Where you purchase your natural gas is up to you.
In 2002, the Illinois Commerce Commission (ICC) approved Nicor Gas’ Customer Select program, allowing you to purchase your gas from one of several suppliers. Or, of course, you may continue purchasing your gas from Nicor Gas.

Here’s how it works
Currently, most customers buy their natural gas directly from Nicor Gas, a utility whose rates and services are regulated by the ICC. You pay the same price that Nicor Gas pays for the gas with no mark-up, and this price is the same for all customers. (The chart below shows Nicor Gas’ prices over the past several years.) Nicor Gas also delivers the gas to your home or business.

With Customer Select, you purchase your gas from another supplier. Nicor Gas will still continue to deliver your gas through our pipeline system, and we will also respond to all natural gas emergencies.

Will I save money by choosing a new supplier?
Natural gas prices are influenced by supply and demand as well as weather and economic conditions. Since these factors can fluctuate at any time, it’s impossible to predict if you will save money by selecting any particular plan.

What types of offers are available?
The most common offers from suppliers fall into two categories—“fixed” rate and “variable” rate. With a fixed rate, you will pay the same price per therm for all gas used during the term of your contract, which is usually a year or more. With a variable rate, your price per therm will go up and down with market trends. (When you purchase your gas from Nicor Gas, you have a variable rate that can change monthly.)

Ultimately, the choice you make should be based in part on how much risk you are willing to assume on your gas bills. Just as with a fixed rate mortgage, you may pay more for the protection provided by the fixed rate option. But, you may save money with a fixed rate plan if market prices rise.

When analyzing supplier offers, make sure to take into account any monthly fees in addition to the cost of gas.

Savings you may see by choosing another supplier will depend on the amount of gas you use, terms of your agreement with the supplier and, of course, the weather. To help you make a decision, you can view your gas use for up to the past 24 months and get other information about your account from the “My Account” section of nicorgas.com.

How do I learn about the options available to me?
Suppliers currently participating in Customer Select are listed on the back. Please contact them directly to learn about their offers or to sign up.
Will my gas bill look different with a new supplier?
Yes. In most cases, your new supplier will include their charges on your Nicor Gas bill. This will be reflected in the “Natural Gas Cost” section of your bill as shown below.

In some cases, a supplier will send you a bill directly that includes Nicor Gas’ delivery charges. Or, you may receive separate bills from the supplier and Nicor Gas. Be sure to ask the suppliers about how they bill.

What if I want to change suppliers or withdraw from the program?
You can change suppliers at any time or resume service with Nicor Gas. However, penalties or exit fees from your supplier may apply—be sure to ask before signing up.

To withdraw from the program, you must notify your supplier. Once you return to Nicor Gas, you will have 45 days to choose another supplier or you will purchase your gas from Nicor Gas for one year.

Do I have to choose?
No. Customer Select is voluntary. If you choose to do nothing, Nicor Gas will continue to supply your gas.

How can I learn more?
For more information about Customer Select, please visit nicorgas.com or call 1 888 Nicor4u (1 888 642-6748). For information on the products offered by various suppliers, please contact them directly or access their websites through links provided at nicorgas.com.

Suppliers participating in the Customer Select program are entirely separate companies from Nicor Gas and are certified by the Illinois Commerce Commission (ICC). Their prices, as well as the terms and conditions of their contracts, are not regulated by the ICC. No matter which supplier you choose, you will continue to receive the safe and reliable delivery of natural gas and the same quality customer service you’ve come to expect from Nicor Gas.

List is as of April 1, 2004. For the most up-to-date list, please visit nicorgas.com.