



MICHIGAN NATURAL GAS CHOICE PROGRAM

Michigan Natural Gas Choice Program

Energy markets today are becoming increasingly volatile and complicated. Many factors affect market prices. You can't control the market, but you can manage your risks. If you seek control over your energy buying decision with a choice of plans – something the utility cannot offer – consider our Michigan Natural Gas Choice Program to select a plan that works best for you. No matter which plan you choose, Integrys Energy Services' competitive pricing and exceptional service deliver an outstanding value.



THE MICHIGAN NATURAL GAS CHOICE PROGRAM PROVIDES:

- **Support for the State's Economy** - A significant portion of the gas we supply in the state is sourced locally from Michigan natural gas producers. That helps support the state and local economy in terms of jobs and sales revenues. Choosing to buy locally sourced products helps support Michigan's economy.
- **Local Expertise** - Integrys Energy Services has been serving Michigan customers since 1994. We have regional market expertise and have a company office in Ann Arbor for close proximity to our customers.
- **Simplicity** - Doing business with Integrys Energy Services is a breeze. We offer convenient on-line or toll-free enrollments, and our Michigan-located Call Center is available 24/7, 365 days a year, with the ability to translate over 90 languages. Plus you get the simplicity of receiving a single bill.
- **Reliability** - Integrys Energy Services is part of a Fortune 500 family of companies over \$10 billion strong that includes both regulated utility companies and a nonregulated marketing business. With a heritage of over 150 years in the energy business and solid credit ratings in the industry, you know you can count on us to deliver your gas as contracted and to be here for the long haul.



Michigan Office
2211 Old Earhart Road
Suite 175
Ann Arbor, MI 48015
P: **734-761-2552**

Integrys Energy Services, Inc., is a wholly owned subsidiary of Integrys Energy Group (NYSE: TEG) a Fortune 500 company. Integrys Energy Services serves retail natural gas and electric power customers throughout the Midwest and Northeast United States.



Michigan Natural Gas Choice Program

FREQUENTLY ASKED QUESTIONS

Who is eligible to participate in the Customer Choice program?

All residential and business customers behind MichCon and Consumers utilities are eligible except those who are already transportation customers. Transportation customers must comply with any minimum requirements of those tariffs.

How do I sign up with a new supplier?

You can sign up over the telephone via the Internet, or in person. You will need to provide your name, address and utility account number and meter number if you want to sign up with the new supplier. These numbers are on your bill. Your new supplier will then send the information to your utility. To avoid unauthorized switching, do not disclose specific account information if you do not want to be switched to a new supplier.

Is there a sign up period?

No. You can sign up anytime during the year.

How long will it take to switch to a new supplier?

Anywhere from two to six weeks depending on when your gas utility reads your meter.

Can I switch from one supplier to another?

Yes, if you choose to participate in the customer choice program you may cancel or switch to another supplier at anytime. However, be sure to ask your potential supplier if there is a cancellation fee, or a minimum term to be eligible for the savings or rebate. If you switch back to buying gas from Consumers Energy Company after participation in the customer choice program you are required to remain a Consumers Energy Company sales customer for 12 months before you can choose a new supplier.

How do I cancel my contract?

You must contact the supplier to cancel your contract. The MPSC does not regulate the supplier and therefore cannot cancel or change contracts.

Do I have to pay a fee if I switch suppliers?

There is no fee charged by your utility for one enrollment during a 12-month period. A fee of \$10 will be charged for additional switches during that time. Additionally, IntegrYS may charge an early cancellation fees if you switch before the end of your contract period. Review our terms and conditions of your contract to understand rates that may incur a cancellation penalty.

Does the Michigan Public Service Commission regulate the rates of the suppliers participating in the program?

No. It is up to you to determine if a supplier meets your needs. Be sure you understand the terms of the contract and the price you will pay, including any additional administrative fees the supplier may charge. If you have questions or problems concerning your gas supply, you must contact the supplier.

Who will deliver the gas to my home?

Your local utility will continue to deliver gas to your home. You will not need a new service line or meter if you choose a new supplier.

If I choose IntegrYS Energy to purchase gas on my behalf, do I pay my utility any charges?

Yes, you would pay the utility delivery charges that you have always paid. These charges consist of the Monthly Customer Charge and the Distribution Charge. The amount you agree to pay your alternative supplier for the gas they purchased for you will be billed and collected by your utility and they will pay IntegrYS.

Who do I call if I have a billing dispute?

Your utility will continue to read your meter and send you a bill for their delivery service and the gas you purchased from your supplier. Please call IntegrYS Energy if you have any questions concerning your gas charges. If you have questions concerning your customer charge or distribution charges, you will still call your local utility.

For more information on the Michigan Natural Gas Choice Program, please contact David George, (Office) 614-844-4328 (Cell) 614-804-8277 (Email) dlgeorge@integrysenergy.com, or

Business Card with Slits



Michigan Office
2211 Old Earhart Road
Suite 175
Ann Arbor, MI 48015
P: 734-761-2552

