Frequently Asked Questions

**General Questions:**

***Question:*** Will the go live date be delayed again and if so when will that announcement come out?

***Answer: Nicor Gas Transportation Tariff Changes is on target for implementation May 1, 2023.***

***Question:*** Last year the go live date was pushed back to May 2023. Are all the systems functioning as desired for Nicor to go live effective May 2023 without major interruptions to customer and marketer billing?

***Answer: The project team has successfully tested the critical functionality of the applications impacted by the Nicor Transportation Tariff Change.***

***Question:*** Who will we need to contact for additional questions or technical issues after May 1, 2023

***Answer: Gas Transportation Call Center Monday- Friday 8am-430pm CST, (630)983-4040 Option 1.***

**Portal Questions:**

***Question:*** Can Nicor better describe what exactly will be available in the new portal?

***Answer:*** ***Daily Usage, Nominations, Injection/Withdrawal, Parameters, and Historical Usage for previous daily read transportation accounts and groups will all be available in the portal.***

***Question:*** Is the portal going to replace the TCIDB files or will we still be using Eneract?

***Answer:*** ***No, TCIDB will not be replaced by the portal, and yes, you will still be using Eneract.***

***Question:*** Will the portal tell us what our storage limit is for each pool?

***Answer:*** ***SBS capacity and current percentage of capacity will be available on the portal.  Suppliers will need to calculate their month end parameters based off the Monthly Storage Parameters found in the Nicor Gas Terms and Conditions.***

***Question:*** How will the meter read issues be handled?

***Answer:*** ***AMI meter reading devices are in place for the overwhelming majority of customers. A phone line is no longer a requirement for daily read accounts. However, a phone line would be needed for transportation rates if the wireless AMI device cannot be used at the location. Nicor Gas will investigate initial outages of AMI equipment. Phone lines are the responsibility of the customer.***

***Question:***  How can we obtain data automatically?

***Answer:*** ***Data from the portal can be downloaded in various formats such as Excel, or CSV.***

***Question:*** Have there been any changes to format in the new portal since the last time we tested, and will we use that format to start developing things on our end depending on when the portal will be available?

***Answer:*** ***The only change made to the format was the addition of a new column to indicate critical day.***

***Question:*** Will we have daily usage available when the Reallocation window opens?  For example, on Gas Day 14, when we can allocate deliveries for the Gas Day 13, will we get daily usage for the 13th prior to the reallocation window opening at 1:30 Central on the 14th?

***Answer:*** ***Usage will be available in the portal by the time the reallocation window open.***

***Question:*** Will historical daily usage data (as much as is available) be provided to support forecasting and regression analysis for those customers that had previously been balanced monthly?

***Answer: Up to 24 months of historical daily usage will be available for daily balanced transportation accounts and groups. Accounts and groups that have been daily balanced for less than 24 months will only contain data dating back to the daily balanced start date. Historical daily usage is not available for transportation bill periods that were monthly balanced.***

**Customer Select:**

***Question:*** Will we be able to see daily what our storage limit is and what the storage balance for the Customer Select pool is?

***Answer:*** ***Yes, you will be able to see daily the storage limit and balance.***

***Question:*** Customer Select Groups currently get Unbilled Usage (and reverse of prior month Unbilled Usage) on the invoice that equates to the Total Group Usage for the month.  Does that go away with the new tariff, and we will only see usage for one month/cycle, with that usage being used to determine monthly/daily tolerances?

***Answer:*** ***The current process around unbilled will continue post May 1, 2023.***

***Question:*** Will the termination due to sale of property remain the same – ex. Building sold/terminate May 10,2023?  Will the storage capacity/balance remain a part of the pool until May 31, 2023, or will the capacity and allocated balance be removed from pool May 10, 2023?

***Answer:*** ***Yes, it remains the same. Capacity will be removed because a transfer will occur with an effective date matching the final date.***

***Question:*** Can you provide some knowledge or details on volumes associated with mid-month customer add/subtract?  Will you continue to provide our daily MDCQ?  Today, we get the MDCQ daily so when customers are added or subtracted during the middle of the month our MDCQ goes up or down accordingly What kind of details will we get daily related to MDCQ, Storage Capacity &/or customer count?

***Answer: MDCQ, as well as the SBS capacity, and customer count will be provided each day in the Portal for Customer Select Pools.***

***Question:*** Will historical daily usage data (as much as available) be provided to support forecasting and regression analysis for customers on the Customer Select program?

***Answer:*** ***We do not have the daily usage history available for Customer Select pools. Please refer back to your previous pool bills for monthly usage history.***

***Question:*** Is there a maximum member count for Customer Select Pools?

***Answer:*** ***No, there isn’t a maximum member count for Customer Select pools.***

***Question:*** Will the customer select 5- day forecast continue to be provided?

***Answer: No, the 5-day forecast will not be provided. Suppliers can use their historical pool bill usage data to help them with their forecasting.***

**Gas Transportation:**

***Question:*** Will there be a new process, new forms, new deadlines (anything different from current process) to add/delete accounts from pools under the new tariffs?

***Answer:*** ***There are no changes to the current process for adding/deleting accounts from pools.***

***Question:*** The process for sending increases for SBS hasn’t changed.  Are you still going to let us know the new MDCQs by March 1st?  We must make our elections by April 1st, and they will be effective May 1st. It also states that any previous elections we submitted will still be used during this election.  We only need to submit for accts that we want to change. Is that correct?

***Answer:*** ***Nicor Gas will still inform you of your new MDCQ’s by March 1st with elections of SBS Days due by April 1st. The new MDCQ’s and SBS Days will take effect May 1st. Previous SBS Day requests are grandfathered, and requests only need to be submitted if making a brand-new request or changing one previously submitted.***

***Question:*** In Open Access will we be able to see pool bill pages and details once the pool appears as billed on TCIDB?

***Answer:*** ***Open Access will continue to function as it does today.***

***Question:*** Will historical usage be available in the portal for the current Rider 25 accounts, so that we can use those usages to better forecast?

***Answer:*** ***Daily reads aren’t available for Rider 25 accounts.***

***Question:*** Can all current Rider 25 accounts be added to the Short File now?   Can we receive Rider 25 daily readings to accurately manage our R34 pool balances to transition to May 1, 2023?

***Answer:*** ***No, the short file can only be applied once an account is on a daily read rate.***

***Question:*** Can accounts be moved to a different group effective May 1, 2023?

***Answer:***  ***Due to business processes and the freeze from Feb 1, - May 1, 2023, accounts cannot be moved to a different group.***

***Question:*** When will Nicor revisit the pool size limit?

***Answer:*** ***Per the Tariff, Gas Transportation group sizes were increased from 150 to 200 members***

***Question:*** When is the earliest groups can start to be consolidated?

***Answer:***  ***We will allow group consolidation beginning on June 1, 2023.***

***Question:*** What is the maximum group size allowed for Transportation groups?

***Answer:*** ***Per the Tariff, the current maximum group size for Gas Transportation groups is 200.***

**Cashout:**

***Question:*** Can Nicor provide a realistic example of cash-outs so that we can use this data in our own spreadsheets to confirm we understand all the new calculations?

***Answer: Screen shots are available in the portal presentation located on our Nicor Gas Transportation website.*** [***https://www.nicorgas.com/business/transportation-customers.html***](https://www.nicorgas.com/business/transportation-customers.html)

***Question:*** What is the max percentage storage limits can be on May 1, 2023?

***Answer: There isn’t a May 1st limit. The month-end-cashout will not take place until the end of May.   Month End Cash Out will not occur on May 1st.  The first Month -End- Cash Out will be calculated once May, 2023 has completed***.

***Question:*** If supplier is above that how will the cashout be figured?

***Answer: If at the end of May if you’re over the May target you will be cashed out.  Month- end- cash out targets for May are a minimum of 10% and maximum of 20% of storage capacity.  Any volumes outside of the minimum and maximum parameters at the end of May will be cashed out once May has been completed.***

***Question:*** At 1:30 p.m. during the reallocation period, will I have the usage for the gas day that was just completed?

***Answer: Yes, you will see usage and nominations from the day that just completed.***

***Question:*** When an account moves pools, do they get allocated the pools percentage of storage timers their maximum storage?

***Answer: They get allocated a percentage of storage based off their storage capacity and he day they are transferring. Please refer to the Storage Inventory Transfer Table available on our website.*** [***https://www.nicorgas.com/business/pricing-and-rate-plans/customer-select-business/supplier-news.html***](https://www.nicorgas.com/business/pricing-and-rate-plans/customer-select-business/supplier-news.html)

***Question:*** How will the pools be cashed out on May 1st.if they are outside of the tolerance on May 1st?

***Answer: Customer Select pools will be cashed out at the end of April/May 1st based off the current Tariff month-end tolerance as specified in Rider 16. Month-end cashout will not occur until the end of May for all other transportation groups and single accounts.***

***Question:*** Do the adjusted percentages for May, June, and July also apply to Customer Select?

***Answer: Yes, the adjusted percentage applies to Customer Select.***

***Question:*** Will accounts be able to move in or out of pools on May 1, 2023?

***Answer:*** ***Accounts will not be able to move in or out of pools on May 1, 2023.***

**Nominations:**

***Question:*** When will I need to make my nomination for May 1, 2023?

***Answer:*** ***By the timely cycle 1p.m CST on April 30, 2023.***

***Question:*** Will reallocation occur over the weekends and holidays?

***Answer: Yes, reallocation will occur 7 days a week including weekends and holidays.***

**Billing:**

***Question:*** How will cancels and rebills be handled for bill periods prior to May 1, 2023?

***Answer: Cancel and rebills will be handled on a case-by-case basis as they are currently. Any bill period cancelled prior to May 1, 2023, will be rebilled to the applicable rate before the new rules were implemented.***

***Question:*** Regarding group invoice timing, currently Rider 13 groups typically bill in the first few days of the month, is that still the plan or will billing be spread out throughout the month?

***Answer:*** ***Rider 13 group billing will be spread out within the first part of the month beginning on the first day of the proceeding month.***

***Question.*** Will my monthly read groups bill to May 1, 2023?

***Answer:*** ***Yes***

***Question:*** Could a cancel and rebill result in changes to daily and/or monthly cashout?

***Answer:*** ***Yes***