

## Maintenance List and Billing Information

Nicor Gas will provide the following electronic information to suppliers upon their request:

### **Maintenance List File for Rate 74, 75, 76 and 77**

The Maintenance List file notifies suppliers of accounts with potential phone line issues preventing the receipt of meter readings used for billing. If the phone line issues are not resolved in a timely manner, these customers will be removed from a daily read rate. The file is available on Tuesday and Thursdays each week. A File Format and Glossary of Terms are attached for references. Please note: this list is only available electronically.

### **Billing Information Report File for Rider 25 and Rate 74, 75, 76 and 77**

The Billing Information Report file provides you with a list of your accounts whose billing has been canceled, estimated or delayed. This file is available each business day. A File Format and Glossary of Terms are attached for reference. This file is for informational purposes only and requires no action from the supplier.

### **Accessing the Files**

Suppliers will download the files from directories on Nicor Gas' FTP site (<ftp2.nicor.com>). File data will be encrypted using PGP Encryption Software so suppliers will need PGP to decrypt the files. You can purchase PGP through their website at [www.symantec.com/store/products/](http://www.symantec.com/store/products/). We recommend the PGP Desktop Home version although other versions will work as long as you have the ability to encrypt and decrypt files.

If you are interested in receiving one or both of these files, please send the following contact information to [GTQA@agresources.com](mailto:GTQA@agresources.com) requesting that your company be setup to receive the applicable file(s).

#### Business Contact:

Name  
Phone Number  
Email Address

#### IT (Information Technology) Contact:

Name  
Phone Number  
Email Address

Once the contact information has been received, a Nicor Gas representative will contact the designated IT resource to discuss the testing process and obtain necessary information, such as IP address and PGP keys. The testing process will consist of Nicor Gas providing a test file and the supplier confirming that they are able to successfully retrieve the information provided.

If you have any questions, please contact one of the following Nicor Gas representatives:

Fary Warren at (630) 388-2038 or [fawarren@southernco.com](mailto:fawarren@southernco.com)  
Pat Hollon at (630) 388-3256 or [phollon@southernco.com](mailto:phollon@southernco.com)

## FILE FORMAT

**TITLE:** MAINTENANCE LIST

**FILE NAME:** maintlist/<yyyymmdd> where "yyyymmdd" is an eight digit date

**DESCRIPTION:** Variable length, pipe delimited file; contains daily read transportation customers experiencing device issues inhibiting the receipt of readings/usage.

**LAYOUT:**

BROKER NAME	ALPHA	75
CONTRACTING COMPANY NAME	ALPHA	75
CDX/CC&B ACCT #	NUMBER	10
* MF ACCT#	NUMBER	9
METER NUMBER	NUMBER	7
CUSTOMER NAME	ALPHA	75
SERVICE ADDRESS	ALPHA	100
SERVICE TOWN NAME	ALPHA	25
AMD NUMBER	NUMBER	8
REASON FOR NON RECEIPT	ALPHA	150
* NICOR CONTACT DEADLINE	DATE	(YYYY/MM/DD)
NOTICE TYPE	ALPHA	40
CID	ALPHA	1
* LAST CALL DATE/TIME	DATE and TIME	(YYYY/MM/DD HH:MM am or pm)

**TRAILER:**

* DATE	DATE	(YYYY/MM/DD)
* RECORD COUNT	NUMBER	6

\* Denotes change from prior version.

MAINTLIST 1.1  
October 5, 2011

**Glossary of Terms  
for Transportation Customer Maintenance List  
(Effective September 2011)**

AMD NUMBER	Automated Metering Device.
BROKER NAME	The company/entity that is responsible for managing the customer's account.
CONTRACTING COMPANY	Contractor company that works on implementation, diagnosis and repair of Nicor Gas' Telemetering devices.
CDX/CC&B ACCT#	A unique reference number which identifies the customer's account in the CC&B (Customer Care and Billing) system. This number stays with the customer even if they move to another location.
CID	Correction Interface Device. This field will display a Y (Yes) or N (No).
CUSTOMER NAME	The name of the customer that Nicor Gas has listed on the account.
LAST CALL DATE/TIME	This field represents the last date and time the telemetering device called into the MV90 system.
METER NUMBER	A number which identifies/references the gas meter assigned at the service address for this customer. Any meter number starting with 0 or 1 is required to have a dedicated analog POTS (Plain Old Telephone System) line.
MF ACCT#	A reference number used to access the customer's account in the <u>old</u> Legacy system.
NICOR CONTACT DEADLINE	This field is only populated with a date if the account has a "Notice Type" of STOPPED or FINAL.
NOTICE TYPE	This field advises the broker what stage the account is in:  Stage 1: Stopped-device stopped calling into the MV90 system within the last 7 days. Only the supplier is notified during this stage, allowing them to contact the customer before Nicor Gas visits the premise.

Stage 2: Maintenance-device stopped calling into the MV90 system more than 7 days ago, initiating a site visit from Nicor Gas to investigate.

Stage 3: Final-Nicor Gas has visited the site and discovered no problem with device, but found a phone line issue to be addressed by marketer or customer. This stage gives the marketer or customer 21 days to resolve phone line issue to get device calling back into the MV90 system.

Last Stage: Remove from Rate-indicates the 21 days from the "Final" or identifying the phone line issue has lapsed and phone line repairs were not completed. The customer is now removed from the rate.

Other Notice Types-

Zero Use: Telemetry device is not registering usage. Nicor Gas will visit the premise to inspect the meter and device and repair if necessary. If no repair is necessary, Nicor Gas will validate zero usage with the customer. Seasonal customers are identified and will not initiate investigation even though they do not register usage during the specified period.

New Install/Meter Exchange: If a meter has been exchanged at a location it will appear as a "New Install". Nicor will need to visit site to install the AMD to the new meter which has been installed.

REASON for NON RECEIPT	Explanation of maintenance issue to be resolved or addressed to ensure device resumes normal activity, allowing Nicor Gas to receive daily readings.
SERVICE ADDRESS	Street address (premise) associated with account and meter number.
SERVICE TOWN NAME	Town associated with service address.
TRAILER	Indicates the end of the file.
DATE	This field represents the date of the report.
RECORD COUNT	Indicates the number of records which should be displayed in the report.

## FILE FORMAT

**TITLE:** BILLING INFORMATION REPORT

**FILE NAME:** billrpt/<yyyymmdd> where "yyyymmdd" is an eight digit date

**DESCRIPTION:** Fixed length, pipe delimited file; communicates estimated bills, canceled bills and bills not issued within 45 days.

**LAYOUT:**

BROKER NUMBER	NUMBER 5	
PIPE	ALPHA 1	
ACCOUNT NUMBER	ALPHA 10	
PIPE	ALPHA 1	
CUSTOMER NAME	ALPHA 38	
PIPE	ALPHA 1	
SERVICE ADDRESS	ALPHA 38	
PIPE	ALPHA 1	
SERVICE TOWN NAME	ALPHA 10	
PIPE	ALPHA 1	
BILL PERIOD FROM DATE	NUMBER 8	(YYYYMMDD)
PIPE	ALPHA 1	
BILL PERIOD TO DATE	NUMBER 8	(YYYYMMDD)
PIPE	ALPHA 1	
DESCRIPTION	ALPHA 20	
PIPE	ALPHA 1	
BILL PERIODS CANCELED	NUMBER 2	
PIPE	ALPHA 1	
FILLER	25	(blank spaces)
PIPE	ALPHA 1	

**TRAILER:**

BROKER NUMBER	NUMBER 5	
PIPE	ALPHA 1	
ACCOUNT NUMBER	"9999999999"	(indicates trailer)
PIPE	ALPHA 1	
RECORD COUNT	NUMBER 7	
PIPE	ALPHA 1	

\* Denotes change from prior version.

**Glossary of Terms**  
**for Transportation Customer Billing Information Report**  
**(Effective April 2012)**

ACCOUNT NUMBER	A unique reference number for the customer's account. This number will not change, even if the customer moves.
BILL PERIODS CANCELED	Number of Bill Periods canceled.
BILL PERIOD FROM DATE	Beginning date of a Bill Period.
BILL PERIOD TO DATE	End date of a Bill Period. This field will be populated with 0's on canceled billing records.
BROKER NUMBER	Unique Broker Identification number assigned by Nicor Gas.
CUSTOMER NAME	The name of the customer that Nicor Gas has listed on the account.
DESCRIPTION	Identifies what the record is for: delayed billing, estimated billing or canceled billing.  MORE THAN 45 DAYS – account has not had a bill issued in more than 45 days.  ESTIMATE – Billing issued using an estimated read.  If the field is populated with one of the following descriptions then the record is indicating a canceled bill and the reason for the cancel.  <u>Cancel Reasons</u>  ACTUAL READ CHANGE – previously billed to estimated reading, but obtained actual reading to rebill customer.  BANKRUPTCY – customer filed bankruptcy and account needs to be stopped and billed to bankruptcy date which may be outside of the account's normal billing period.  BI ADJUSTMENT – billing investigations adjustment.  BILLED IN ERROR – accidental/incorrect billing requiring a cancellation.  CHG # DAYS ON BILL – change the number of days billed for a particular bill period.  CONTRACT CHANGE – any changes to the contract which could impact the billing.

DAILY READING CHANGE – change in telemeter reading.

ESTIMATED READING – previously billed to an estimate reading which was considerably out of tolerance. Rebilled to a more reasonable estimate.

FINALLED ACCOUNT – account has been stopped/finalled.

FIXED FACTOR/DPC CHANGE – a customer’s meter pressure type changes during a billing period and needs to be adjusted accordingly.

INJECTION CHANGES – adjustment to customer injections.

MAILING ADDRESS – bills have been sent to an incorrect mailing address, resulting in non-payment.

METER EXCHANGE – meter associated with the account was exchanged.

OTHER – cancel reason does not fall into any other category.

REALLOCATION OF THERMS – typically used on municipal accounts who are allotted a certain number of franchise therm usage.

RIDER 17 CHARGES – only used if customer is a Rider 17; but typically not used since other reason codes provide clarity to the reason for the cancelation.

START/STOP DATE – account was started or stopped with an incorrect date.

STORAGE CHANGES – storage balance adjustment.

TAX EXEMPTION CHANGE – customer’s tax status changes to either exempt or non-exempt.

SERVICE ADDRESS

Street address (premise) associated with the account.

SERVICE TOWN NAME

Town associated with service address.

TRAILER

Indicates the end of the file. Identified by an account number of all 9’s, it contains the count of how many records are included in the file.