

2017 04-03



Natural Gas

Natural Gas Choice is Here

QUICK CHECKLIST:

- Compare rates at michigan.gov/CompareMIGas
- AGS rates are **NOT** regulated by the MPSC.
- Is the term of the contract a fixed or variable rate?
- What is the length of the contract?
- Is there a cancellation fee?

Michigan residential natural gas customers may have the option to purchase their natural gas from an Alternative Gas Supplier (AGS) or remain a full-service customer with their current gas utility.

Things You Should Know About Michigan's Gas Customer Choice Program

- You do not have to switch to an AGS.
- If you stay as a full-service customer of your current utility, your natural gas rates will continue to be regulated by the MPSC.
- If you choose to purchase your natural gas from an AGS, the gas rate you are charged for natural gas will **NOT** be regulated by the MPSC. You will be responsible for choosing the AGS and committing to a contract made between you and the AGS.
- Whether you stay with your utility as a full-service natural gas customer or contract with an AGS for your natural gas supply, your current natural gas utility will continue to deliver the natural gas, read your meter,

bill your account, and handle emergencies as they do now. Your natural gas utility will also continue to charge you for delivery and customer charges as they do now at rates regulated by the MPSC. When you receive your bill, you will pay your current natural gas utility and they, in turn, will pay your AGS.

Become an Informed Shopper - Questions to Ask

- What rate will be charged? Will the rate remain constant for the term of the contract (a "fixed rate") or can the rate change from month to month (a "variable rate")?
- Is there a cancellation penalty after the 30-day unconditional cancellation period? If so, how much? (The cancellation penalty could be a set amount).
- What happens when the contract ends? Does it continue unless steps are taken to cancel it? If it does continue, will I be contacted about price changes? If so, how?

- All residential customers must be mailed a confirmation letter from the AGS within 7 days of signing. ^{A,B,C,D}
- All residential and small commercial customers are entitled to a 30-day unconditional cancellation period, starting from the day after they initially signing. ^{A,B,C,D}
- If you decide to cancel your AGS contract and return to full-service from your natural gas utility, contact your AGS. Cancellations can be done through verbal or written communication with the AGS. It may take two to six weeks for the change to appear on your bill. ^{A,B,C,D}

- You may change AGSs one time in any 12-month period at no cost to you. A \$10.00 fee will be charged by your utility for each additional change of AGS within the same 12-month period. The change will occur at the beginning of the utility's next billing cycle. ^{A,B,C,D}

Further Assistance

If a problem cannot be resolved by speaking with your AGS or utility company, contact The Michigan Agency for Energy (MAE) at **800-292-9555** or online at

michigan.gov/energy

[energy](http://michigan.gov/energy)

^ADTE Gas Co. Rate Book, Section F
^BConsumers Energy Co. Rate Book, Section F
^CMichigan Gas Co. Rate Book, Section F

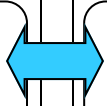
Sample bills of a full service utility customer and an AGS gas choice customer are compared below.

Example Full-Service Customer Utility Bill

Example AGS Customer Utility Bill

| | | |
|--|----------------|--|
| Current Charges | | |
| Customer Charge ¹ | \$10.50 | |
| Supplemental Charges ¹ | | |
| Distribution Charge ¹ 100 Ccf @ 0.163440 = | \$16.34 | |
| <div style="border: 1px solid black; border-radius: 10px; padding: 5px; margin: 5px 0;"> Gas Cost Recovery or Cost of Gas Charge X Ccf @ current regulated rate = \$? </div> | | |
| Michigan Sales Tax—4% | \$__ | |
| Total Current Bill | \$Total | |

| | | |
|---|----------------|--|
| Current Charges | | |
| Customer Charge ¹ | \$10.50 | |
| Supplemental Charges ¹ | | |
| Distribution Charge ¹ 100 Ccf @ 0.163440 = | \$16.34 | |
| <div style="border: 1px solid black; border-radius: 10px; padding: 5px; margin: 5px 0;"> Alternative Natural Gas Suppliers Charge or AGS Cost of Gas Charge X Ccf @ AGS unregulated contract price³ = \$? </div> | | |
| Michigan Sales Tax—4% | \$__ | |
| Total Current Bill | \$Total | |



1.Charges assessed by your utility for meter reading, billing, and delivering (distributing) the gas to your home. Supplemental Charges may include Reservation, Balance & Demand, and Energy Optimization utility charges. These charges are regulated by the MPSC and are mostly the same whether you are a full-service or Choice customer.
2. Gas Cost Recovery (GCR) or Cost of Gas Charge is the price per Ccf (hundred cubic feet) for gas used during the billing period. The annual GCR price may fluctuate within a range **set by the MPSC for full-service customers.**
3. AGS Cost of Gas Charge is the price you pay if you are a Choice customer. This price is **not regulated by the MPSC. It is this price that you compare with the GCR price for full-service customers.** Depending on your contract, this price may be fixed for the term of your contract or may vary during the contract term.

For more information about the Gas Customer Choice Program, go to the MPSC's website:

michigan.gov/CompareMIGas