

## Winter Cap FAQ

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### Answers

**Q1: What is Winter Cap?**

**A1:** Nicor Solutions Winter Cap is a program that provides you a credit on your gas bill for each of the 5 winter months of November through March if the gas futures contract traded on NYMEX for that month settles at a price above 70 cents per therm.

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**Q2: Why do you only provide credit during 5 months rather than 12 months?**

**A2:** The program is designed to provide a potential for price relief in the winter months when your usage is greatest and market prices for gas are often high.

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**Q3: Is this program for residential customers only?**

**A3:** Yes, however, it may be expanded to business customers in the future.

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**Q4: How do I know the credit on my account is correct?**

**A4:** You can calculate the credit based on information shown on your gas bill. There are a few steps involved.

First, you need to take the number of therms you used in the billing period and allocate them to the different winter calendar months in the billing period. For instance, if your billing period consists of 15 days in January and 15 days in February and you used 280 therms, you would allocate 140 therms to January and 140 therms to February. Next, you need to determine whether the NYMEX price for those winter calendar months exceeded 70 cents. You will be able to find the NYMEX prices at [www.nymex.com](http://www.nymex.com) or [www.nicorsolutions.com](http://www.nicorsolutions.com) and it will also appear on your Nicor Gas bill if you are enrolled in Winter Cap.

For winter calendar months in which the NYMEX price is greater than 70 cents, you will receive a credit. In most cases, the amount of the credit on your gas bill can be determined by the multiplying the number of therms you used in each winter calendar month in the billing period by the amount by which the NYMEX price exceeded 70 cents.

In the example above, if the NYMEX price was 98 cents for January and 68 cents for February, you would receive a credit for the 140 therms allocated to the month of January but not for the 140 therms allocated to the month of February. The amount of the credit on your bill would be \$39.20 (140 therms times 28 cents per therm).

The program does have a limit on the number of therms that can receive a credit for each calendar month. However, the coverage limits are set high enough that 95% of the time the average customer will not hit them. If you use more gas than the average customer or if the weather is much colder than normal, the monthly maximums could limit the amount of your credit.

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**Q5: Where will the credit appear on my bill?**

**A5:** The credit will be reflected on the detailed portion of your gas bill under payment information

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**Q6: Can you send me a check for the credit amount?**

**A6:** Normally, the credit will be applied directly to your utility bill for the month. However, if you are entitled to a credit from Nicor Solutions and you do not owe anything on your utility bill because you have a credit balance, you can contact Nicor Gas for a refund.

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**Q7: Can I be on the budget plan and the Winter Cap Program for the same period?**

**A7:** Yes, if you are already on the budget plan you can remain on it, and enroll into the Winter Cap program.

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**Q8: Is Winter Cap the same as other Suppliers "fixed rate" programs?**

**A8:** No, Winter Cap allows you to receive a per therm credit if the [market price](#) for gas as measured by NYMEX futures contracts exceeds 70 cents per therm. This may provide you some price relief if market prices rise in the winter months but do not lock you in to a high price per therm if the gas supply costs fall. With a "fixed rate" plan you are responsible for that rate each month even if market prices are lower.

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**Q9: How long will my initial Winter Cap enrollment last?**

**A9:** Your initial enrollment provides winter cap coverage for the months of November through March and you will be billed for that coverage in monthly installments of \$8.95 for the next twelve months. If you enroll after November, your initial enrollment carries forward into the beginning of next winter.

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**Q10: What happens if my natural gas usage changes?**

**A10:** There will be no effect on your monthly charge no matter how much gas you use. However, there are limits on the number of therms for which you can receive a credit in a given month. The maximum number of therms for which

you can receive credit are 6.6 therms per day in November, 9.7 therms per day in December, 11.1 therms per day in January, 9.9 therms per day in February and 7.0 therms per day in March.

If your usage in a calendar month exceeds the maximum number of therms for that month, you will only receive credits up to the maximum number. These coverage limits are set high enough that 95% of the time the average customer will not hit them. However, if you use more gas than the average customer or if the weather is much colder than normal, the monthly maximums could limit the amount of your credit.

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**Q11: How long is my Winter Cap quote good for?**

**A11:** Your quote is good until this offering is closed to new enrollments. The number of enrollments is limited.

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**Q12: If I move to a new address, will my Winter Cap contract automatically carry over? Will it continue to be the same amount?**

**A12:** Unfortunately, you will need to re-enroll in the program at your new address. We will need to evaluate whether or not the program is still being offered, and what pricing is at the time you notify us of your move.

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**Q13: How do I know if I'm eligible for the Winter Cap program?**

**A13:** There are certain eligibility requirements. Please call our toll free number at 1-866-349-2455) for more information.

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**Q14: If I move into a home in the Nicor Gas territory, can I enroll in the Winter Cap program?**

**A14:** In most cases you will be able to enroll at your new residence.

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**Q15: What happens at the end of my 12-month Winter Cap agreement?**

**A15:** Your Winter Cap agreement will automatically renew at the end of your

current term for a new twelve month period at the same monthly fee and cap price unless you notify Nicor Solutions 5 days prior to the end of your current term or unless Nicor Solutions contacts you regarding changes to the program or your eligibility.

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**Q16: Will I receive a different gas bill if I'm on the Nicor Solutions Winter Cap program?**

**A16:** No. Your Winter Cap amount will be reflected on the same monthly statement that you've always received from Nicor Gas. Your Winter Cap charge will appear in the Nicor Solutions section of your bill.

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**Q17: I currently have my gas bill deducted from my checking account (Electronic Funds Transfer-EFT). Will I still be able to pay my bill that way if I'm on the Winter Cap program?**

**A17:** Yes.

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