

Choices For You™

ENROLLMENT OVERVIEW

CUSTOMER SIGN-UP

Customers will sign up directly with the Choices For YouSM Supplier of their choice. The customer could sign-up via the mail, fax, phone, door to door sales, or Internet. The supplier will need the customer's account number in order to enroll a customer. These account numbers can be found on the customer's Utility bill. The supplier will be required to keep proof of customer sign-up for a minimum of two years.

Important: Customers cannot enroll in the Choices For You^(SM) Program by contacting Peoples Gas or North Shore Gas directly. Customer Service representatives will direct the customer to contact the supplier.

'NO SUPPLIER CONTACT' LIST

Some customers may request Peoples Gas or North Shore Gas to place them on the 'No Supplier Contact' list. This list is sent daily via the File Transfer Process (FTP). All suppliers must refrain from contacting these customers in any form (i.e. telemarketing, direct mail, or email) based on the Standards of Conduct.

EFFECTIVE DATES

For each of the following — enrollment in, termination from, switching suppliers during the program — the effective date will be the customer's next billing "To Date" that is 10 business days or more from the date the supplier submitted the enrollment/termination request. A "To Date" is the last day of a billing period. No change in program status can occur during a billing period. Note: Customers have 10 business days (Rule SB-171) to rescind their enrollment by calling the Utility. After 10 business days, the customer is referred to the Supplier for termination of pending enrollment.

ENROLLMENT IN OR TERMINATION FROM THE PROGRAM

Choices For You^(SM) Suppliers submit requests to enroll or terminate customers from their pool(s) via the *Data Exchange Mechanism FTP process*. All enrollment requests submitted by 5 p.m. CST each Business Day will be processed by the Utility overnight. On the next business day, a response file will be generated to communicate the status of each record submitted.

Important Notice

- Each enrollment request will receive an acknowledgment file ½ hour from the time the file was submitted. **If an acknowledgement file is NOT received within an hour, contact edi_help@wecenergygroup.com immediately.**
- If an acknowledgement file contains any invalid records, the error must be corrected and the entire file must be resubmitted. A response file is sent the next business day via FTP upon processing valid import files. This file will contain all enrollment requests successfully processed throughout the day.

If a customer chooses more than one supplier within a billing period, the Choices for You^(SM) Supplier who submits the account first will become the customer's supplier. A supplier can "void" an Enrollment by submitting a Termination the same day the Enrollment was submitted by submitting a "delete" prior to processing (batch overnight process), if it is beyond the submitted date and the account is not "active" in the supplier's pool, a Terminate may be submitted for the same account. If the cancellation of the Enroll does not occur before the effective date, the Terminate will become effective on the customer's next "To Date". If the supplier successfully voids an Enroll prior to its effective date, the account is terminated prior to becoming active. Supplier will receive a Pool Management notification via FTP process stating that the account was terminated prior to becoming active.

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Important: An account that is switching suppliers and the enrollment for the “New” supplier is deleted or terminated; the account will remain in the original supplier’s pool providing the original supplier did not submit a termination request.

For each enrollment that is accepted, the Choices For You^(SM) Supplier will receive service account information and an estimated effective date. The supplier will also have access to the customer’s usage history. Peoples Gas or North Shore Gas will send customers a confirmation letter once their enrollment with the supplier has been accepted.

For any request (enrollment or termination) that is rejected by Peoples Gas or North Shore Gas, a reason (or reasons) will be given. The possible rejection reasons are listed in the technical reference guide

An account may be removed from a supplier’s pool automatically. This can occur if the customer chooses another supplier (switch) or if the account becomes final. The supplier will be given a reason for the automatic termination along with an estimated effective date.

CHANGING SUPPLIERS

A customer cannot switch suppliers more than once each billing period. Customers should contact their current supplier to terminate their service. However, by signing up with a new supplier, the customer's service with the current supplier will be terminated automatically on the effective date of the new Choices for You^(SM) supplier's service. The current supplier will receive a Termination notification with a description of ("Customer switching suppliers."). If, for any reason, the switch does not occur, the current supplier will receive an Enroll notification to void the previous Terminate ("Supplier switch was rescinded."). ***Please be sure to view FTP Pool Management Acknowledgement, Response and Notification files received.***

Peoples Gas or North Shore Gas will send customers a confirmation letter once the change in suppliers has been accepted.

Important: Newly enrolled or switched customers may cancel or change suppliers by, contacting their supplier or Peoples Gas and North Shore Gas directly, during the 10 business day rescission period per the Alternative Gas Supplier (AGS) ruling. After the 10 business day period has lapsed, Customer Service representatives will direct customers to contact both the new and the current supplier.

RETURNING TO PEOPLES GAS/NORTH SHORE GAS

In the Choices For You^(SM) program, Customers can choose to leave the program at any time with no fee charged by the Utility. The customer should, however, contact their supplier to make sure that they will not assess a penalty or exit fee for early termination.

Important: Customers that return to Peoples Gas and North Shore Gas may choose another alternate supplier within 120 days. Once outside the 120 day period, a customer will have to wait one year from their original termination date before they can re-enroll into the Choices For You^(SM) Program.

To leave the program, (outside of the 10 day rescission period) the customer’s current Choices For You^(SM) Supplier must submit a termination via the FTP process. The change will become effective with the customer’s next meter read date that is at least 10 business days from the termination request. Peoples Gas or North Shore Gas will send customers a confirmation letter once their termination has been accepted.

Important: Customers cannot return to Peoples Gas or North Shore Gas by contacting the Utility directly, (outside of the 10 business day rescission period). Customer Service representatives will direct the customer to call their current supplier to initiate the termination.

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CUSTOMER MOVES

If a customer moves within their utility’s service area, the customer will automatically keep their existing Choices For You^(SM) Supplier. The supplier will receive notification via the FTP data exchange process of the customer’s new account number and address. (See FTP Transfer of Service file.) Customers who move between Peoples Gas and North Shore Gas service areas will have to re-enroll in the program. Their participation in the program does not automatically transfer to the new address.

BUDGET PAYMENT PLAN

Customers can participate in the Peoples Gas or North Shore Gas Budget Payment Plan. The payment installment will only include the Utility’s charges. The customer must have no arrears with Peoples Gas or North Shore Gas or with their supplier, if the customer is billed under the LDC Billing Option,) at the time they enroll in the Budget Payment Plan. They must also stay current to remain on the plan.

LIST OF CFY POOL MANAGEMENT NOTICES FOR ENROLLMENT/TERMINATION

Notice Id	Notice Type	Notice Text	Notice Creation
11002	Enrollment	Supplier switch was rescinded.	When A new supplier terminates an account before switch.
11004	Terminate	An enrollment request was submitted and accepted for one of your active customers, this customer is now pending switch out of your pool.	When a new supplier enrolls an account a notice is sent to the current supplier.
11005	Terminate	Account was finalled while pending enrollment and never became active.	1) When a supplier sends a terminate request for an account in a pending status. 2) When a pending account goes final in the billing system.
11006	Enrollment	Account has become active in group	When an account is officially enrolled
11007	Terminate	Account has terminated from group	When an account is terminated or goes final in the billing system.