



Natural gas choice is here

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 Michigan Public Service Commission (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 it does now. Your natural gas utility will also continue to charge you for delivery and customer charges as it does now at rates regulated by the MPSC. When you receive your bill, you will pay your current natural gas utility and it, 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 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 seven days of signing the contract. ^{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 sign. ^{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

QUICK CHECKLIST:

- Compare rates at www.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?

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 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 www.michigan.gov/energy

For more information about the Gas Customer Choice Program, go to the MPSC's website:
www.michigan.gov/CompareMIGas

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

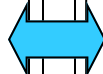
Sample bills of a full service utility customer and an AGS gas choice customer are compared below.

Example Full-Service Customer Utility Bill

Current Charges	
Customer Charge ¹	\$11.50
Supplemental Charges ¹	
Gas Cost Recovery or Cost of Gas Charge ^{2,3}	
Distribution Charge ¹	100 Ccf @ 0.163440 = \$16.34

Example AGS Customer Utility Bill

Current Charges	
Customer Charge ¹	\$11.50
Supplemental Charges ¹	
Alternative Natural Gas Suppliers Charge or AGS Cost of Gas Charge ^{2,3}	
Distribution Charge ¹	100 Ccf @ 0.163440 = \$16.34



¹Charges assessed by your utility for meter reading, billing, and delivering (distributing) the gas to your home. Supplemental charges may include reservation, balance and 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 paid 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.

The contents of this document are valid at the time of publication and may be subject to change.