



## Frequently Asked Questions Updated March 2021

**Q. What is *Investing in Illinois*?**

A. *Investing in Illinois: A Nicor Gas System Improvement Initiative* is a multi-year infrastructure enhancement program that is expected to foster economic growth, while enhancing the safety and reliability of our natural gas delivery and storage systems. From replacing hundreds of miles of pipeline to moving natural gas meters to the outside of homes and businesses, *Investing in Illinois* accelerates the rate at which the Company can upgrade the infrastructure that stores and delivers natural gas to our 2.2 million customers in more than 650 communities throughout northern Illinois.

**Q. What types of system improvements will be done under this initiative?**

A. Since the program began in December 2014 through year-end 2020, Nicor Gas has replaced approximately 990 miles of natural gas main, which is the pipe that supplies natural gas to neighborhoods, and has replaced more than 111,250 natural gas service lines, which connect the customer's property to the natural gas main. We have also made several upgrades to our natural gas transmission and storage systems.

In 2021, we will continue our system improvement efforts by replacing an additional estimated 145 miles of gas main and approximately 11,600 natural gas service lines. These enhancements fall in line with the company's highest priority, which is to provide natural gas safely to all of its customers.

**Q. Will *Investing in Illinois* impact my bill?**

A. The improvements being made are part of the Natural Gas Consumer, Safety & Reliability Act and costs are recovered through the "Qualified Infrastructure Charge." The charge, which began appearing on bills in March 2015, is a cost-controlled adjustment which applies to the "Delivery Charges" portion of the bill.

**Q. Why do you need to upgrade your system?**

A. Modernizing and improving our natural gas infrastructure is essential to ensuring Illinois' energy needs are met safely and reliably now and into the future. It will allow us to modernize the structures that deliver our product safely and reliably while also benefitting our region—creating jobs, supporting businesses and growing our economy.

**Q. How will I know if Nicor Gas will be working in my neighborhood?**

A. If your property is going to be affected by *Investing in Illinois* system modernization efforts, we will contact you. This contact may be in the form of a letter, door hanger, face-to-face visit, email or phone call from one of our employees or contractors. You may also visit [nicorgas.com/WorkInYourNeighborhood](http://nicorgas.com/WorkInYourNeighborhood) for more information on the work in your community.

**Q. What should I expect during the renewal project?**

A. Before any work is done in your neighborhood, you will be made aware of the details, timing and any interruption of service. Appointments will be scheduled for any work that will require entering your home or interrupting your natural gas service. If your landscaping or pavement is disturbed, it will be restored to the condition in which it was found. We understand that you value the visual appearance of your property and we take great care in implementing construction practices that limit disturbances to homeowners and businesses.

**Q. Will Nicor Gas employees be doing the work?**

A. Both Nicor Gas employees and our contractors will be conducting *Investing in Illinois* work. All workers will have Nicor Gas or Southern Company/AGL Resources-issued ID cards and will present them upon request. We are also working closely with community officials on work associated with this initiative.

**Q. What are the benefits of *Investing in Illinois*?**

A. In addition to increasing the safety and reliability of our natural gas infrastructure, *Investing in Illinois* will encourage job creation as a result of expanded needs for employees, contractors, vendors and suppliers; increased business activity driven by the heightened demand for goods and services; and foster new business development.