



Web Standards for Customer Select® and Gas Transportation Suppliers

On an ongoing basis, Nicor Gas reviews its internal and external communications to ensure that its corporate image is consistent with its corporate values. Communication methods have quickly migrated to electronic options – especially to the internet. To this end, a review was performed on external websites that mention and/or link to Nicor Gas and its programs. The review discovered many of your sites reflecting professional website design and presentation. It also uncovered varying degrees of standards being used when referencing Nicor Gas.

Nicor Gas is grateful to those who maintain professionalism through courteous and respectful references. As a way to help our partners maintain this effort, the Company has developed web presentation standards. We appreciate your careful consideration and adherence to these guidelines:

- When referring to Nicor Gas, please use the name Nicor Gas, not simply Nicor or some other variation. Nicor is the parent company of Nicor Gas, which is a regulated gas distribution utility. In addition, when referring to one of Nicor Gas' transportation programs, please use the registered name of the program. The customer choice program is called Customer Select.
- If you're describing one of Nicor Gas' programs, you may link directly to the appropriate section of Nicor Gas' website.
- Please make sure it is clear that you are a participating supplier in one of Nicor Gas' transportation programs, taking careful consideration not to represent your company as Nicor Gas or a part of Nicor Gas.
- Nicor Gas' logo is a trademark and may not be used on your website without the prior written authorization of the Company. Although Nicor Gas supports the Customer Select program and its traditional transportation programs, it does not want to give the false impression of endorsing any one supplier over the others.
- Please do not quote Nicor Gas personnel on your website without prior written authorization by the Company. Again, we don't want to give the impression of endorsing any one supplier over the others.
- For other supplier standards of conduct related to the Customer Select program, please refer to the Standards of Conduct list in Rider 16 (beginning on Sheet No. 75.9).

Please make any necessary changes to your website as soon as possible. Nicor Gas will routinely review supplier sites to ensure compliance with these guidelines. Thank you again for your assistance with this important effort.

If you have any questions regarding Nicor Gas' web protocol, please feel free to contact the following individuals:

Brian Maruyama, 630-388-2144, bmaruya@nicor.com
Mary Lou Grzenia 630-388-2693, mgrzeni@nicor.com