



IF YOU SMELL GAS: If you suspect a gas leak: **Leave the house immediately.** Don't use your phone; call Nicor Gas for assistance at 888.Nicor4u (888.642.6748) from a neighbor's house. Don't light a match. Don't turn on a light. Don't switch on anything electrical.

!DANGER! Certain Older Gas Connectors May Be Dangerous!

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to fuel gas supply pipes. Some older brass connectors have come apart, causing fires and explosions resulting in deaths and injuries. These older brass connectors have a serious flaw in how their tubing was joined to their end pieces. Over time, the end pieces can separate from the tubing and cause a serious gas leak, explosion or fire. To our knowledge, these dangerous uncoated brass connectors have not been made for more than 20 years, but many of them are still in use. The older these connectors get, the greater the possibility of failure. Although not all uncoated connectors have this flaw, it is very difficult to tell which ones do. **Therefore, any uncoated brass connector should be replaced immediately** with either a new plastic-coated brass or a new stainless steel connector. Connectors can wear out from too much moving, bending or corrosion. Connectors should always be replaced whenever the appliance is replaced or moved from its location.



WARNING: Only a qualified professional should check your connector and replace it if needed. Don't try to do this yourself! Moving the appliance, even slightly, whether to clean behind it or to inspect its gas connector, can cause the complete failure of one of these older weakened connectors, possibly resulting in a deadly fire or explosion. **Do not move your appliance to check the connector!** For additional information on appliance connectors please call us at 888.642.6748 or visit our website at nicorgas.com.

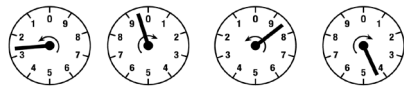
ILLINOIS COMMERCE COMMISSION

Consumer Services Div. 800.524.0795

The Consumer Services Division is available to assist customers and help resolve disputes with Nicor Gas; however, customers must first contact Nicor Gas before seeking assistance.

HOW TO READ YOUR METER

1. Read the numbers for each dial going from right to left.
2. Always read the numbers in the direction the arrow on the dial is pointing.
3. If the pointer is between two numbers, always select the smaller number, unless the pointer is between 0 and 9, then select 9.
4. If a pointer is directly on a number, look at the dial to its immediate right. If its pointer has not passed zero, record the lower number.
5. To enter your meter reading, visit nicorgas.com/myaccount.



In the example above, the reading is "2984."

PAYMENT INFORMATION

Auto Payment – You can have the amount of your gas bill electronically withdrawn from a checking or savings account on a specific date or when the bill is due. Sign up at nicorgas.com.

Options – Pay your bill by computer, mobile device, telephone or at a payment agent using your bank account, debit or credit card. Mailed check payments authorize the Company to make a one-time electronic debit or debit re-presentation from your bank in the amount designated.

Visit nicorgas.com or call 888.642.6748 for more information.

Payment Arrangement – If you are behind on your gas bill payments, you may be eligible to establish a Deferred Payment Arrangement (DPA). Failure to pay DPA installments when due can result in default of the DPA. To make a payment arrangement, visit nicorgas.com/myaccount or call 888.642.6748.

Security Deposits – In accordance with the Illinois Administrative Code Part 280, Nicor Gas may request a cash security deposit under the following circumstances: history of late payments, failure to pay final bill at a prior address, service disconnection due to non-payment, meter tampering, or other reasons.

Sharing – A charitable program designed to help people pay their natural gas bills. To see if you could benefit from Sharing, contact your local Salvation Army. To contribute to Sharing, please circle the appropriate amount on your bill stub and add the amount to your payment.



TAXES

Municipal Use Tax – Some municipalities charge this tax based on your gas use. Your local municipality has an ordinance requiring collection of this tax.

Municipal Utility Tax – Some municipalities charge this tax based on utility revenue. It is authorized by Section 8-11-2 of the Illinois Municipal Code and is applied according to the local municipality's ordinance.

State Revenue Tax – This is mandated by the State of Illinois. It is not a sales tax.

State Use Tax – This tax is imposed on natural gas purchased outside of Illinois for use or consumption in Illinois.

Utility Fund Tax – This funds the ICC, which regulates all Illinois utilities and is mandated by the state.

DEFINITION OF TERMS (for more information visit nicorgas.com)

Actual Meter Reading – A read was obtained via automated reading technology or a field employee.

Additional Products & Services – Non-utility charges such as Customer Select alternate supplier charges, HVAC warranty/repair or protection plans.

Adjustments/Other Charges – Adjustments such as credits or additional charges to your bill due to corrected billing, earned interest, late payment charges, LIHEAP, or Sharing grants.

Average Temperature – Average daily temperature during your billing period. The average temperature can help explain the amount of gas used throughout the month.

Balancing and Storage Adjustment – Customer Select customers are assessed this adjustment based on usage. The adjustment may change each month and is filed with the Illinois Commerce Commission (ICC).

BTU Factor – A factor which expresses the amount of heat content a CCF of gas contains. The BTU factor is applied to convert a volume of gas in CCF into therms and may change slightly from month to month.

Budget Plan – This plan spreads your estimated annual gas costs over 12 monthly payments.

Approximately every four months we evaluate your account and may adjust your monthly payment for changes in weather and/or the price of gas. Sign up on your bill stub or at nicorgas.com/myaccount. You must be current on your payments to sign up.

Budget Plan Amount Due – The monthly Budget Plan payment amount must be remitted by the bill due date in order to remain on the Budget Plan. Failure to pay the monthly Budget Plan payment amount due by the bill due date may result in removal from participation in the Budget Plan.

Tax Cost Adjustment – A charge or credit that is passed along to customers for the Variable Income Tax Adjustment and Variable Tax Cost Adjustment Flders.

CCF (100 cubic feet) – A measure of the volume of gas used. 1 CCF approximates 1 therm of gas.

Customer Read – You reported your meter reading to us.

Delivery Charges – These charges cover our operating and distribution costs. A portion of these charges varies from month to month based on your natural gas usage.

Efficiency Program Charge – A charge that pays for costs related to energy efficiency programs as approved by the Illinois Commerce Commission.

Energy Profile – Comparison between the current billing period and your gas usage for the same period last year as well as a chart showing your monthly gas usage, average temperature and gas supply charges for the past 12 months, when available.

Environmental Recovery Cost – Covers our costs for the environmental investigation and cleanup of former manufactured gas plants. Nicor Gas receives no profit from these charges.

Estimated Meter Reading – Your reading was estimated based on previous use and the weather.

Any difference between your actual use and estimated use is automatically corrected when we obtain an actual reading.

Franchise Cost – A charge for municipal franchise agreements.

Governmental Agency Adjustment – An adjustment for governmental fees and added costs, excluding franchise costs. The charge may change each month and is filed with the Illinois Commerce Commission (ICC).

Meter Exchange – If you exchanged your meter, this note means your bill is based on the reading of the meter we removed from your address.

Monthly Customer Charge – A minimum monthly charge that pays for some of the fixed costs for providing service even when you do not use any gas. This includes charges from the State of Illinois that funds energy assistance programs, renewable energy grants, and adjustments allowed by IL Public Act 96-0033.

Natural Gas Cost – The price we pay our suppliers for the natural gas we purchase and deliver to your home or business. The price, which includes applicable adjustments allowed by ILz Public Act 96-0033, may change each calendar month, and is filed with the ICC.

Pressure Factor – If you require higher than normal gas pressure, the pressure factor is a multiplier that adjusts for increased gas volumes flowing through a meter.

Qualified Infrastructure Charge – A charge that pays for the costs of qualified infrastructure investments allowed under Section 9-220.3 of the Public Utilities Act.

Therm – A therm is the basic unit for measuring your natural gas consumption.

TotalGreen – A voluntary program that enables participating customers to reduce or offset emissions of their natural gas usage.

Transportation Service Credit – A credit to Customer Select customers based on usage.

Volume Balancing Adjustment – A charge or credit that stabilizes residential revenue collected through the distribution charge.



ATTENTION! : Please read important notice at top of page about dangerous gas connectors.

ATENCIÓN! : Para recibir una traducción al español de la advertencia relativa a conectores de gas peligrosos mencionada al inicio de esta página, favor de llamar al 888.642.6748 o visite nicorgas.com