

At Your Service



A guide to your
Nicor Gas account

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**Please keep this guide handy
for future reference**

Whether you're enjoying the benefits of clean-burning natural gas in your home or counting on its reliability and value to operate your business effectively, you can be assured that Nicor Gas is here to meet your energy needs.

Since 1954, Nicor Gas has been a part of northern Illinois, and now serves over two million customers in more than 640 communities.

While our number one priority is the safe and dependable delivery of natural gas, we also have a responsibility to contribute to the well-being and progress of northern Illinois. To that end, Nicor Gas actively supports several charitable, educational and environmental organizations, and our employees contribute both their time and money to the communities where they live and work. As a company, we are proud to serve your community – as your utility and your neighbor.

Welcome to Nicor Gas.

We're glad you're our customer.



Welcome to Nicor Gas!

We offer several ways to contact us — 24 hours a day, seven days a week. Choose the method that's most convenient for you.

Web: nicorgas.com
E-mail: custser@nicor.com
Phone: 1 888 Nicor4u (1 888 642-6748)
TDD Phone: 1 800 942-3727
Mail: P.O. Box 416
 Aurora, IL 60568-0001

When to contact us

Emergency situations

Call us immediately if:

-  You smell natural gas (exception: a faint odor near an appliance that goes away after the pilot is lit)
-  You hear natural gas leaking (hissing sound)
-  Your gas service is suddenly interrupted

Smell: Nicor Gas adds a distinctive odor to natural gas as a way to alert you to a gas leak. To help you recognize this odor – which many people equate to that of rotten eggs – a scratch 'n sniff sample is included with this brochure.

A faint gas odor near an appliance may indicate that the pilot light has gone out. If the appliance has a pilot light and the odor persists after relighting, exit immediately, leaving doors and windows open as you exit. Do not open windows if they're not already open. Do not use your telephone or cell phone, operate any appliance, light a match or turn light switches on or off. Call Nicor Gas from a neighboring location.

Sound: If you hear a blowing or hissing sound coming from a building that uses natural gas, exit immediately, leaving doors and windows open as you exit. Do not open windows if they're not already open. Do not use your telephone or cell phone, operate any appliance, light a match or turn light switches on or off. Call Nicor Gas from a neighboring location.

Sight: If you see discolored vegetation, blowing dirt or bubbling water in the area of a buried natural gas pipeline, this could indicate a natural gas leak. Call Nicor Gas or your local fire department and keep people away from the suspect area.

Non-emergency situations

We encourage you to visit nicorgas.com, where you can access your account information, pay your gas bill and find other useful information about your gas service.

Our Customer Care Center representatives are available to answer questions about your Nicor Gas bill and/or account, explain bill payment options or take a payment over the phone.

Helpful tip: We receive a high number of calls on Monday mornings. To minimize the time you are on hold, consider calling on Monday afternoon or on another day during the week. A return call option is available during busy times.

Moving Information

Congratulations! Here are a few things to keep in mind as you get settled into your new home.

- **Your first bill** — You can expect your first Nicor Gas bill to arrive within 15 to 60 days of the date your service was activated. During the summer months (June through September) you will receive a bill every other month. To view your meter read and billing schedule for the year, just visit nicorgas.com and click on "My Account."
- **Appliance connectors** — If you brought any appliances from your former residence or purchased a home or business that is more than 20 years old, we recommend you have your appliance connectors inspected. Uncoated brass connectors are potentially dangerous. Find out more on page 19.
- **Paying your bill** — Nicor Gas offers payment plans and options including budget billing. You may pay over the phone, online, by U.S. mail or in person (see pages 10 -11). We also offer several ways to obtain financial assistance, should you ever need it. See page 16 for more information, log on to nicorgas.com or call us at 1 888 Nicor4u.
- **Reading your meter** — We need full access to your meter in order to provide you with accurate meter readings. We read your meter every other month and estimate the reading in opposite months. Find out when we will read your meter by visiting the "My Account" section of nicorgas.com. For more information, refer to page 18 of this guide.

The next time you move

With just one call, Nicor Gas can arrange to turn off the meter at your old residence, turn on the meter at your new residence (if applicable) and arrange for your final bill. Please call us at least five days before moving.

Understanding your bill

At Nicor Gas, we work hard to ensure you are billed accurately for the amount of gas you use each month. If you have a question regarding your bill, begin by taking your own meter reading and comparing it with the reading on your gas bill. If you still have questions, call us.



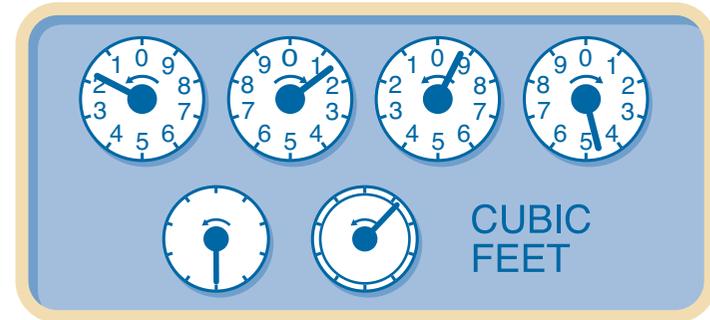
Actual versus estimated readings

Nicor Gas takes an *actual* read of your meter every other month. On alternate months, we record an *estimated* read based on the property's previous gas use, number of days covered by the bill, weather during the billing timeframe and your "base use" – the volume of gas you use during the summer for non-heating purposes. Using this information, we estimate your reading as close as possible to actual consumption. Then, any variance in the estimated read is corrected in your next bill – so you can be assured you only pay for the gas you use.

Nevertheless, we understand that some customers do not want estimated meter readings. So we offer all customers the option to submit an actual meter read. You can do this quickly and easily through the "My Account" section of nicorgas.com. For your convenience, the dates of your actual and estimated meter readings for the next 12 months are also available by visiting the "My Account" section at nicorgas.com. If you do not have Internet access, you can call 1 888 Nicor4u with your meter read. An automated phone system is available 24 hours a day/7 days a week to automatically record your meter read.

How to read your meter

Your gas meter measures the amount of gas flowing through it and then records the flow in the numbers on the dials. Most gas meters have six dials on the front panel. However, only the four dials numbered 0 through 9 are used for meter readings. To take a reading, remember these guidelines:



Sample Reading: 1194

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. When a dial pointer is between two numbers, always record the number the pointer just passed.
4. If a pointer is directly on a number, check the dial immediately to the right. The pointer on the right dial must have reached or passed zero (be sure to read in the direction of the arrow) for you to record the number the pointer will hit next on the left dial. If the pointer on the right dial has not passed zero, write in the number the pointer just passed from the left dial.

Once you have your reading, you can submit it online by visiting the "My Account" section of nicorgas.com or phone in your reading to Nicor Gas' automated phone system at 1 888 Nicor4u.

Residential Bill Explanations

This is a sample of a basic residential Nicor Gas bill and a description of its main sections. A complete explanation of each line item appears on the back of your monthly bill.

The image shows a sample residential Nicor Gas bill for Penny Flame, 9999 Natural Gas Ln, Aurora, IL. The bill includes sections for Energy Profile, Payment Information, Meter Reading, Delivery Charges, Natural Gas Cost, Taxes, and Total Current Bill. It also features a Monthly Therm Usage bar chart, a Budget Plan section, and a Sharing Program section. The total amount due is \$116.91, due by 12/31/05. The bill is marked with numbered callouts 1 through 7 corresponding to the explanatory text on the right.

1 Meter Reading

Your gas bill is based on several elements including the amount of natural gas used during your billing period. Your use is shown as the difference between the current and previous meter readings.

Current: This represents the current reading of your gas meter. There will be a notation on this line indicating one of three methods of meter reading:

- Actual meter reading – your meter was read by a Nicor Gas meter reader.
- Customer reading – you reported your meter reading to us.
- Estimated meter reading – Nicor Gas estimated your reading based on your previous use and the current weather. Every other month, we estimate most of our customers' meter readings. On your next bill, any difference from your actual use is automatically corrected when we take an actual meter reading.

Previous: The reading of your gas meter in the last reading period.

Difference: The difference between the previous reading and the current reading.

Conversion to Therms: For billing, your natural gas use is converted from cubic feet to therms, the basic unit for measuring the amount of natural gas you use. To determine the amount of therms, we multiply your use by the BTU factor. The BTU factor gives the actual heat value of the gas we supply. The BTU factor may vary from month to month; refer to your bill for the actual BTU factor that is being used.

2 Delivery Charges

These charges cover our fixed and variable operating and distribution costs. Part of these charges varies from month to month based on the amount of natural gas you use.

Monthly Customer Charge: A minimum charge for most customers and is the same each month – even if you do not use natural gas that month.

Delivery Charges: These charges cover our fixed and variable operating and distribution costs. A portion of these charges varies from month to month based on the amount of natural gas you use. There are price variations at certain levels of therm usage. For example, if a home consumes 125.98 therms during a billing cycle, this is how the therm charges would be broken down:

First 20 therms	20 @ \$.2012 = \$4.02
21-50 therms	30 @ \$.1117 = \$3.35
Over 50 therms	75.98 @ \$.0374 = \$2.84

Environmental Recovery Cost: This charge covers our costs for the environmental monitoring and possible cleanup of former manufactured gas plants in our service territory. This charge changes periodically. Nicor Gas does not profit from these charges.

3 Taxes

State Revenue Tax: The State Revenue tax is mandated by the State of Illinois and is not a sales tax. It can be calculated either of two ways, and the lower amount is used:

- a) Five percent of the subtotal of Delivery Charges and Natural Gas Cost.
- b) Multiplying the number of therms used by \$0.024.

State Use Tax: This tax is imposed on natural gas purchased outside of Illinois for use or consumption in Illinois. It is calculated by multiplying the number of therms used by \$0.024.

Utility Fund Tax: This tax funds the Illinois Commerce Commission, which regulates all Illinois utilities. It is mandated by the State of Illinois. It is 0.1 percent of the subtotal of Delivery Charges and Natural Gas Cost.

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 local municipality's ordinance.

Gas Use Tax: Some municipalities charge this tax based on your gas use.

4 Natural Gas Cost

Natural Gas Cost: This is calculated by multiplying your use by the average cost per therm we pay our suppliers for the natural gas we deliver to your home. This cost varies monthly because of changes in the commodity price we pay and changes in your natural gas use. As a regulated utility, Nicor Gas does not profit from gas costs; we pass the cost on to you without mark-up. The monthly gas cost is filed with the Illinois Commerce Commission.

Customer Select: Additional rates are available to customers who would like to purchase natural gas from another supplier. See p. 12-13 for details.

5 Total Amount Due

This is the amount of your current bill – the total of Delivery Charges, Natural Gas Cost and Taxes.

Your bill stub will show the total amount due and the date that payment is due.

6 Budget Plan

You can sign up for the Nicor Gas Budget Plan, which allows you to spread your payments over a 12-month period. Pay the indicated amount rather than the "Amount Due." See p. 11 for details.

7 Sharing Program

Make a tax-deductible donation to the Sharing Program by adding your contribution to your monthly bill payment. Nicor Gas matches contributions dollar-for-dollar, up to \$200,000 annually, to help needy families pay their heating bills.

This is a sample of a basic commercial Nicor Gas bill and a description of its main sections. A complete explanation of each line item appears on the back of your monthly bill.

Rate 4 Delivery Charges

Category	Rate	Usage	Amount
Monthly Customer Charge	\$16.00	1	\$16.00
Rate 4 Delivery Charge	\$54.50	311 - 642 Therms	\$54.50
Environmental Recovery Cost	\$7.38	1	\$7.38
Total			\$74.87

Commercial Bill Explanations

Business customers who use natural gas for non-heating applications, space heating and/or cooling are on our General Service Rate 4. The main difference between residential and Rate 4 commercial bills appears in the Delivery Charges section. See p. 7 or the back of your bill for additional bill explanations.

Rate 4 Delivery Charges

Monthly Customer Charge: A minimum charge for most customers and is the same each month – even if you do not use natural gas that month. For Rate 4 business customers, this charge is based on your meter size and your potential maximum hourly use of natural gas in cubic feet per hour (cfh). Most business customers are in the “less than 1,000 cfh” category. If you have any questions, call 1 888 Nicor4u.

Less than 1,000 cfh	\$16.00
1,000 cfh to 10,000 cfh	\$54.50
More than 10,000 cfh	\$104.50

Delivery Charges: A portion of these charges varies from month-to-month based on the amount of natural gas you use. There are price variations at certain levels of therm usage.

First 150 therms @ \$1.330
151-5,000 therms @ \$.0683
Over 5,000 therms @ \$.0377

Environmental Recovery Cost: This charge covers our costs for the environmental monitoring and possible cleanup of former manufactured gas plants in our service territory. This charge changes periodically. Nicor Gas does not profit from these charges.

Nicor Gas will assist any customer to determine the charges, conditions or use of service under any applicable Nicor Gas rate. Where more than one rate is available for certain classes of service, Nicor Gas will assist in the selection of the rate most favorable for the customer’s requirements, but the customer is responsible for their final rate selection.

My account

"My Account" online

For quick and easy anytime access to your Nicor Gas account information, visit the "My Account" section of nicorgas.com. With the click of a mouse, you can:

- Pay your bill
- View your account information and gas usage history
- Find a payment center
- Sign up for e-mail reminders
- Submit a meter read
- Sign up for the Budget Plan, Auto Payment and Deferred Payment Arrangements

Residential customer bills are due 21 days after they are issued. Business customer bills are due 14 days after they are issued.

During the summer, for many customers we combine four residential bills into two to help keep administrative costs down. Most Budget Plan customers receive bi-monthly bills year round.

How to make a payment

At Nicor Gas, we offer a number of convenient options for bill payment.

By mail

Send your check or money order in the return envelope along with your payment stub included with your bill to:

Nicor Gas
P.O. Box 416
Aurora, IL 60568-0001

Auto Payment

With Auto Payment, your bill payment can be automatically deducted from your bank account each month via an electronic funds transfer (EFT) at no additional charge to you. To sign up, visit the "My Account" section of nicorgas.com. Or, call 1 888 Nicor4u and follow the voice prompts to obtain an enrollment form.

Online bill payment

Pay your gas bill online by visiting the "My Account" section of nicorgas.com. There are several options available including payment by credit card or bank account. You can also choose to receive an electronic version of your bill when paying by bank account. A fee may be charged by the payment vendor.

By phone

Pay your gas bill using a credit card or by a bank withdrawal. Just call us at 1 888 Nicor4u (a fee is charged by the payment vendor).

In person

You may pay your gas bill at one of the payment centers that accept Nicor payments located throughout our service territory (a fee may be charged by the payment center). For the location nearest you, visit the "My Account" section of nicorgas.com or call us.

For more information on any of these payment options, visit the "Bill Payment Information" section of nicorgas.com.

Stay on track with the Budget Plan

With the Budget Plan*, you can spread out your natural gas bill payments over a 12-month period. You will earn a finance credit during the months that your account carries a credit balance. If your account balance is more than the payments you've made, you will incur a finance charge.

Every few months, we will reevaluate your Budget Plan amount to determine if it is in line with your account balance, expected usage and future gas costs. If an adjustment is needed (either up or down) it is automatically made and will appear on your next bill statement. If your payment is withdrawn from your bank account through electronic funds transfer, any adjustments to your Budget Plan amount will appear on your next bank statement.

At the end of your 12-month Budget Plan period, we will calculate the difference between your actual gas bill charges and the total amount you have paid. We will then bill you for any additional amount owed so you begin the next 12-month period with a zero balance. If you've built up a credit balance, we'll apply that credit toward the next year's monthly payments.

Most Budget Plan customers receive bi-monthly bills year round.

To enroll, just locate the Budget Plan information on your bill stub and make the Budget Plan payment amount shown. Or, sign up online by visiting the "My Account" section of nicorgas.com.

Reminder: *Paying each monthly Budget Plan payment on time can help you maintain a good credit rating, as it is our policy to report payment history to a credit bureau.*

* Business customers must have an average monthly bill of less than \$4,000 to be eligible for the Budget Plan.

Choosing your natural gas supplier



All Nicor Gas residential and business customers are eligible to participate in Customer Select®, a program that allows you to choose your natural gas supplier. With Customer Select, you decide what services, products and pricing options you will get – which may result in savings to you.

Regardless of the supplier you choose, Nicor Gas continues to respond to emergencies, deliver the gas and read your meter, just as we always have. Customer Select is voluntary. If you choose not to participate, Nicor Gas will continue to be your gas supplier.

CustomerSelect 

If you sign up for Customer Select, the source of your bill may change. For example, you could:

- receive a bill from Nicor Gas (similar to the sample in this section) that includes your Customer Select supplier's charges,
- receive a bill from your supplier that includes Nicor Gas' charges for the delivery of your natural gas, or
- receive separate bills from your supplier and Nicor Gas.



If you are a Customer Select participant and have a question regarding the gas cost charges on your bill, please call your supplier directly. If you aren't able to resolve the issue with your supplier or have a natural gas emergency, call Nicor Gas.

To learn more about Customer Select and view a list of participating suppliers, visit the Customer Select section of nicorgas.com. You must contact the supplier directly to sign up. When you're ready to enroll you will need to share your account number and meter number with the supplier.

You can change suppliers or resume service with Nicor Gas at any time. However, you may be subject to penalties or exit fees from your supplier, depending on the terms of your contract.

Late payments

If you can't pay your bill on time, call us as soon as possible. We allow one late payment each year (between July 1 and June 30) without penalty. However, if you make two or more late payments during a 12-month period, a late payment charge of 1 1/2 percent per month will be assessed on the unpaid balance and will appear on your next bill.

Deferred Payment Arrangements (DPA)

If you're behind on your natural gas payments, you may be eligible for DPA. A down payment is required and the remainder of your balance will be spread out over four months and then added to your current monthly balance. To sign up or check eligibility, visit the "My Account" section of nicorgas.com or call us.

Returned checks

Returned checks or electronic fund transfers refused due to insufficient funds will be assessed a \$10 charge, which will appear on your next bill. If we receive multiple returned checks for one account, we may require cash payment only for a period of time.

Credit information

When you request natural gas service to be turned on in your name, you will be asked to supply us with credit information. Nicor Gas can help you establish a good credit rating if you stay current on your natural gas bills, as it our company's policy to report payment history to a credit bureau.

Security deposits

Nicor Gas will request a cash security deposit for any of the following reasons:

- Failure to pay a final bill from a prior address
- Service disconnection for nonpayment
- Meter tampering
- No previous billing relationship with Nicor Gas and refusal to supply credit information
- History of late bill payments:
 - Residential customers who have four late payments in any 12-month period (during the first two years of service)
 - Business customers who have four late payments within a 12-month period (for the first two years) or six late payments within any 12-month period (after the first two years)

Security deposits are returned after 12 months of on-time payments. Interest is paid on deposits refunded.

Earned credit

You can earn interest or finance credit when your account is in a credit position. Earned credit is based on the average rates of 13-week U.S. Treasury bills.

Unresolved credit and collection problems

If you have an unresolved credit or collection problem, please call Nicor Gas at 1 888 642-6748. If the problem remains unresolved, call us and ask for a supervisor or you may submit a complaint to the Illinois Commerce Commission (see p. 25).

Service suspension

Disconnection of your natural gas service will only occur as a last resort for one of the following reasons:

- Unauthorized use of natural gas, including meter tampering
- Non-payment of utility bills
- Refusal to make a security deposit or increase a deposit
- Default on a payment arrangement
- Refusal to allow Nicor Gas employees access to our equipment for meter reading, routine maintenance or repair activities
- Non-compliance with Illinois Commerce Commission rules

If you have received a disconnect notice

A disconnect notice requires immediate action to prevent interruption of service. However, you do have options.

- See if you qualify for a payment arrangement. Visit the "My Account" section of nicorgas.com or call us to determine eligibility for payment arrangements.
- See if you qualify for financial assistance. LIHEAP and Nicor Gas' Sharing Program offer assistance to those in need. Refer to page 16 for details.

Illness and termination of service

If any permanent resident in your home has an existing serious illness, termination of your natural gas service may be delayed for 30 days. Call us for more information.

Third Party Notification

Have a friend or family member help you stay connected through Third Party Notification. You can arrange for a third party to receive your Nicor Gas bill on your behalf. The third party can be a relative, friend, neighbor or professional who is helping you manage your affairs. And, you can change or drop Third Party Notification at any time. Call us for more information.

Reconnection

While Nicor Gas allows one free reconnection per year, the Illinois Commerce Commission authorizes us to charge a restoration fee for reconnecting service after disconnection due to non-payment of bills or other just cause. If disconnection is due to non-payment, full payment of the outstanding balance plus a security deposit must be made before reconnection is authorized.

Financial assistance

There are a number of federal, state and local assistance programs that may be able to help you pay your natural gas bill. We've included information on a few of these options below. For more information, please visit nicorgas.com.

Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP provides qualifying residential households with monetary relief once per year to be used for energy bills. It is a government-funded program administered by the Illinois Department of Public Aid. To qualify, your monthly income cannot exceed 150 percent of the federally established poverty level. To learn more, call LIHEAP at 1 800 252-8643 or visit liheapillinois.com.

Sharing Program

The Nicor Gas Sharing Program provides one-time annual grants of up to \$300 to residential customers who do not qualify for federal assistance. To qualify, your monthly income cannot exceed 200 percent of the federally established poverty level. Administered by the Salvation Army, you must apply for a Sharing grant in person at a Salvation Army office. For more information and a list of Salvation Army offices, visit nicorgas.com and click on "Financial Assistance."

Assistance for activated military personnel

Nicor Gas offers a package of benefits to assist activated guard and reservists who reside in our service territory. Qualified applicants will need to provide documentation to ensure eligibility. Call us for more information.

Using natural gas safely and effectively

As with any fuel source, it is important to observe proper safety practices. We've included some specific safety reminders below, as well as tips for using energy effectively. If you have any questions regarding your natural gas service, please call us.

**Call JULIE before you dig:
1 800 892-0123**

The Joint Utility Locating Information for Excavators (JULIE) is the free Illinois one-call system for locating underground facilities. If you will be doing any digging on your property, you are required by law to contact JULIE at least 48 hours in advance (not including weekends and holidays). This allows utilities time to identify and mark their buried facilities. Please do not dig without marks unless the utility has indicated there are no facilities in the dig area.



If you reside within Chicago city limits, call DIGGER at 1 312 744-7000.

Keep your gas meter accessible and clear of obstructions

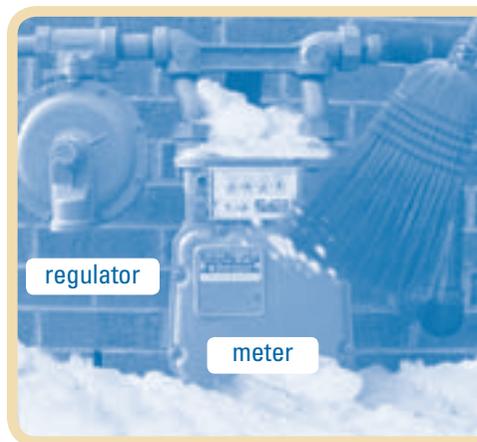
Nicor Gas meter readers are 99.8% accurate. To continue this highly accurate service, we need your help by allowing us full access to your meter and keeping it clear of obstructions.

Snow and ice

The regulator on your gas meter has to be able to release gas in the event of a malfunction. If ice or snow covers the vent, the regulator will sense that it cannot release gas. As a result, the entire system will automatically shut down, stopping gas service to your home.

To prevent problems, follow these tips:

- Use a broom (not a shovel) to clear snow from your meter and regulator.
- Remove icicles hanging above your meter.
- Sweep snow away from the outside openings of natural gas appliances (such as clothes dryers).
- Be sure whomever removes snow from your property is aware of the placement of your meter if it is near a sidewalk or driveway.
- If your meter becomes encased in ice, call us.



Landscaping

Our meter readers need to be able to see the dials on your meter. If you have bushes or flowers near your meter, be sure to trim them so our meter readers can accurately read your meter.

Animals

If you keep a dog or other animals outside, please call us. We will make a note on your account so our meter readers are aware and take extra precautions when they approach your home. If possible, keep your pet inside on the day of your scheduled meter read*.

Fences

In order for us to get the most accurate meter reading, Nicor Gas must have full access to your meter. If your meter is enclosed by a fence and you will not be at home on the day of your meter read*, consider leaving your gate unlocked.

**To find out when your meter will be read, call us or visit the "My Account" section of nicorgas.com.*

Important safety reminders



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.

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.

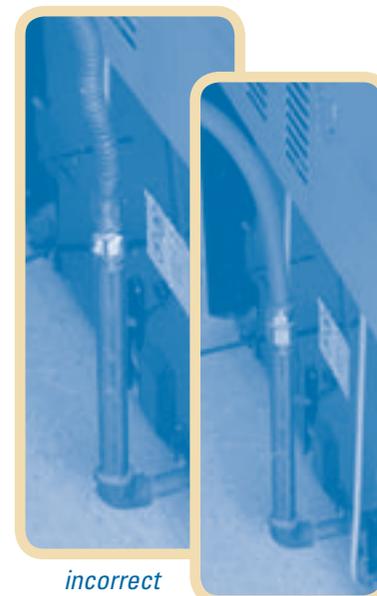
Although not all uncoated connectors have this flaw, it is very difficult to tell which ones do. **Therefore, any uncoated brass connector should be replaced immediately with either a new plastic-coated brass or a new stainless steel connector.** Connectors can wear out from too much moving, bending or corrosion. Connectors should always be replaced whenever the appliance is replaced or moved from its location.

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.

WARNING: Only a qualified professional should check your connector and replace it if needed. Do not try to do this yourself!

To find a qualified professional who can inspect your appliance connectors, you have several options:

- Call a licensed, insured and bonded contractor that you've used in the past.
- Look in the yellow pages under the headings of:
 - Air Conditioning Equipment & Systems
 - Heating Contractors
 - Furnace Cleaning and Repair
 - Appliances – Household – Major – Service and Repair



incorrect

correct

- Call Nicor Gas at 1 888 288-8110 to schedule an appointment for an inspection.

The following appliances in your home may need to be inspected for uncoated brass connectors:

- Range, oven or cook top
- Dryer
- Hot water heater

Approved flexible appliance connectors include:

- Coated brass*
- Uncoated stainless steel
- Coated stainless steel*

**Coatings come in a variety of materials and colors.*



Carbon monoxide

Carbon monoxide (CO) is an odorless, colorless and tasteless gas that is produced when any fossil fuel, including natural gas, is burned without enough oxygen. It is a dangerous gas that can build up in your home or business and cause sickness, even death. Please follow these safety precautions:

- Never burn charcoal inside your home or garage.
- Never heat your home with the gas range.
- Always open your chimney flue when you use the fireplace.
- Never run a combustion engine, such as a car, lawn mower or snow blower in enclosed areas.
- Install a CO detector near bedrooms in your house or apartment.
- Do not install a detector near your kitchen or garage or in a room with a furnace.

- If your detector goes off and you feel ill, leave the house and call 911 or the local fire department. If your detector goes off and you do not feel ill, push the reset button. If the alarm goes off again after five minutes, open the windows, leave the house and call 911 or the local fire department.
- Know the symptoms of CO poisoning: dizziness, nausea, headaches, coughing, irregular heartbeat, pale skin with cherry red lips and ear tips.

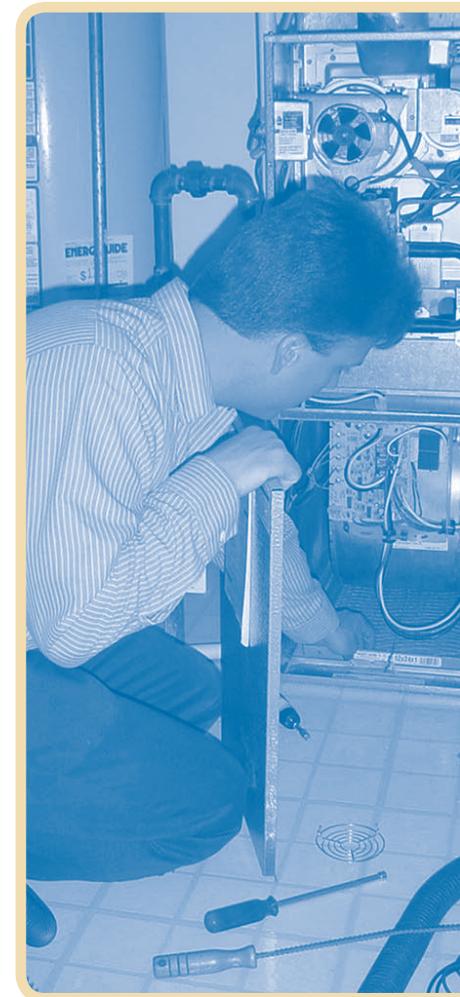
Furnaces/boilers

Regular inspections of your heating and ventilation system are important to keep it operating safely and efficiently. Have a qualified professional inspect your heating and ventilation system and chimney annually. If repairs are needed, have a qualified professional perform the work. In addition, please follow these safety precautions:

- Clean heating unit air filters regularly and replace as needed.
- Ensure panels and grills on your heating unit are in place and that the fan compartment door is closed when the system is on. Leaving these doors open can cause CO to build up.
- Keep the space around your heating unit clean and clear.

Hot water heaters

Scalding from hot water happens most often to children, seniors and people with disabilities. To avoid accidental scalding by hot water, turn the setting on your water heater to 120 degrees Fahrenheit (the “warm” or “low” settings). Between 95 and 100 degrees Fahrenheit is suitable for a child or senior citizen.



Making the most effective use of natural gas



Control your energy expenses by weatherizing your home or business and educating yourself on how you use energy.

- Have your furnace cleaned and inspected annually.
- Replace the weather stripping and seals on windows and doors to save between five and 10 percent on your annual heating and cooling costs.
- Install a programmable thermostat to automatically lower the temperature setting at night or during unoccupied periods.
- Insulate your water heater tank to reduce heat loss and lower the temperature on your water heater thermostat to 120 degrees Fahrenheit.
- Fix leaky faucets. A dripping faucet can waste up to 250 gallons of water per month.

- Get your air ducts sealed by a professional HVAC contractor. According to the Department of Energy, you can lose up to 40 percent of your heated or cooled air through leaks in your ductwork.

Residential customers can find many more helpful suggestions in our energy conservation guide, "Keeping the Warmth In and the Cold Out," which is available for download at nicorgas.com under "Gas Costs."



For our business customers

Wouldn't it be nice to know how to use energy more wisely in your facility?

We can review your current systems and your facility's energy requirements to determine what works best for your business. To learn more, contact our marketing team at 1 630 388-2596 or energysolutions@nicor.com.

Visit nicorgas.com/commercial for ideas designed to help you make the most effective use of your energy in the areas of:

- HVAC replacement/preventative maintenance
- Lighting design and retrofit
- Facilities piping
- Natural gas vs. electricity
- Natural gas meters



The United States Environmental Protection Agency (EPA) has awarded Nicor Gas the title of ENERGY STAR® Partner. ENERGY STAR Partners are named based on their effectiveness in the areas of energy efficiency, top performance and innovation.

Maintaining your natural gas lines

Nicor Gas carefully maintains a network of gas mains and service lines that deliver natural gas to more than 640 communities in Illinois. This comprehensive infrastructure provides the natural gas necessary to successfully serve more than two million businesses and homes. Needless to say, protecting and maintaining this system is critical. While Nicor Gas employees regularly monitor our gas line systems, we also rely on the assistance of our customers.

Nicor Gas responsibilities:

Nicor Gas is responsible for maintaining the system of gas lines that deliver natural gas to your home or business. We maintain this system by regularly monitoring for corrosion and leaks, up to and including the meter that measures your natural gas usage.

Customer responsibilities:

You are responsible for maintaining the natural gas lines that begin at the gas meter and extend (above and below ground, indoors and outdoors) to your natural gas-burning equipment, including lines to yard lights, grills, pool heaters, and garage or workshop heaters. Business customers are also responsible for pipe leading into and throughout manufacturing buildings, warehouses and outbuildings, garages and workshops, barns, stalls or storage sheds and other utility buildings on your property. If fuel lines are not maintained, they may be subject to the potential hazards of corrosion and leakage.

If the meter is more than three feet away from your home, Nicor Gas will monitor for corrosion and leaks on the pipe extending from the meter to your home. However, you are still responsible for repairs to these lines. (Nicor Gas does not monitor any fuel lines after the meter for business customers.)

To make sure the natural gas lines on your property are in good condition; any buried natural gas piping that is not monitored or maintained by Nicor Gas should be inspected annually for leaks. Metal pipes should also be monitored for corrosion. You should also check indoor natural gas piping periodically for corrosion. To have your pipes inspected, contact an HVAC contractor.

You are also responsible for:

- Providing access to Nicor Gas employees*. If your meter is inside and you will not be home, call 1 888 Nicor4u to make arrangements for our service person to enter. A responsible person over the age of 18 must be present before any work is done.
- You or the contractor you've hired must contact JULIE at 1 800 892-0123 before any digging takes place on your property. (If you reside within Chicago city limits, call DIGGER at 1 312 744-7000.)



*All Nicor employees and contractors wear identification. It is your right to request to see their company-issued photo identification badge before allowing them on your property.

It is our commitment to provide you with superior customer service at all times. However, if an issue has not been resolved to your satisfaction, you may contact the Illinois Commerce Commission.

Illinois Commerce Commission
State of Illinois Building
160 North LaSalle Street, Suite C-800
Chicago, IL 60601
800 524-0795
TTY 800 858-9277

To file a complaint electronically, visit icc.state.il.us and click on "Natural Gas."



Nicor Gas

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1 888 Nicor4u

1 888 642-6748