

Prepare for High Heating Costs This Winter

Intermountain Gas customers should expect to pay more than last year to heat their homes and businesses with natural gas during the upcoming winter heating season.

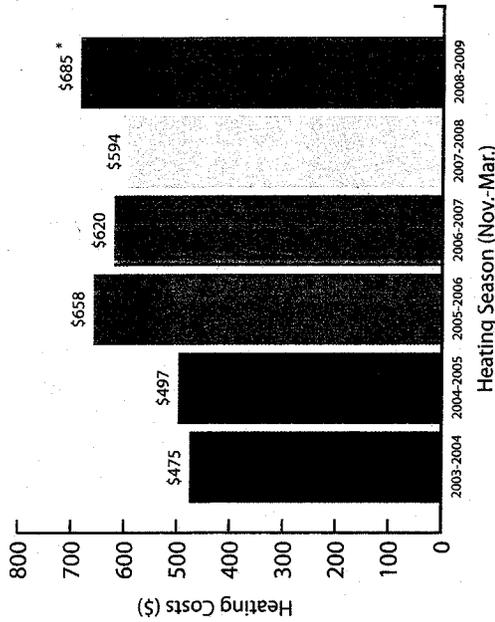
Assuming a normal winter heating season, the cost to heat your home and water is expected to increase by approximately \$91 over the last heating season based on average customer usage.

Customers are encouraged to budget for the expected increase in natural gas costs, as well as take other steps to better manage their home energy costs.

Although the price of natural gas is higher this year, it still is one of the most affordable energy sources to heat your home and water.

The estimated cost to heat your home this winter (November-March) with natural gas is \$1.19 per therm, or a total of \$685.

For more information on conservation and other energy-related programs, please see details inside.



2003-2008 actual average winter space and water heating cost, and estimated 2008-2009 winter space and water heating cost based on proposed price increase and normal winter weather. Your cost may vary.

*Estimate based on proposed prices.



Customer Service

208-377-6840
(Boise / Treasure Valley)

1-800-548-3679
(Other Areas)

7:00 a.m. - 7:00 p.m.
Monday - Friday

www.intgas.com

Natural Gas Pricing

Keeping our valued customers informed | intgas.com

Energy-Saving Tips

Level Pay and Assistance

Programmable Thermostats



Energy-Saving Tips

Maintain Your Heating System

- 70%-80% of a typical home's natural gas use is for heating.
- Change or clean furnace filters once a month during heating season.
- Have your furnace or boiler tuned by a qualified technician once a year to help improve your system's operating efficiency. Plus, your furnace is one-third less likely to break down.
- If you have an old heating system, consider replacing it with a high efficiency system. By upgrading you could save 15% to 24% on heating costs.

Turn Down Your Thermostat

- The easiest and most economical way to cut energy costs is to adjust your thermostat. You could cut heating bills by as much as 10% per year by turning your thermostat back by 10% to 15% for eight or more hours per day.
- Set thermostats between 65° F and 70° F during the winter, and to 58° F when away from the house for four or more hours. For homes with elderly people or children, warmer temperatures are recommended.
- For greater temperature control, use a programmable or setback thermostat.

Turn Down Water Heater Setting

- The water heater accounts for approximately 15% of the average household's energy use. Using it wisely can save you money.
- To lower energy cost without sacrificing comfort, set water heater temperature to 120° F.
- Replace old tank water heaters with models that have an energy-efficiency factor of .64 or greater.

Make Windows Work for You

- On sunny days, open draperies and blinds to let in the sun's warmth.
- Close draperies and blinds at night to insulate against cold air.
- Be sure storm windows are installed during heating season.

Stop Drafts and Air Leaks

- By adding insulation and sealing air leaks, you could cut as much as 40% from your energy bill. Guard against heat loss by sealing leaks around doors, windows, and other openings such as pipes and ducts.
- Weatherize your home with caulking and weatherstripping to seal leaks.
- Be sure attic and basement have recommended levels of insulation.
- After you have caulked and sealed bypasses, adding insulation can help you reduce energy use and save on future fuel bills.

Keep Warm in Winter

- Warm air rises, so use registers to direct warm airflow across the floor.
- Keep hot and cold air registers free of dust and do not block with carpet or furniture.

Showerhead / Faucets

- Install water flow restrictors in showerheads and faucets.
- Repair leaky faucets. A leak that fills a coffee cup in 10 minutes wastes 3,280 gallons of water a year.

Washer / Dryer

- Run washing machines and clothes dryers with full loads only.
- Consider washing with cold water.
- Replace old, outdated appliances with high efficiency models.

Level Pay and Assistance

With Level Pay, your energy bill is more predictable and budget friendly.

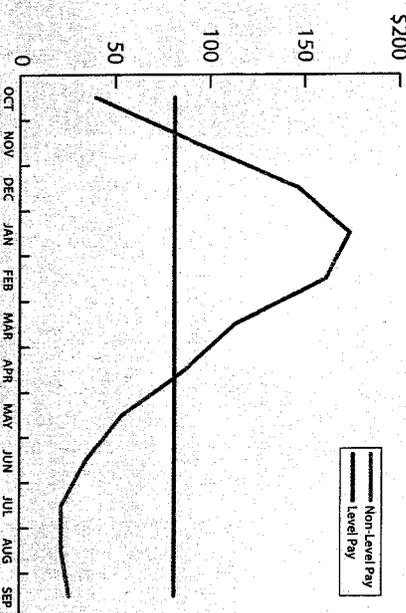
While you will continue to see changes in your bill because of changes in price - Level Pay will help *level out* your monthly gas bill. Level Pay helps reduce fluctuation brought on by changes in the weather and gas commodity prices. Be one of the more than 49,000 Intermountain Gas customers enjoying our Level Pay program by enrolling today. To sign up, call our Customer Service number on the back of this brochure.

Some people have difficulty paying their heating bills and may be eligible for heating assistance. If you find yourself in this situation, please contact our Customer Service and they will direct you to the heating assistance programs in your area or visit our website at www.intgas.com for more information.

Level Out Your Monthly Gas Bills

The following graph is an illustration of how a customer's monthly payment looks on Level Pay and what it would look like without Level Pay.

Monthly Payment Comparison



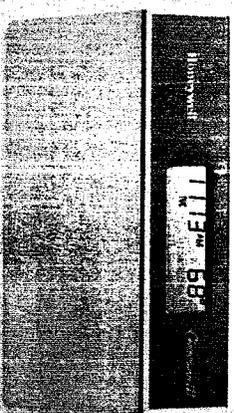
Programmable Thermostats

One of the most simple and low-cost ways to reduce your heating bill is to install a programmable thermostat. It allows you to adjust the times you turn on the heat according to a preset schedule. As a result, the equipment doesn't operate as much when you are asleep or when the house or part of the house is not occupied...saving you money.

Programmable thermostats automatically adjust your home's temperature settings, allowing you to save energy while you're away or sleeping.

They:

- are more convenient and accurate than manual thermostats and improve your home's comfort.
- contain no mercury.
- save energy and save money on utility bills - when used properly, about \$100/year.
- use less energy and are better for the environment.



Programmable thermostats earn the ENERGY STAR rating by meeting strict energy efficiency guidelines set by the government. These units save energy by offering convenient, pre-programmed temperature settings - settings that try to anticipate when it's convenient for you to scale back on heating or cooling. If you are like many homeowners and work outside the home during the day and have a different schedule on the weekend, a programmable thermostat can offer many benefits, and the return on your investment is usually within one year. On the other hand, if you are home throughout the day, seven days a week, then a programmable thermostat will offer more limited benefits.

n making a referral to the AREA AGENCY ON AGING, please include the following information:

- Name of the elderly person
- Address
- Phone number (if possible)
- Reason you feel the person needs help

Below: Office Addresses & 24 Hour
Toll Free Referral Numbers
AREA AGENCY ON AGING

Ada County
Senior Solutions
100 W. State Street, Suite 120
Boise, Idaho 83703
777 or 345-7783
seniorsolutions.bz

Boise / Boise / Weiser & Area Cities
Community Resources
100 West Idaho
Boise, Idaho 83672
Treasure Valley: 549-2411 or 1-800-859-0324

Falls / Magic Valley Areas
Office of Southern Idaho
PO Box 1238
Falls, Idaho 83303
7122 or 1-800-574-8656

Boise / Southeastern Idaho Areas
Boise Area Council of Governments
Boise Center
Boise, Idaho 83201
8032, Ext. 16 or 1-800-526-8129

Falls / Eastern Idaho Areas
Boise Area Community Action Partnership
Contact Person: Emily Hoyt
100 Constitution Way
Falls, Idaho 83402
391 or 1-800-632-4813

The Gatekeeper Program Works...

Without it, many of our vulnerable elderly would never get the attention or assistance they need.

- If you observe any combination of the signals listed, please call the Area Agency on Aging.
- If you believe the individual in need is unable or unwilling to call, please make the phone call yourself. You can request to remain anonymous.
- If you feel an elderly person needs help, more than likely he or she does.

Assistance for Senior Citizens



GATEKEEPER PROGRAM

Community support for the elderly

Chances are you know one.

A senior citizen living alone, perhaps without all of the vim and vigor of earlier years, but certainly not without the pride of being independent.

In their advancing years, seniors sometimes need a watchful eye and a helping hand. That's why Intermountain Gas supports the Gatekeeper Program.

Please be aware of seniors and their condition. If you see changes in their appearance, physical or mental behavior, or living conditions, please call the Commission on Aging or a local Senior Center and help will be on the way.



02/08



SHARE THE WARMTH Pledge Card

Intermountain Gas
Proudly Supports
**Project Share, Project Warmth
and
Keep Kids Warm**

... and offers YOU the opportunity to help those in need. Your contribution will help provide heating assistance to low income households in your community.

What is Heating Assistance?

Because of illness, loss of employment or other crisis, some Idaho households have difficulty paying their heating bills. Project Share, Project Warmth and Keep Kids Warm funds are designed to help our neighbors with temporary heating emergencies. Often these financial setbacks are temporary and can be relieved with a little concern and assistance from friends like you.

Automatic Contributions:

Contributions can be made automatically with your payment each month. To begin contributing or to increase your current contribution, complete the form on the reverse side of this card and return with your gas payment or mail to PO Box 64, Boise, ID 83732. Then each month we will add your pledged amount to your bill. At the end of the year, we will report the total amount you have donated during the year. To change or cancel your pledge or if you receive your bill electronically and wish to pledge, call our Customer Service at 377-6840 in the Treasure Valley, or 1-800-548-3679 for all other areas.

THE GATEKEEPER PROGRAM

GATEKEEPER is a program designed to bridge the gap between elderly in need and social service agencies.

Gatekeeper referral to the **Area Agency on Aging** can provide assistance with the following:

- Legal Services
- Nutrition
- Home Repair
- Chore Services
- Counseling
- Case Management
- Health Care
- Housing
- Employment
- Transportation
- Social Security
- Food Stamps

Situations / Signals
Suggesting a call to the Area Agency on Aging is necessary

◆ *Personal appearance*

- Changes in grooming habits

◆ *Condition of home*

- Exterior and/or interior in poor repair
- Old newspapers lying around, calendar on wrong month or year
- Little or no food
- Strong odors
- Many pets
- Many empty alcohol containers

◆ *Little or no understanding of what is being said or done*

- Confused
- Disoriented
- Inappropriate responses
- Forgetful
- Repetitiveness while talking

◆ *Substance abuse*

- Alcohol
- Other drugs

◆ *Emotional health / depression*

- Dejected – states, “I don’t care, no use going on”
- Complains of not eating or sleeping – early morning awakening
- Appears anxious, fidgety
- Anger and hostility directed at self, you or another
- Recent loss through death of relative/friend
- Death of pet(s)
- Suspected abuse, neglect or exploitation of older person

◆ *Physical losses*

- Loss of hearing, sight
- Inability to move easily
- Chronic physical illness
- Many medicine bottles

◆ *Economic and social problems*

- Low income – poor
- Confusion about money
- Unable to go outside to grocery or drug store
- Lack of social relationships
- No mention of family or friends
- May state “no one cares”

YES, I WANT TO HELP WITH HEATING ASSISTANCE

Name: _____
Address: _____
Telephone: (_____) _____
Int. Gas Acct. # _____

Monthly Pledge Amount

Project Share

PROJECT SHARE
 (Serving the Pocatello, Twin Falls, Halley, Boise and Nampa / Caldwell areas)
 4308 W State Street, Boise, ID 83703

Project Warmth

PROJECT WARMTH
 (E/CAP) Eastern Idaho Community Action Partnership (Serving Eastern Idaho)
 PO Box 51098, Idaho Falls 83405
 (SE/CAP) South Eastern Idaho Community Action Agency (Serving South Eastern Idaho)
 159 S Main #102, Soda Springs, ID 83276

Keep Kids Warm

KEEP KIDS WARM
 (Serving the Treasure Valley area)
 PO Box 64, Boise, ID 83732

(Your selected pledge amount will automatically be added to your monthly bill)

If you would prefer to make a one-time donation:
 Please send a check to the fuel fund in your area, or send a check payable to Project Share, Project Warmth or Keep Kids Warm, with your Intermountain Gas payment.

Thank You for your help!

Intermountain Gas

 www.intgas.com

Form # 812-10/08