

Traditional Transportation Customers

All traditional transportation service customers are eligible to switch into the Customer Select® program. Daily read traditional transportation service customers converting into Customer Select will be switched to one of the eligible rates (4 and 5).

Potential Advantage of Customer Select:

An advantage of switching traditional transportation accounts to Customer Select is the elimination of monthly administrative charge of \$13.00 per account.

Potential Disadvantages of Customer Select:

Under both the Customer Select and Gas Transportation programs, Nicor Gas requires suppliers to comply with daily injection and withdrawal rights based on their pool's SBS capacity. These daily injection and withdrawal rights for each supplier's pool are listed in the Gas Supplier Operations Portal (GSOP). Daily usage information can also be found in GSOP; however, for Customer Select, this data is provided only at the pool level and not at the detailed account level. In addition, suppliers in both programs are responsible for maintaining their pool's storage balance within the prescribed monthly inventory targets.

These requirements should be considered when assessing the suitability of transitioning a traditional transportation customer to the Customer Select program.

For detailed information regarding injection and withdrawal rights and storage requirements, please refer to the Supply and Storage section (Section 5).

Enrollment:

Existing traditional transportation customers can sign up for Customer Select at any time during the year. As of May 1, 2023, if a transportation Customer leaves an existing group to join a different group or move to sales service, gas in storage will transfer with the Customer. The volume of gas that will transfer with the Customer will be based on the minimum Monthly Storage Parameters as described in the Terms and Conditions as of the day the Customer moves.

If a Customer is served as an individual transportation account and joins a group or moves to sales service, the Customer's entire gas in storage volume will transfer with the Customer.

To switch a traditional transportation customer to Customer Select, the supplier is required to be a participating Customer Select supplier and needs to submit the customer's account

number and other pertinent information in the daily "SIGNUP" file of new customers to Nicor Gas. Nicor Gas will verify these accounts and terminate them from traditional transportation service. Service under Customer Select begins with the first bill with a beginning read date at least 14 calendar days from the date Nicor Gas receives notification of the customer's enrollment into the program.

Customers taken from an existing group will be charged a processing fee of \$35.00, as specified in the tariffs. This charge is assessed to any customer entering or leaving an established group.

It is possible that some of your traditional transportation customers may sign up for Customer Select with a different supplier. If this happens, it is the customer's responsibility to notify their current supplier of any changes in service. Nicor Gas is not responsible for notifying suppliers. However, Nicor Gas will attempt to notify suppliers, where possible, in case the customer fails to do so.

While Nicor Gas believes that the inclusion of traditional transportation customers in Customer Select could benefit many of the eligible customers, the Company also realizes that each customer's gas needs are unique and, therefore, the customer should carefully analyze the economic and operating impact such a change may have.