

# Frequently Asked Questions

**Question:** Will Nicor Gas provide the same type of daily telemetry for Customer Select and daily usage for Gas Transportation customers?

**Answer:**

- Gas Transportation customers daily usage provided will remain 9am/9am.
- Customer Select Customers daily usage provided will be midnight to midnight, similar to the daily forecast received today and balanced with the gas day (9am/9am) nomination.
- A daily estimation process will be initiated for any missing CSEL usage.

**Question:** Will all Customer Select (CSEL) customers have an active AMI device?

**Answer:** Not all CSEL customers have an active AMI device at this time. Installation of these devices will be a priority but there may continue to be a small group of customers without active devices.

**Question:** What is the impact of the CSEL daily usage for those meters that don't have an AMI device installed?

**Answer:** Daily usage will be estimated for any CSEL customer that doesn't have an AMI device installed or has a missing read for the day.

**Question:** What will the portal look like?

**Answer:** Screenshots of the portal are provided in the attachment. The Portal name is Gas Supplier Operations Portal, or "GSOP".

**Question:** Has the May 1, 2022 implementation date changed?

**Answer:** Yes. Nicor Gas will be filing a request with the Illinois Commerce Commission to delay the implementation of certain transportation tariff changes which were to be effective May 1, 2022. This delay is due to issues identified during testing that must be resolved prior to implementation in order to ensure the most efficient program implementation for all parties. For several program items, including the daily and monthly storage parameters and related cash-outs, the implementation date will change from May 1, 2022 to **May 1, 2023**.

**Question:** Will there be some items that will be implemented on May 1, 2022?

**Answer:** Yes. There are still four items that will be effective beginning May 1, 2022. Those items are:

- 1) The elimination of Rider 25 and Rider 34.
- 2) Group changes related to the elimination of Rider 25 will not incur the Group Change Fee of \$25 per account. We will continue to waive the fee through August 31<sup>st</sup> as previously communicated.
- 3) The increase in Rider 13 group size from 150 to 200 accounts.
- 4) The Nomination Change Charge.

***Question:*** What are the dates for access to the portal?

***Answer:*** Availability and testing of the Gas Supplier Operations Portal (GSOP) has been delayed. Additional information regarding GSOP will be provided to you in a separate communication.

***Question:*** Will there be changes in the Maximum Daily Nominations?

***Answer:*** Yes. As a result of this delay, suppliers will need Maximum Daily Nomination volumes for May 1, 2022 through October 31, 2022. This information will be provided to you in a separate communication.

***Question:*** Will Group Change Fees associated with the elimination of Rider 25 be waived?

***Answer:*** Yes. Due to the elimination of Rider 25, the Group Change Fee of \$25 will be waived through August 31, 2022. This should provide suppliers enough time to assess the size and composition of their groups and make the appropriate changes.