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## News Release

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### **QUESTAR GAS RECOGNIZED BY *CIO* MAGAZINE AS ONE OF THE BOLD 100 IN ANNUAL CIO 100 AWARDS**

**SALT LAKE CITY** — IDG's *CIO* magazine today announced Questar Gas as a recipient of the 2005 CIO 100 award. The annual award program recognizes organizations around the world that exemplify the highest level of operational and strategic excellence in information technology (IT). This year's award theme is the Bold 100, which recognizes those companies that embrace great risk for the sake of great reward.

CIO magazine recognized Questar Gas for successfully replacing a 30-year-old, mainframe-based customer information system (CIS) with a new system developed in partnership with SPLWorldGroup, a San Francisco-based company that specializes in customer billing services. The new system took 18 months to develop and was installed in July 2004, two months ahead of schedule and 30 percent under budget. Questar Gas undertook replacement of its old CIS in order to improve customer service, reduce operating costs and to accommodate a 3-5 % annual customer-growth rate.

“The bold decision to commit to this project was all the more daunting because the success rate for such projects is historically very poor,” said Shahab Saeed, Vice President, Questar Gas. “According to utility-industry analysts, many new systems fail to ‘go live,’ and most that do end up over budget and fail to meet their implementation timeframes.

“We faced the additional risk of not having our old system as a backup in case we encountered problems during the transition,” Saeed added. “The fact that the project was successful – and seamless to our customers -- despite the risks was due to the careful planning, hard work and commitment to service demonstrated by hundreds of dedicated employees from several departments, including operations personnel, phone center, billing, credit and collections, marketing, accounting, regulatory and information technology departments. But the rewards of having a new, more easily adaptable system that enables us to serve our customers better at lower cost were definitely worth the risks.”

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Alan Allred, President and CEO of Questar Gas, said, "We replaced our CIS system ahead of schedule and under budget. Most importantly we did this with no impact on our customers. The hard work, dedication and commitment to customer service of our employees made this happen."

"The Bold 100 honorees stand out because they have dared to take on risk for the chance of reward in an extremely conservative business climate," says Abbie Lundberg, Editor-in-Chief, *CIO*. "The executives leading these organizations are smart, inventive and determined - I offer them my warmest congratulations."

The 2005 CIO 100 awards will be presented at the Hotel Del Coronado in San Diego, California, on August 23 at the conclusion of the seventh annual CIO 100 Symposium® and Awards Ceremony.

The recipients of this year's CIO 100 award were selected through a three-step process. First, companies filled out an online application form detailing their bold practices in both business and IT. Next, teams of *CIO* magazine editors and writers reviewed the applications in depth, looking for unique practices and substantial results. Finally, the teams met for a day-long meeting to debate the merits of each nominee and vote on the final 100.

To provide a vision of ever-changing business trends, the focus of the CIO 100 changes annually. Complete coverage of the 2005 CIO 100 awards will be in the August 15 issue of *CIO* magazine and available online at [www.cio.com](http://www.cio.com) on August 15.

Questar Gas provides natural gas utility service to about 800,000 customers in Utah, southwestern Wyoming and a small portion of southern Idaho. Questar Gas is a subsidiary of Questar Corp., a natural gas-focused energy company headquartered in Salt Lake City. In addition to retail gas distribution, Questar engages in gas and oil development and production; gas gathering, processing and marketing; and interstate gas transmission and storage.

More information is available on Questar's Web site at <http://www.questar.com>.

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