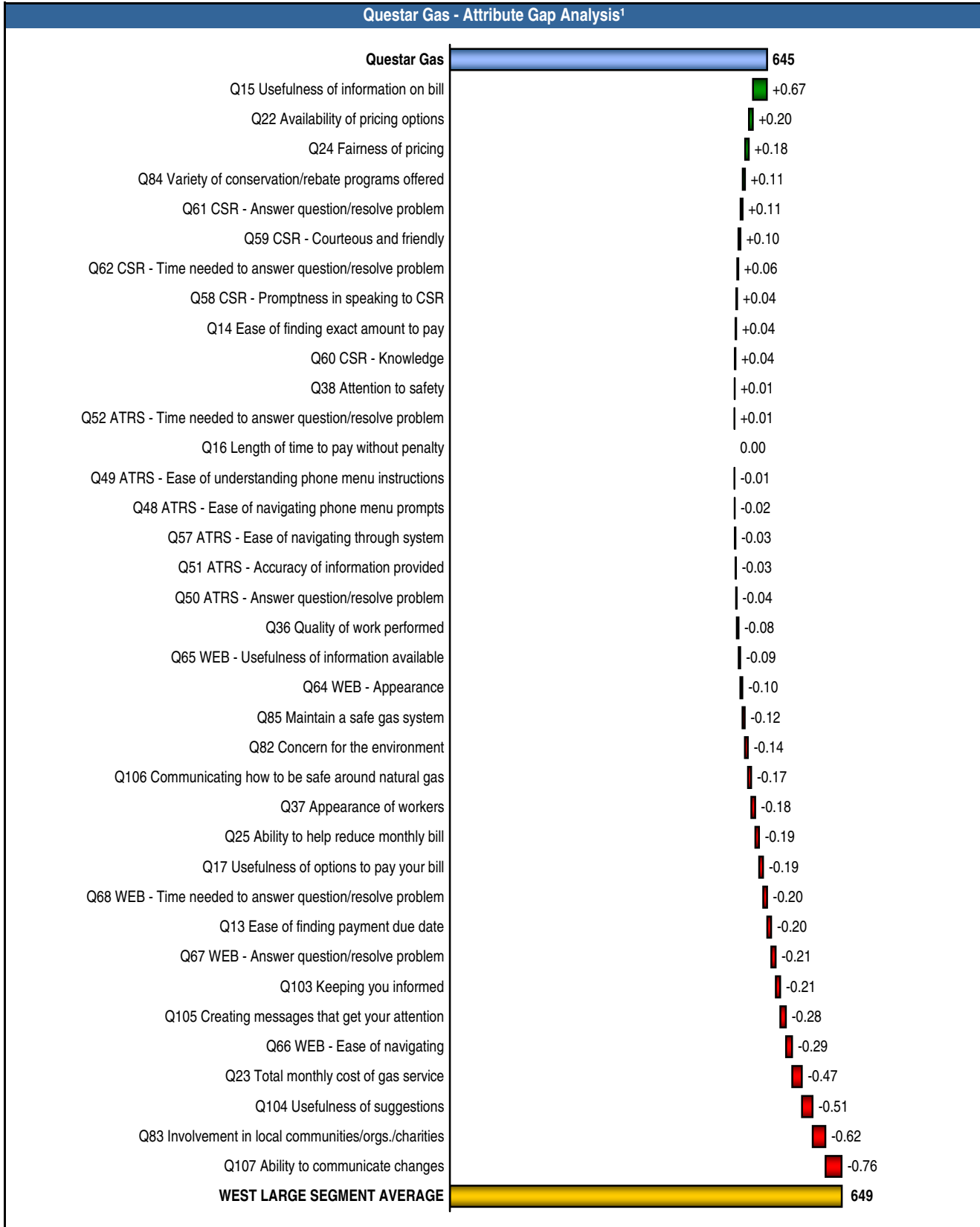
Note: The component gap analysis may not equal the difference due to rounding

¹(Brand Index - WEST LARGE SEGMENT AVERAGE Index) * Component/Attribute's Importance Weight

*Caution: Small sample size (n=30-99)

▲ Significant increase from previous year at 90% confidence level

▼ Significant decrease from previous year at 90% confidence level



Note: The attribute gap analysis may not equal the difference due to rounding

¹(Brand Index - WEST LARGE SEGMENT AVERAGE Index) * Component/Attribute's Importance Weight