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Intermountain, sister companies, to open new customer service center

BOISE, IDAHO – Aug. 27, 2009 – Intermountain Gas Company and its three sister utility companies announced today they will open a new customer service center in Meridian to serve the utility group's 945,000 customers across eight states.

“This is extremely exciting in that not only are we moving forward with a new customer service center concept for our utility group, but we're able to headquarter the center in the greater Boise area,” said Frank Morehouse, executive vice president and general manager for Intermountain Gas. “The new center will provide Intermountain customers with the same great service they have come to expect while expanding that service to our sister companies.”

The customer service center is located at 1937 Bonito Way in the Eldorado Business Park. The company will build out the interior office space and plans to occupy the center by the beginning of 2010. The center, which will house about 140 employees, is expected to be in full operation later in 2010.

“Intermountain Gas has been a great Idaho corporate citizen for many years, and I am pleased to see that tradition of civic virtue continuing,” Governor C.L. “Butch” Otter said. “Idaho's location within the utility group's service area makes our state an ideal location for a customer service center. More importantly, the skilled and well-educated people of Idaho provide the kind of work force a good employer needs.”

The customer service center will be the principle point of contact for the utility group's customer service issues via telephone or internet, and will include billing questions, setting up service starts and stops, as well as other service-related issues. The center will cover an eight-state area for Intermountain Gas Company, Cascade Natural Gas Corp., Montana-Dakota Utilities Co. and Great Plains Natural Gas, all of which operate under the corporate umbrella of MDU Resources Group.

The customer base is located in Washington, Oregon, Idaho, Wyoming, Montana, North Dakota, South Dakota and Minnesota.

Intermountain Gas Company is a natural gas distribution company serving approximately 305,000 residential, commercial and industrial customers in 74 communities in southern Idaho. Intermountain is a subsidiary of MDU Resources Group, Inc., a multidimensional natural resources enterprise traded on the New York Stock Exchange as “MDU.” For more information about MDU Resources, visit the company's Web site at www.mdu.com. For more information about Intermountain, visit www.intgas.com.

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