



Aquila

## News Release

### AQUILA TERMINATES NATURAL GAS SERVICE TO FLOODED COMMUNITIES

Decorah, IA, June 9, 2008 – Natural gas meters and appliances that have been submerged in flood waters must be inspected by a technician before service is restored to homes, an Aquila official said today. As a safety precaution, Aquila terminates natural gas service to flooded communities. Service to approximately 600 Decorah customers was terminated this morning. Some of these customers have been flooded, while others are in an area with imminent danger of flooding. Service will be restored when the danger of flooding is past and service can be safely restored.

Aquila is bringing additional service technicians to flooded areas of Iowa to assist with restoring service in Decorah. Natural gas customers should NOT attempt to relight their natural gas heating systems and appliances.

“Flood waters carry silt and other contaminants that damage gas meters and appliances such as water heaters, furnaces and air conditioners,” said Sandy Koenig, operations supervisor in Decorah. “An Aquila technician must inspect the metering equipment, and an appliance repair professional must inspect gas appliance equipment before gas service can be restored.”

Koenig said that for safety reasons, an Aquila technician would replace a customer’s gas meter that has been submerged in water. She also added that appliance manufacturers’ safety guidelines also recommend that gas appliances be replaced when they have been flooded.

“Once we have determined that it is safe to restore service in this area, we will perform a safety inspection, restore gas service and relight appliances free of charge for our customers,” Koenig said. “However, repairs to equipment will be charged on a time and materials basis. It’s important for homeowners to contact their insurance carrier to see if this cost is covered under their home insurance policy.”

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Koenig advised customers who have questions or want to request service call 1-800-303-0555.

“We want to do what we can to help our customers recover from the devastation they have experienced and assure the safety of their gas service,” Koenig added.

Aquila provides natural gas service to over 1.3 million customers in Iowa and is a subsidiary of the company since 1991. Aquila’s state headquarters is in West Des Moines. The company serves 147,000 gas customers throughout Iowa.

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