

Bill Improvements FAQ

Why is my bill changing?

Nicor Gas is updating the bill format for Large Commercial and Industrial customers. The new format is designed to improve readability and make better use of space while continuing to provide the same billing and account information you receive today.

What changes will I see?

You will begin receiving a new double-sided bill with updated colors and visual formatting designed to make information easier to locate and review.

Will my account information or charges change?

No. Your account information, billing details, charges, payment processes, and support channels will remain the same. Only the bill format and appearance are changing.

Do I need to take any action?

No. There is no action required at this time. The updated bill will be provided automatically when the change takes effect.

Will I still receive the same information on my bill?

Yes. The same billing and account information you rely on today will continue to be provided on the updated bill format.

Who should I contact if I have questions?

If you have questions, please contact Nicor Gas directly by calling **630.983.4040, Option 1** or email us at **G2SOGASNGCSEL@southernco.com**.