

Illinois Commerce Commission Part 280 Implementation Plan

For Nicor Gas

AGL RESOURCES, INC.

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Introduction

Description of Work

Description of Work

Nicor Gas has developed an Implementation Plan (or “the Plan”) designed to meet the required implementation deadline of May 1, 2016 for the new Administrative Code Part 280. The new requirements placed on Nicor Gas’ IT infrastructure and processes are extensive and require planning and coordination across the Company. Nicor Gas has identified approximately 200 new IT and/or process changes that will require over 600 employees to be trained.

Nicor Gas is proposing a balanced implementation of Part 280 in four phases. The requirements included in each phase were chosen to maintain balance and accommodate the scope of work.

To maintain balance, Nicor Gas is implementing sections (e.g. 280.30) of the rule in whole rather than splitting up sections in multiple phases. Many sections contain changes that benefit consumers and the utility; under this approach requirements that benefit one particular group are not prioritized over those that benefit another. This approach also has a number of advantages from a tracking, accountability and customer communication standpoint. Finally, as a practical matter, each section contains a number of changes that are interdependent that would complicate a more piecemeal approach. The rollout of each section in Nicor Gas’ Plan was also chosen to be balanced subject to a set of constraints including the scope of work.

Nicor Gas made low income changes a priority and planned the phased approach to ensure these changes were implemented at the earliest possible date. More information on low income is included in the overview of Phase II below.

The scope/scale of work by section was another significant driver in Nicor Gas’ Implementation Plan; some sections require only minor process changes while others involve major IT system changes. Estimated billing (Part 280.90), for example, requires months of IT programming and personnel training such that the Company can be compliant no sooner than Phase III. Other sections, such as timely reconnection (Part 280.170) require minimal training and can be implemented in Phase I.

Included in this Implementation Plan is:

- Section 1: Introduction and Description of Work
- Section 2: Gantt chart with the timeline of each phase
- Section 3: Progress Report
- Section 4: Implementation Checklist

The Gantt chart included is a high level overview of each phase with the beginning and ending date of each section. The section will be completed no later than the end date as shown.

1. Phase I was designed to include new processes that require only minor IT changes. These items were selected because the effort to program, change current processes, and train could be isolated from more complex changes and therefore allow an earlier implementation.
2. Phase II is focused on identifying our low income customers in the system. Nicor Gas made low income changes a priority and planned the phased approach to ensure these changes were implemented at the earliest possible date. This identifier will ensure that we implement the new low income rules in a standardized manner. Nicor Gas already identifies many low income customers from the LIHEAP and PIPP program. In order to identify all low income customers and to be compliant with all the new low income rules, significant IT programming is required. Nicor Gas is committed to working with identified low income customers and will continue to assist these customers manually until the changes are automated by offering reduced deposits and longer payment terms.
3. Phase III includes sections that relate to letters and customer contact processes. The last two phases involve more complicated system changes combined with business process changes and training. In addition, this phase includes operational impacts to some field activities.
4. Phase IV concludes the system and process implementation. Because these sections address the billing system, they require the most amount of system design, build and testing.

We have developed a comprehensive Implementation Checklist designed to provide key information to our customers. This will be located on the home page of our website soon after the Implementation Plan is approved by the Commission and will allow customers to find information in a customer friendly format and more detailed descriptions using various links.

We will update the Implementation Checklist on the website every 30 days after the Plan is approved.

In addition to IT, training for the new requirements will absorb a significant level of resources in 2015 and 2016. The Training Department has already begun to develop materials and a schedule that will be coordinated with IT changes as they come on line. A best practice “Blended Learning Approach” will be used that includes Change Management, Instructor Led Training, Job Aids and Information/Communication instructions.

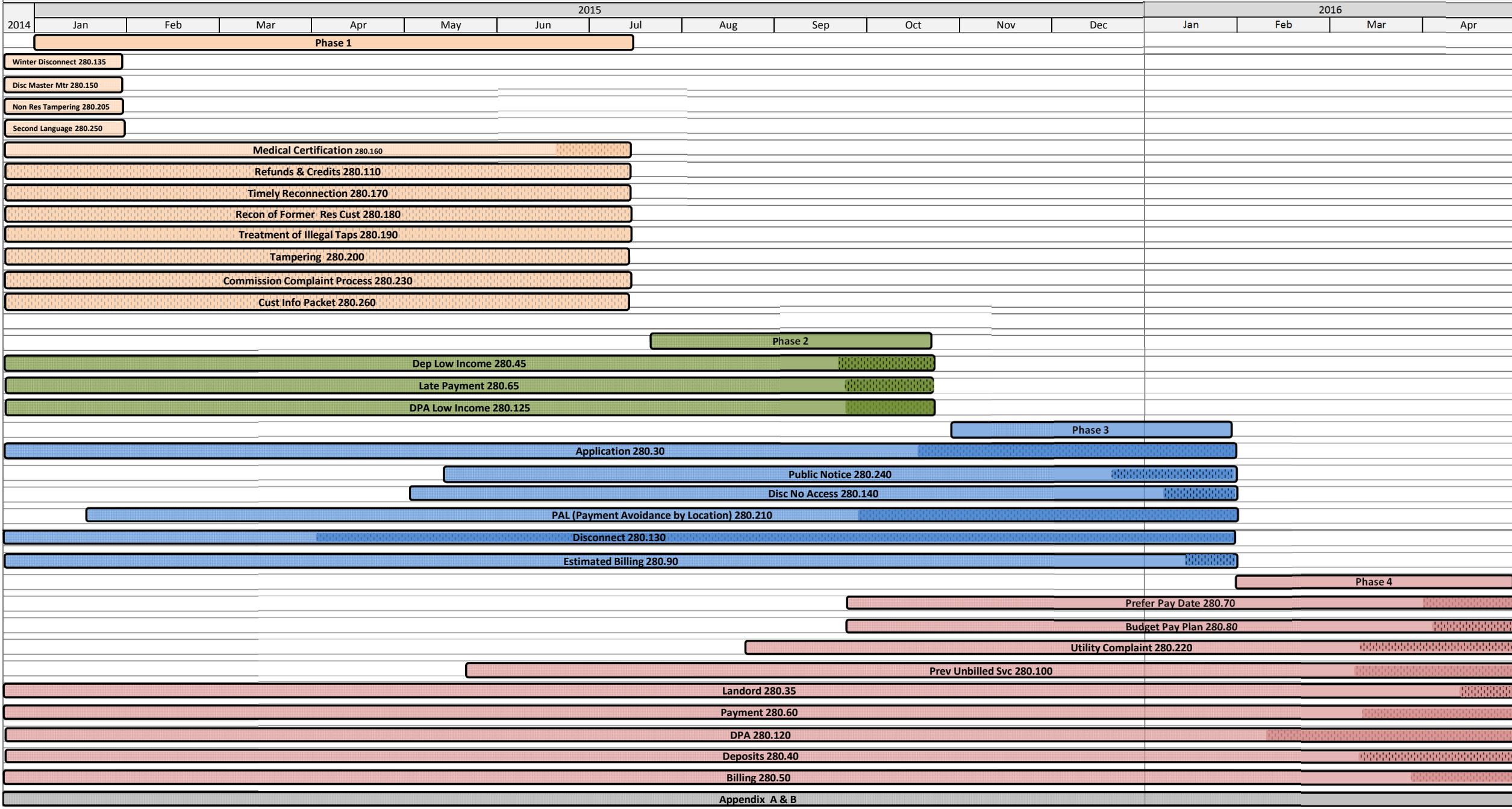
Estimated implementation costs include:

Nicor Gas Information Technology Cost to make programming changes	\$ 2,400,000 - \$ 2,600,000
Nicor Gas Training Development cost	\$ <u>150,000</u> - \$ <u>180,000</u>
	\$ 2,550,000 - \$ 2,780,000

These costs are estimates based on proposed changes and could change based on final designs and actual efforts.

Nicor Gas - Part 280 Implementation Plan

Training



Section			I.T. Changes Planned	I.T. Changes Impl.	I.T. Changes % Cmpt
1	280.30	Application	6		0%
2	280.35	Landlord	5	1	20%
3	280.40	Deposits	10		0%
4	280.45	Deposits Low Income	7		0%
5	280.50	Billing	4		0%
6	280.60	Payments	4		0%
7	280.65	LPC Waiver for Low Income Customer	2		0%
8	280.70	Pref. Payment Date	1		0%
9	280.80	Budget Payment Plan	4		0%
10	280.90	Estimated Bills	7		0%
11	280.100	Prev Unbilled Service	2		0%
12	280.110	Refunds & Credits	0		100%
13	280.120	DPAs	5		0%
14	280.125	DPAs Low Income	6		0%
15	280.130	Disc. of Service	12		0%
16	280.135	Winter Disc.	0		100%
17	280.140	Disc. Lack of Access	1		0%
18	280.150	Disc. Of Master Meter	0		100%
19	280.160	Medical Certs.	6		0%
20	280.170	Timely Reconnection	2		0%
21	280.180	Recon. of Former Res. Cust	0		100%
22	280.190	Treatment of Illegal Taps	0		100%
23	280.200	Tampering	0		100%
24	280.205	Non-Res Tampering	0		100%
25	280.210	Payment Avoidance	1		0%
26	280.220	Utility Complaint Process	3		0%
27	280.230	Commission Complaint Process	0		100%
28	280.240	Public Notice	1		0%
29	280.250	Second Language Requirements	0		100%
30	280.260	Cust. Info. Packet	1		0%
			90	1	1%

Training and Process Changes Planned	Training and Process Changes Impl.	Training and Process Changes % Cmpt
12	1	8%
6	1	17%
18		0%
5		0%
9		0%
4		0%
3		0%
2		0%
8		0%
11		0%
5		0%
3		0%
5		0%
6		0%
31		0%
0		100%
12		0%
0		100%
8		0%
6		0%
5		0%
1		0%
3		0%
2		0%
6		0%
12		0%
10		0%
1		0%
0		100%
3		0%

Total Changes Planned	Total Change Imp	Total Changes % Cmpt
18	1	6%
11	2	18%
28	0	0%
12	0	0%
13	0	0%
8	0	0%
5	0	0%
3	0	0%
12	0	0%
18	0	0%
7	0	0%
3	0	0%
10	0	0%
12	0	0%
43	0	0%
0	0	100%
13	0	0%
0	0	100%
14	0	0%
8	0	0%
5	0	0%
1	0	0%
3	0	0%
2	0	0%
7	0	0%
15	0	0%
10	0	0%
2	0	0%
0	0	100%
4	0	0%
287	3	1.05%

Overall Percent Complete

1.05%

Progress Report Detail for ICC

SUBPART B: APPLICATIONS FOR UTILITY SERVICE

A number of IT and process changes are required to become compliant with 280.30 and 280.35, including the two day turn around requirement. Nicor Gas has already begun programming work, however, given the scale and interdependence of the IT and process changes it will take until 2016 to complete. As shown below there are 29 changes and they will be completed between February and April 2016.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.30	Application	6	9	3	
280.35	Landlord	5	4	2	
	Totals	11	13	5	29

IT Changes:		<u>Location</u>	Expected	Completion	
			<u>Date</u>	<u>Date</u>	
1	Application Process to be available on Website	280.30 b	Feb. 2016		
2	Application processed in 2 days	280.30 i1	Feb. 2016		
3	Applicant notified in 2 days reason for rejection	280.30 i2	Feb. 2016		
4	Service activated in 7 days	280.30 i2	Feb. 2016		
5	Apply credit if no activation within 9 days	280.30 j4	Feb. 2016		
6	Keep lack of access records for 2 years	280.30 k	Feb. 2016		
7	New application form available on Website	280.35 b	Apr. 2016	Sept. 2014	
8	Provide notification within 2 days that bill is in LL name	280.35 c	Apr. 2016		
9	Ensure actual read within 60 days of turn off	280.35 e	Apr. 2016		
10	Do not transfer any amount until delinquent final	280.35 f	Apr. 2016		
11	Details of transferred amount will be shown on bill	280.35 f	Apr. 2016		
Process Changes:	1	Verify 3rd party authorization	280.30 c2	Feb. 2016	June 2014
	2	Residential Identification	280.30 d1	Feb. 2016	
	3	Commercial identification	280.30 d3	Feb. 2016	
	4	List of acceptable forms of ID	280.30 d1	Feb. 2016	
	5	Application completed within 2 days	280.30 i1	Feb. 2016	
	6	Notify customer rejection and approval within 2 days	280.30 i2	Feb. 2016	

- 7 Activate service within 7 days
- 8 Apply any customer credit within 9 days
- 9 Keep lack of access records for 2 years

- 10 Provide notification within 2 days that bill is in LL name
- 11 Ensure actual read within 60 days of turn off
- 12 Do not transfer any amount until delinquent final
- 13 Details of transferred amount will be shown on bill

280.30 j2	Feb. 2016	
280.30 j4	Feb. 2016	
280.30 k	Feb. 2016	

280.35 b	Apr. 2016	
280.35 e	Apr. 2016	
280.35 f	Apr. 2016	
280.35 f	Apr. 2016	

Educational and Information Changes:

- 1 Application is on the website -Residential
- 2 Application is on the website - Commercial
- 3 Change in Married Persons language

- 4 Pre arrangement agreement is on the Website
- 5 Cannot put gas in LL name w/o pre-arrangement

280.30 b	Feb. 2016	
280.30 b	Feb. 2016	
280.30 f4	Feb. 2016	

280.35 b	Apr. 2016	
280.35 b	Apr. 2016	

SUBPART C: Deposits

The scale and scope of IT and process changes required to become compliant with the Deposits subpart of 280 is significant. Nicor Gas has already begun programming work; given the scale of the changes we anticipate it taking 18 months to complete. As noted in the description of work, Nicor Gas has made changes impacting low income customers a priority including the low income deposit section among other things. Low Income deposit changes were expedited and will be completed October 2016.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.40	Deposits	10	13	5	
280.45	Deposits for Low Income	<u>7</u>	<u>5</u>	<u>0</u>	
	Totals	17	18	5	40

IT Changes:	<u>Location</u>	<u>Expected Completion Date</u>	<u>Completion Date</u>
1 Initial deposit due no later than 45 days after application	280.40 b1	Apr. 2016	
2 Initial deposit in writing and disclose 9 items	280.40 b2	Apr. 2016	
3 Deposit calculation	280.40 c1	Apr. 2016	
4 Present customer deposit requirement 1	280.40 e1a	Apr. 2016	
5 Present customer deposit requirement 2	280.40 e1b	Apr. 2016	
6 Refund rules for deposits	280.40 h	Apr. 2016	
7 Issuance of a deposit refund	280.40 i	Apr. 2016	
8 Deposit record keeping -transactions	280.40 j1	Apr. 2016	
9 Deposit record keeping - amounts	280.40 j2	Apr. 2016	
10 Deposit record keeping - deliverability	280.40 j3	Apr. 2016	
11 Conditions for a low income deposit	280.45 a	Oct. 2015	
12 Credit Scoring - no deposit	280.45 b1	Oct. 2015	
13 Credit Scoring - deposit refunds after certification	280.45 b1	Oct. 2015	
14 No deposit if 4 late payments in 12 months	280.45 b2	Oct. 2015	
15 Deposit assessment if unpaid final bill	280.45 b3	Oct. 2015	
16 Deposit calculation for low income customers	280.45 b4	Oct. 2015	
17 Rules for existing deposits held	280.45 c	Oct. 2015	

Process Changes:

- 1 Initial deposit due no later than 45 days after application
- 2 Initial deposit in writing and disclose 9 items
- 3 Deposit calculation
- 4 Non residential satisfactory credit
- 5 Previous tampering rules
- 6 Previous Payment avoidance rules
- 7 Present customer deposit requirement 1
- 8 Present customer deposit requirement 2
- 9 Present customer deposit avoidance with DPA
- 10 Large customer deposit rules
- 11 Refund rules for deposits
- 12 Deposit record keeping - amounts
- 13 Deposit record keeping - deliverability

280.40 b1	Apr. 2016	
280.40 b2	Apr. 2016	
280.40 c1	Apr. 2016	
280.40 c2	Apr. 2016	
280.40 d5	Apr. 2016	
280.40 d6	Apr. 2016	
280.40 e1a	Apr. 2016	
280.40 e1b	Apr. 2016	
280.40 e2	Apr. 2016	
280.40 e4	Apr. 2016	
280.40 h	Apr. 2016	
280.40 j1	Apr. 2016	
280.40 j2	Apr. 2016	

- 14 Conditions for a low income deposit
- 15 No deposit if 4 late payments in 12 months
- 16 Deposit assessment if unpaid final bill
- 17 Deposit calculation for low income customers
- 18 Rules for existing deposits held

280.45 a	Oct. 2015	
280.45 b2	Oct. 2015	
280.45 b3	Oct. 2015	
280.45 b4	Oct. 2015	
280.45 c	Oct. 2015	

Educational and Information Changes:

- 1 Deposit payment option
- 2 Refund conditions
- 3 How is a deposit refunded current customers
- 4 How is a deposit refunded former customers
- 5 Data collection

280.40 e2	Apr. 2016	
280.40 h	Apr. 2016	
280.40 h2	Apr. 2016	
280.40 h3	Apr. 2016	
280.40 k	Apr. 2016	

SUBPART D: Regular Billing

IT changes to Nicor Gas' billing system are generally the most complex given the required testing and coordination with a third party vendor. As a result, the billing section will be completed in the final phase of the project; work is already underway. An unrelated planned bill format change will enable Nicor Gas to include the Consumer Services contact information on the bill before the final phase.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.50	Billing	<u>4</u>	<u>0</u>	<u>9</u>	
	Totals	4	0	9	13

IT Changes:		<u>Location</u>	<u>Expected</u>	<u>Completion</u>
			<u>Date</u>	<u>Completion</u>
			<u>Date</u>	<u>Date</u>
1	Include DPA installment and balance information on bill	280.50 c1	Apr. 2016	
2	Include Deposit status information on bill	280.50 c2	Apr. 2016	
3	Include toll free number and Consumer Services contact information on bill	280.50 c2	Mar. 2015	
4	Include bill transfer information on bill	280.50 c8	Apr. 2016	

Process Changes:

None Identified

Educational and Information Changes:

1	Utility will not bill customer in advance	280.50b1	Apr. 2016	
2	Utility will bill monthly unless mutually agreed	280.50b2	Apr. 2016	
3	Non-Res. customers can be billed more frequently if mutually agreed	280.50b3	Apr. 2016	
4	Include Budget Plan balance information on bill	280.50 c1	Apr. 2016	
5	Include DPA installment and balance information on bill	280.50 c1	Apr. 2016	
6	Include Deposit status information on bill	280.50 c1	Apr. 2016	
7	Include toll free number and Consumer Services contact information on bill	280.50 c2	Apr. 2016	
8	Retain customer written confirmation for electronic billing	280.50 c8	Apr. 2016	
9	Bill transfer information on bill	280.50 c8	Apr. 2016	

SUBPART E: Payment

Significant IT changes are required to implement sections contained in Subpart E since core billing system is impacted. IT programming has already begun and is anticipated to take 18 months. Similar to Subpart C, the low income changes have been accelerated to October 2015 and the remaining items will be completed April 2016.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.60	Payment	4	1	3	
280.65	Late Payment Fee Waiver Low Income Customers	2	0	3	
280.70	Preferred Payment Plan	1	1	1	
280.80	Budget Payment Plan	<u>4</u>	<u>3</u>	<u>5</u>	
	Totals	11	5	12	28

IT Changes:		Expected Completion		
		<u>Location</u>	<u>Date</u>	<u>Completion Date</u>
1	Detailed information provided on Website and cust info packet	280.60b1	Apr. 2016	
2	Late fees only on undisputed amounts	280.60d3	Apr. 2016	
3	Late fees limited to 6 months on delinquent finals	280.60d4	Apr. 2016	
4	Remove 1 late pay fee payment per 12 month period		Oct. 2015	
5	Low income customers shall not be assessed a late fee	280.65a	Oct. 2015	
6	Late payment fees may be assessed if qualification expires	280.65c	Oct. 2015	
7	Customer notification of preferred payment eligibility	280.70b	Apr. 2016	
8	Must be current to enroll	280.80c	Apr. 2016	
9	LPC assessed only on BP installment	280.80i	Apr. 2016	
10	Make BP available at new address when moving	280.80j	Apr. 2016	
11	Utility may cancel if installment 21 days late or payment less than installment	280.80k2	Apr. 2016	

Process Changes:		<u>Location</u>	<u>Date</u>	<u>Completion Date</u>
1	Utility shall advise customers about available payment methods	280.60b2	Apr. 2016	
2	Add criteria for preferred payment eligibility	280.70c	Apr. 2016	
3	Offer and encourage BP, change script	280.80d	Apr. 2016	
4	LPC assessed only on BP installment	280.80i	Apr. 2016	
5	Make BP available at new address when moving	280.80j	Apr. 2016	

Educational and Information Changes:

1	Late fees on undisputed Budget Plan amounts	280.60d3	Apr. 2016	
2	Late fees limited to 6 months on delinquent finals	280.60d4	Apr. 2016	
3	Remove 1 late payment fee per 12 month period		Oct. 2015	
4	Low income customers shall not be assessed a late fee	280.65a	Oct. 2015	
5	Utility not obliged to waive late pay fees prior to qualification	280.65b	Oct. 2015	
6	Late payment fees may be assessed if qualification expires	280.65c	Oct. 2015	
7	Customer notification of preferred payment eligibility	280.70b	Apr. 2016	
8	Must be current to enroll	280.80c	Apr. 2016	
9	Customer notification when payment amount changes	280.80g2	Apr. 2016	
10	Review dates for true up	280.80g2	Apr. 2016	
11	Refund option if credit balance	280.80h	Apr. 2016	
12	Utility may cancel if installment 21 days late or payment less than installment	280.80k2	Apr. 2016	

SUBPART F: Irregular Billing

Estimated billing requires changes in the billing system, changes to customer correspondence, and impacts to the field workload. The associated effort and training will require a February 2016 implementation. Previously unbilled service also requires complex changes along with changes to the bill. These bill print changes will all be coordinated in the final phase.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.90	Estimated Bills	7	6	5	
280.100	Previously Unbilled Service	<u>2</u>	<u>3</u>	<u>2</u>	
	Totals	9	9	7	25

IT Changes:		Expected		
		Completion	Completion	
		<u>Location</u>	<u>Date</u>	<u>Date</u>
1	Record date, time, reason when can't read meter	280.90b3	Feb. 2016	
2	Written notice required to resolve reason for CGI	280.90b3	Feb. 2016	
3	Send letter after 2nd estimate	280.90b6	Feb. 2016	
4	Customer meter read is acceptable	280.90c1	Feb. 2016	
5	After 6 customer reads, actual read is required	280.90c2	Feb. 2016	
6	Start and stop reads need read within 60 days	280.90d	Feb. 2016	
7	Cannot disconnect after 2 estimated reads w/o actual read	280.90g	Feb. 2016	
8	Bill labeling including beginning and end date	280.100c	Apr. 2016	
9	No interest or late fees for unbilled payment arrangements	280.100e	Apr. 2016	

Process Changes:

1	Record date, time, reason when can't read meter	280.90b3	Feb. 2016	
2	Written notice required to resolve reason for CGI	280.90b3	Feb. 2016	
3	Send letter after 2nd estimate	280.90b6	Feb. 2016	
4	After 6 customer reads, actual read is required	280.90c2	Feb. 2016	
5	Start and stop reads need read within 60 days	280.90d	Feb. 2016	
6	Cannot disconnect after 2 estimated reads w/o actual read	280.90g	Feb. 2016	
7	Calculate billing on prorated basis to reflect rates	280.100d	Apr. 2016	
8	No interest or late fees for unbilled payment arrangements	280.100e	Apr. 2016	
9	Late fees applied to unpaid installments	280.100e	Apr. 2016	

Educational and Information Changes:

1	Actual read required every other month unless prevented	280.90b1	Feb. 2016	
2	Commission may provide read	280.90b5	Feb. 2016	
3	Bill labeling actual read	280.90f	Feb. 2016	
4	Bill labeling customer read	280.90f	Feb. 2016	
5	Cannot disconnect after 2 estimated reads w/o actual read	280.90g	Feb. 2016	
6	Bill labeling including beginning and end date	280.100c	Apr. 2016	
7	Does not exhaust any other payment arrangement	280.100e 2	Apr. 2016	

SUBPART G: Refunds and Credits

Changes to Subpart G can be implemented in the first phase since the training can be completed in a relatively short timeframe.

<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.110 Refunds and Credits	<u>0</u>	<u>0</u>	<u>3</u>	
Totals	0	0	3	3

IT Changes:	Expected Completion	
	<u>Location</u>	<u>Date</u>
None Identified		

Process Changes:	Expected Completion	
	<u>Location</u>	<u>Date</u>
None Identified		

Educational and Information Changes:	Expected Completion	
	<u>Location</u>	<u>Date</u>
1 Interest on refunds	280.110 c3	Jul. 2015
2 Provide itemization of overcharges	280.110 ce	Jul. 2015
3 Complaints must be within 2 years of excessive or unjust charges	280.110 g	Jul. 2015

SUBPART H: Payment Arrangements

Changes in Subpart H require significant IT programming and impact core billing systems. Similar to Subpart C and E, the low income changes have been accelerated to October 2015 and the remaining Deferred Payment Arrangement items will be completed April 2016.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.120	Deferred Payment Arrangements	5	2	3	
280.125	Deferred Payment Arrangements for Low Income Customers	<u>6</u>	<u>6</u>	<u>0</u>	
	Totals	11	8	3	22

IT Changes:		Expected Completion	
		<u>Location</u>	<u>Date</u>
1	DPA considered complete when brought current	280.120b1	Apr. 2016
2	DPA from previous location shall transfer to new location	280.120d	Apr. 2016
3	Bill labeling (Duplicate)	280.120e	Apr. 2016
4	Notify customer of DPA default	280.120e	Apr. 2016
5	Can bill late fee for 2nd reinstatement	280.120j4	Apr. 2016
6	Down payment no more than 20%	280.125b1	Oct. 2015
7	Current balance may be included in 20%	280.125b2	Oct. 2015
8	Minimum DPA is 6 months	280.125c1	Oct. 2015
9	No reinstatement fee	280.125d	Oct. 2015
10	Must offer amended DPA	280.125e	Oct. 2015
11	Amended DPA will be for same terms	280.125e	Oct. 2015

Process Changes:

1	DPA from previous location shall transfer to new location	280.120d	Apr. 2016
2	Notify customer of DPA default	280.120e	Apr. 2016
3	Down payment no more than 20%	280.125b1	Oct. 2015
4	Minimum DPA is 6 months	280.125c1	Oct. 2015
5	No reinstatement fee	280.125d	Oct. 2015
6	Must offer amended DPA	280.125e	Oct. 2015
7	Amended DPA will be for same terms	280.125e	Oct. 2015
8	May require budget plan participation	280.125e	Oct. 2015

Educational and Information Changes:

- 1 DPA considered complete when brought current
- 2 Bill labeling (Duplicate)
- 3 Can bill late fee for 2nd reinstatement

280.120b1	Apr. 2016	
280.120e	Apr. 2016	
280.120j4	Apr. 2016	

SUBPART I: Disconnection

Disconnection requires 56 changes in the billing system, changes to customer correspondence, and impacts to the field workload. The associated effort and training will require a February 2016 implementation.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.130	Disconnection of Service	12	23	8	
280.135	Winter Disconnection of Res. Htg.	0	0	0	
280.140	Disconnection for Lack of Access Multi- Meter	1	10	2	
280.150	Disconnection of Master Metered Apartments Buildings	<u>0</u>	<u>0</u>	<u>0</u>	
		13	33	10	56

IT Changes:

- 1 Disconnect notice valid in 10 days
- 2 Disconnect valid for 45 days
- 3 Maximum 4 notices sent without action
- 4 Cannot send 5th notice without disconnect attempt
- 5 Reporting data on disconnection attempts
- 6 Additional info on disconnect notice
- 7 Duplicate notice to landlord if applicable
- 8 Warning call 48 hours in advance
- 9 Warning call 24 hours in advance
- 10 Reporting data on warning calls
- 11 Low income customers disconnect moratorium
- 12 Military personnel moratorium

- 13 Track details of physical visit

<u>Location</u>	<u>Expected Completion Date</u>	<u>Completion Date</u>
280.130 g1	Feb 2016	
280.130 g3	Feb 2016	
280.130 k	Feb 2016	
280.130 k	Feb 2016	
280.130 k	Feb 2016	
280.130 d	Feb 2016	
280.130 i2	Feb 2016	
280.130 j	Feb 2016	
280.130 j	Feb 2016	
280.130 j	Feb 2016	
280.130 o	Feb 2016	
280.130 q	Feb 2016	
280.140 c 2	Feb 2016	

Process Changes:

- 1 Disconnection for lack of access (Duplicate)
- 2 Retain records of disconnection delivery
- 3 Electronic notice of disconnect delivery
- 4 Disconnect notice valid in 10 days email
- 5 Disconnect notice valid in 10 days US mail
- 6 Disconnect valid for 45 days

280.130 b	Feb 2016	
280.130 e	Feb 2016	
280.130 e 4	Feb 2016	
280.130 g1	Feb 2016	
280.130 g1	Feb 2016	
280.130 g3	Feb 2016	

- 7 Overlapping disconnect notices are allowed
- 8 Maximum 4 notices sent without action
- 9 Cannot send 5th notice without disconnect attempt
- 10 Reporting data on disconnection attempts
- 11 Weekday hours of disconnection
- 12 Weekend hours of disconnection
- 13 Holiday hours of disconnection
- 14 Medical Certification disconnection (Duplicate)
- 15 Exemptions to disconnect notices
- 16 No Customer of record disconnections
- 17 No Customer of record disconnection notice to LL
- 18 Notice of disconnection not required if cut 10 days from move out
- 19 Warning call 48 hours in advance
- 20 Warning call 24 hours in advance
- 21 Reporting data on warning calls
- 22 Low income customers disconnect moratorium
- 23 Military personnel moratorium

280.130 g 4	Feb 2016	
280.130 k	Feb 2016	
280.130 k	Feb 2016	
280.130 k	Feb 2016	
280.130 l	Feb 2016	
280.130 l	Feb 2016	
280.130 l	Feb 2016	
280.130 m	Feb 2016	
280.130 h	Feb 2016	
280.130 i	Feb 2016	
280.130 i2	Feb 2016	
280.130 i4	Feb 2016	
280.130 j	Feb 2016	
280.130 j	Feb 2016	
280.130 j	Feb 2016	
280.130 o	Feb 2016	
280.130 q	Feb 2016	

- 24 Customer failed to provide access 2 regulatory
- 25 Customer failed to provide access 3 non payment
- 26 Customer failed to provide access 4 meter read
- 27 Attempt to obtain contact info
- 28 Seek physical visit
- 29 Send warning letter
- 30 Send disconnect notice
- 31 Inconvenience Credit
- 32 Data collection "at risk " buildings
- 33 Data collection details of buildings disconnected

280.140 b 1	Feb 2016	
280.140 b 2	Feb 2016	
280.140 b 3	Feb 2016	
280.140 c 1	Feb 2016	
280.140 c 2	Feb 2016	
280.140 c 3	Feb 2016	
280.140 c 4	Feb 2016	
280.140 d	Feb 2016	
280.140 g 1	Feb 2016	
280.140 g 2	Feb 2016	

Educational and Information Changes:

- 1 Non Payment of Deposit PAL
- 2 Lack Of Access
- 3 No customer of record
- 4 Theft of service
- 5 Customer bill is separate from disconnect notice
- 6 Customer contact at time of disconnect no longer required
- 7 Non business hour disconnections
- 8 Additional info on disconnect notice

- 9 All disconnect rules apply
- 10 Same day reconnection for customers not eligible for cut

280.130 b3	Feb 2016	
280.130 b 4	Feb 2016	
280.130 b 6	Feb 2016	
280.130 b 7	Feb 2016	
280.130 g 5	Feb 2016	
280.130 g 5	Feb 2016	
removed	Feb 2016	
280.130 d	Feb 2016	

280.140 e	Feb 2016	
280.140f	Feb 2016	

SUBPART J: Medical Certification

Medical Certification can be completed in the first phase based on the limited amount of IT and process changes that are required.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.160	Medical Certification	<u>6</u>	<u>8</u>	<u>0</u>	
	Totals	6	8	0	14

IT Changes:	Location	Expected	Completion
		Date	Date
1 Certification is for 60 days	280.160a	Jul 2015	
2 Data Collection and Maint.	280.160h	Jul 2015	
3 Medical Payment arrangement #1	280.160i1	Jul 2015	
4 Medical Payment arrangement #2	280.160i2	Jul 2015	
5 MPA does not count as any other DPA	280.160i3	Jul 2015	
6 Expiration of Certificate	280.160j	Jul 2015	

Process Changes:

1 Certification before ONP entitles cust. to MPA	280.160c2	Jul 2015	
2 Telephone Initial cert is 7 days instead of 5	280.160c2	Jul 2015	
3 If Certification is within 14 days from ONP, 1 day restore	280.160f1	Jul 2015	
4 Customer is not a new applicant	280.160f2	Jul 2015	
5 Certification is for 60 days	280.160g	Jul 2015	
6 Need to collect data for reporting purposes	280.160h	Jul 2015	
7 Medical Payment arrangement #1	280.160i	Jul 2015	
8 Medical Payment arrangement #2	280.160i	Jul 2015	

Educational and Information Changes:

None Identified

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SUBPART K: Reconnection

There are 13 changes in Subpart K and they will be completed in the first phase.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.170	Timely Reconnection of Service	2	6	0	
280.180	Reconnection of Former Residential Customers for the Heating Season	<u>0</u>	<u>3</u>	<u>2</u>	
	Totals	2	9	2	13

IT Changes:

- 1 Service restored within 7 days
- 2 Record lack of access detail/report

<u>Location</u>	<u>Expected Completion Date</u>	<u>Completion Date</u>
280.170 b 4	July 2015	
280.170 c	July 2015	

Process Changes:

- 1 Service restored within 7 days
- 2 Record lack of access detail/report
- 3 No timeline if disconnection is not at meter
- 4 No timeline if safety issue
- 5 Unforeseen circumstances waiver if applicable
- 6 No charges to customer if disconnected in error

- 7 Former customer is eligible at new location
- 8 Former customer payment to restore.
- 9 File a report with Commission 11/20 and 5/20

280.170 b 4	July 2015	
280.170 c	July 2015	
280.170 d	July 2015	
280.170 e	July 2015	
280.170 f	July 2015	
280.170 g	July 2015	
280.180 a	July 2015	
280.180 b 3	July 2015	
280.180 h	July 2015	

Educational and Information Changes:

- 1 Former customer payment of deposit
- 2 Low income customer automatically demonstrate financial inability

280.180 e 2	July 2015	
280.180 g 4	July 2015	

SUBPART L: Unauthorized Service Usage

The 13 changes in Subpart L have various completion dates; Payment Avoidance by Location is more complex than the other sections thus will be completed in February 2016. Nicor Gas is already in compliance with a couple of the items.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.190	Treatment of Illegal Taps	0	0	1	
280.200	Tampering	0	2	1	
280.205	Non-Residential Tampering	0	0	2	
280.210	Payment Avoidance by Location	<u>1</u>	<u>5</u>	<u>1</u>	
		1	7	5	13

IT Changes:		Expected Completion		
		<u>Location</u>	<u>Date</u>	<u>Completion Date</u>
1	Notification to customers - letter	280.210 d	Feb-16	

Process Changes:		Expected Completion		
		<u>Location</u>	<u>Date</u>	<u>Completion Date</u>
1	Details of Investigation presented to Customer	280.200 d	Jul-15	
2	Record keeping/ document all evidence/ keep 3 years	280.200 g	Jul-15	
3	Conditions that qualifies for PAL	280.210 b	Feb-16	
4	Notification to customers - letter	280.210 d	Feb-16	
5	Deposit for PAL	280.210 e	Feb-16	
6	Utility must prove PAL with evidence	280.210 f	Feb-16	
7	Data collection to track PAL	280.210 g	Feb-16	

Educational and Information Changes:		Expected Completion		
		<u>Location</u>	<u>Date</u>	<u>Completion Date</u>
1	Non - landlord language removed	removed	Jul-15	
2	Utility responsibilities to remedy	280.200 e	Jul-15	
3	Customer to pay for removing facilities causing tampering	280.205 b 1	Jan-15	
4	Customer to pay for unauthorized usage	280.205 b 2	Jan-15	
5	PAL does not include new customers	280.210 c	Feb-16	

SUBPART M: Complaint Procedures

Changes to the Commission Complaint Process can be implemented in the first phase because they require only process changes and training. The Utility Complaint Process, however, requires IT changes to the billing systems and will be completed by April 2016 along with complex changes.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.220	Utility Complaint Process	3	9	3	
280.230	Commission Complaint Process	<u>0</u>	<u>4</u>	<u>6</u>	
	Totals	3	13	9	25

IT Changes:

- 1 Note and set aside disputed amount
- 2 No late fees on disputed amounts
- 3 Applying payments when 3rd party biller involved

<u>Location</u>	<u>Expected Completion Date</u>	<u>Completion Date</u>
280.220 f 3	Apr-16	
280.220 g 1	Apr-16	
280.220 g 1	Apr-16	

Process Changes:

- 1 Confirm disputed amount
- 2 Note and set aside disputed amount
- 3 No late fees on disputed amounts
- 4 Applying payments when 3rd party biller involved
- 5 Supervisor referrals same day
- 6 Response by supervisors are prioritized
- 7 Complaints are assigned complaint number
- 8 Prohibition of disconnection during complaint
- 9 Allow 3 days for customer to escalate to ICC

- 10 Criteria to be included in response
- 11 Allow 10 days to escalate to formal complaint w/o disc.
- 12 Complaint requesting recovery filed within 2 yrs.
- 13 Refunds for overcharges carry interest

280.220 f 2	Apr-16	
280.220 f 3	Apr-16	
280.220 g 1	Apr-16	
280.220 g 1	Apr-16	
280.220 l 1	Apr-16	
280.220 l 2	Apr-16	
280.220 j	Apr-16	
280.220 k	Apr-16	
280.220 l 3	Apr-16	
280.230 c 1	Jul-15	
280.230 h 5	Jul-15	
280.230 l 1	Jul-15	
280.230 l 2	Jul-15	

Educational and Information Changes:

- 1 Advise customer of escalation process
- 2 Maintain capacity to receive multiple methods of contact
- 3 Exceptions to responding in 14 days

280.220 l 1	Apr-16	
280.220 c	Apr-16	
280.220 e	Apr-16	

- 4 Escalation process
- 5 Timeline to respond
- 6 ICC determines urgency
- 7 ICC may grant extension
- 8 Negotiations may continue if mutually agreed
- 9 ICC will notify utility of formal complaint

280.230 h	Jul-15	
280.230 d	Jul-15	
280.230 c 2	Jul-15	
280.230 e	Jul-15	
280.230 f 3	Jul-15	
280.230 h 5	Jul-15	

SUBPART N: Information

New information requirements include changes to the website that can be implemented in the first phase while the changes to bill messages must be coordinated with other billing system changes and will be completed by February 2016.

	<u>Changes</u>	<u>IT</u>	<u>Process</u>	<u>Information</u>	
280.240	Public Notice of Commission Rules	1	0	1	
280.250	Second Language Requirements	0	0	0	
280.260	Customer Information Packet	<u>1</u>	<u>1</u>	<u>2</u>	
	Totals	2	1	3	6

		<u>Location</u>	<u>Expected Completion Date</u>	<u>Completion Date</u>
IT Changes:				
1	Add bill message to inform customers	280.240	Feb-16	
2	Add Customer information packet to website	280.260 c 3	Jul-15	
Process Changes:				
1	File initial and ongoing changes with Commission	280.260 d	Jul-15	
Educational and Information Changes:				
1	Add bill message to inform customers	280.240	Feb-16	
2	Content and availability of information	280.260 b	Jul-15	
3	Information on website and at no charge	280.260 c 3	Jul-15	

Tariff Changes

PART 280 - 83 ILLINOIS ADMINISTRATIVE CODE - TARIFF CHANGES

Nicor Gas anticipates making a number of tariff changes to accommodate the new Part 280. Updates to the Company's tariff will be filed with the Commission prior to the completion of each Phase. Below is a list of some anticipated changes to Nicor Gas tariffs:

SECTION 280.20 DEFINITIONS – Updating and/or adding defined terms.

SECTION 280.30 APPLICATION – Add acceptable forms of Applicant positive identification.

SECTION 280.35 REVERT TO LANDLORD/PROPERTY MANAGER AGREEMENTS – Add example of revert to landlord/property manager prearrangement form.

SECTION 280.40 DEPOSITS – 1) For non-residential customers, add criteria for satisfactory credit references, and 2) for large commercial customers, add criteria for the determination of financial insecurity for assessing deposits.

SECTION 280.50 BILLING – Add 1) ICC Consumer Services' telephone number to the Sample Bill, and 2) ICC Consumer Services' contact information to Sample Bill.

SECTION 280.60 PAYMENT – Add 1) update Sample Bill to advise customers on available payment methods, 2) update tariff language describing Late Payment charge provisions, and 3) update tariff to identify a late payment charge shall not be assessed on a final bill outstanding more than 6 months.

OTHER – Revise current tariff language for waiving residential late payments.

SECTION 280.80 BUDGET PAYMENT PLAN – replace existing budget payment plan tariff language in its entirety with language from Section 280.80.

SECTION 280.90 ESTIMATED BILLS – Add language describing formula for estimating meter readings for estimated bills.

SECTION 280.120 DEFERRED PAYMENT ARRANGEMENTS – Add description of fee for each subsequent default on a DPA after the 1st default.

SECTION 280.200 TAMPERING – Add language describing meter tampering charge.

Training Summary

Part 280 Training Schedule (Tentative)

	Training Dates	Make Up Training Dates
Phase 1 Implementation – July 2015	Jun 8 – Jun 30	Jul 1 – Jul 13
Phase 2 Implementation – October 2015	Sept 9 – Sep 30	Oct 1 – Oct 9
Phase 3A Implementation – March 2016	Dec 7 – Dec 23	Jan 4 – Jan 12
Phase 3B Implementation – April 2016	Feb 8 – Feb 29	Mar 1 – Mar 9
Phase 4 Implementation – April 2016	Mar 14 – Mar 31	Apr 1 – Apr 11

Note: Training dates may need to change if "Go Live" dates are moved up or down

Blended Learning Approach

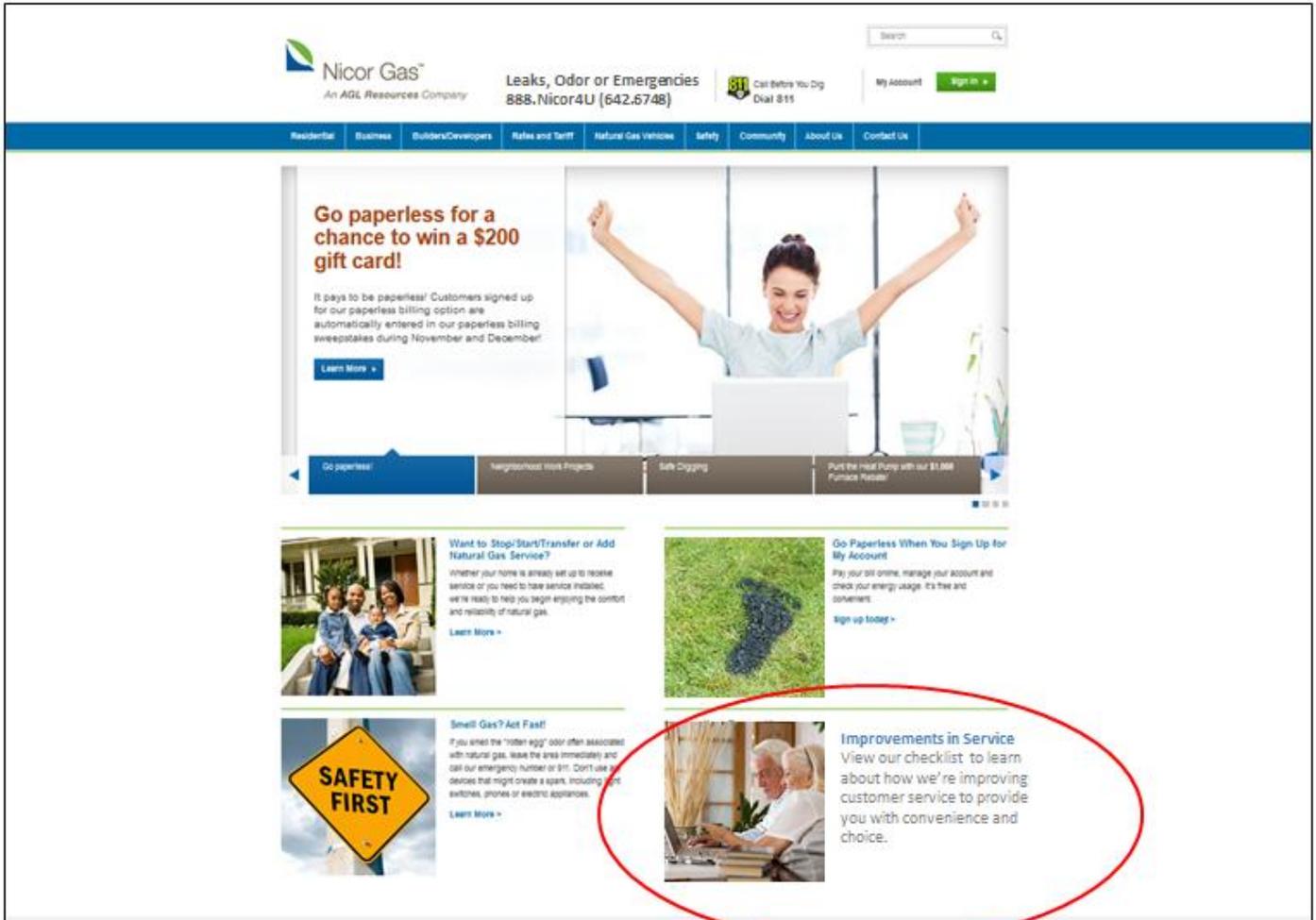
Training delivery will vary based upon impacts to varied audiences

Change Management Communication

Instructor Led Training

Job Aids

Information/Communication



*This mockup reflects the redesigned site that will launch in the spring of 2015.



The screenshot shows the top navigation bar of the Nicor Gas website. On the left is the Nicor Gas logo with the tagline "An AGL Resources Company". To the right of the logo is the text "Leaks, Odor or Emergencies 888.Nicor4U (642.6748)". Further right is a "Call Before You Dig Dial 811" logo. On the far right is a search bar and a "My Account Sign In" button. Below the header is a blue navigation menu with the following items: Residential, Business, Builders/Developers, Rates and Tariff, Natural Gas Vehicles, Safety, Community, About Us, and Contact Us.

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[Enhancements /Rights and Responsibilities](#)

Customer Service Enhancements/Customer Rights and Responsibilities

Nicor Gas is a natural gas utility regulated by the Illinois Commerce Commission.

We've worked closely with the ICC on defining some areas of customer service processes and offerings which we'd like to enhance and improve. These enhancements will be rolled out to customers over the next year or so.

[Administrative Code Part 280](#) is the regulatory document which outlines the categories of service we'll be changing and enhancing. The pages linked below provide greater detail around the changes for that particular category, include the identifying number within the larger code document for your reference, as well as the expected implementation date of each revised process.

Have questions? Call us directly at [-888.XXX.XXXX](tel:888.XXX.XXXX)

Learn more about what's changing by clicking on the links below.

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- [Deposits](#)
- [New Information on Your Bill \(Regular Billing\)](#)
- [Payments](#)
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Application for Service (Section 280.30)

Customers will now have their application for service reviewed within two business days. If you are rejected for service for any reason, you will be notified within two business days of applying.

Implemented February 2016

Landlord/Property Manager Agreements (Section 280.35)

If you are a landlord or property manager, complete our landlord agreement form to ensure no disruption of service when a tenant vacates your property.

If a tenant leaves unexpectedly without closing their Nicor Gas account, the final bill will be determined based on the pre-arranged agreement.

Implemented April 2016

[Understand further what's changed](#)

Customer Information Checklist

Subpart B: APPLICATIONS FOR UTILITY SERVICE

Section	<u>Expected Date of Implementation</u>
280.30 Application	February 2016

General Description Old Requirement

The previous requirement described the application process a utility used to determine if a deposit was required to start service. It described Credit Scoring for new applicants, transferring balances from the same class of service and 3rd party applications.

General Description New Requirement

A utility may use reasonable means to verify the identity of its customers. Applicants shall have the right to a reasonable application process designed to provide for persons to obtain utility services without delay, while also safeguarding utilities and other customers from potential harm associated with fraud or the uncollected debts of applicants.

Information Requirements: The utility shall make available on its website a full description of the utility's application process, including all forms of acceptable identification, for review in the utility's tariff with the Commission, on the utility's website.

What has changed?

- Application for service shall be accomplished in 2 days.
- Applicant shall be notified within 2 days with specific reason for rejection.
- Utility shall activate service within 7 days of approved application.

Section

Expected Date of Implementation

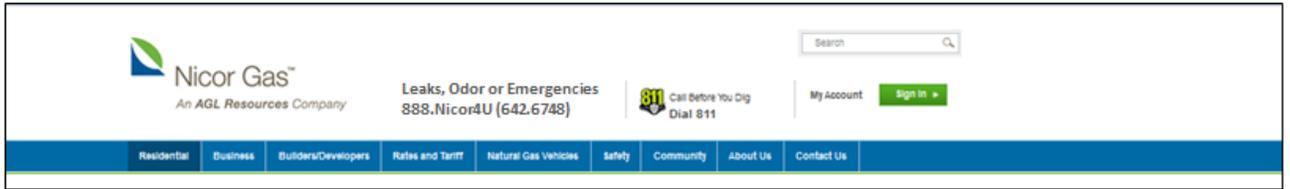
280.35 Revert to Landlord/Property Manager Agreements April 2016

General Description New Requirement

This section is new to the November 1, 2014 version of Administrative Code Part 280. This section describes the rights and duties of a utility and landlord/property manager with respect to discontinuance of service or assumption of billing responsibility and continuance of service when a tenant vacates a premise and the utility has no customer of record. Also it describes the process by which a utility may, by prearrangement with a landlord/property manager, place the service for a premise, on a going forward basis, into the name of the landlord/property manager and continue service to the premises when a tenant who had utility service in the tenant's name leaves the premises.

What has changed?

- A written pre-arrangement form is available on the website.
- Final bill meter reading criteria are available for billing accuracy.
- Transferred balances will be itemized on the bill.



The screenshot shows the Nicor Gas website header. On the left is the Nicor Gas logo with the tagline "An AGL Resources Company". To the right of the logo is the text "Leaks, Odor or Emergencies 888.Nicor4U (642.6748)". Further right is a "Call Before You Dig Dial 811" logo. On the far right is a search bar and a "My Account" link with a "Sign In" button. Below the header is a blue navigation menu with the following items: Residential, Business, Builders/Developers, Rates and Tariff, Natural Gas Vehicles, Safety, Community, About Us, and Contact Us.

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Deposits (Section 280.40)

Customer deposits are assessed to be used should a balance not be paid when service is discontinued.

Current customers with a late payment history may be required to pay a deposit. These customers can enter into a deferred payment arrangement to avoid having a deposit assessed.

A notice of deposit will be made within 45 days of an approved application for service.

Implemented April 2016

Deposits for Low Income Customers (Section 280.45)

Generally, qualified low income customers will not be assessed a deposit.

Low income customers may be billed a deposit if:

- they have previous unpaid final bills meeting certain conditions;
- the customer has benefitted from tampering; and/or
- they have previously been disconnected for nonpayment.

Deposits may be paid in installments.

Implemented October 2015

[Understand further what's changed](#)

Subpart C: DEPOSITS

Section	<u>Expected Date of Implementation</u>
280.40 Deposits	April 2016

General Description Old Requirement

Information on deposits was previously found in several sections. Rules on eligibility, amount of deposit, new applicants, present customers, refunds and interest on deposits were located in various sections.

General Description New Requirement

All deposit information has been consolidated to a new section. Customer deposits are used to secure against potential unpaid debts. Utility collection activities, when not otherwise restricted by regulations or laws, will limit the accumulation of unpaid debt so that deposits will continue to serve this protective purpose.

What has changed?

- Notice of deposit will be made within 45 days of an approved application.
- Additional information will be included in writing in the form of a deposit notice.
- Present customers with a late payment history may be required to pay a deposit.
- Present customers may avoid a deposit by entering a deferred payment agreement before the deposit is assessed.

**Expected Date
of Implementation****Section****280.45 Deposits for Low Income Customers****October 2015**General Description

This section is new to the November 1, 2014 version of Administrative Code Part 280. It provides criteria for when a deposit may be assessed to a low income customer.

What has been added?

- A low income customer may not be assessed a deposit with 4 late payments in the past 12 months.
- A low income customer may be billed a deposit if
 - Previous unpaid final bill meeting certain conditions.
 - Customer has benefitted from tampering.
 - Previous disconnection for nonpayment.
- Deposit may be paid in installments.



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New Information On Your Bill (Section 280.50) (Regular Billing)

Your monthly bill now has additional information to help you better understand how we've determined the amount you owe.

Now you'll see:

- Budget Plan balance information
- Deferred Payment Arrangement balance information
- Deposit balance information
- Information about transferred balances

Visit [Understanding Your Bill](#) to learn more about your monthly bill.

Implemented April 2016

[Understand further what's changed](#)

Subpart D: REGULAR BILLING

Section

**Expected Date
of Implementation**

280.50 Billing

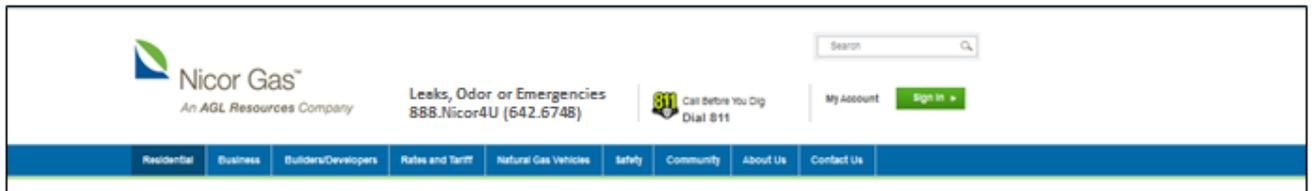
April 2016

General Description

This section is new to the November 1, 2014 version of Administrative Code Part 280. It establishes minimum billing content and billing disclosure requirements.

What has changed?

- Additional Budget Plan balance information will be included on the bill.
- Additional Deferred Payment Arrangement balance information will be included on the bill.
- Additional Deposit balance information will be included on the bill.
- Additional Information on transferred balances will be included on the bill.



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Payments (Section 280.60)

A [full list of payment options and descriptions](#) is available on this site.

Late payment charges on unpaid final bills may be applied for up to six months. In addition, late payment charges will be assessed each time you are past due. For customers on our [Budget Plan](#), late payment charges will be assessed on past due budget installment amounts.

Implemented April 2016

Late Payment Fee Waiver for Low Income Customers (Section 280.65)

Qualified low income customers will not be assessed a late fee. Customers who are eligible must requalify with the State of Illinois every year.

Implemented October 2015

Preferred Payment Date (Section 280.70)

Under certain conditions, customers can choose their preferred payment due date. Refer to [IL Administrative Code Part 280](#) for eligibility requirements.

Implemented April 2016

Budget Payment Plan (Section 280.80)

When implemented, customers can more easily navigate to our [budget payment plan application](#), information about enrollment and how the plan works as well as understanding adjustments and the cancellation policy.

Customers will now be notified, in writing, when there is a recommended change to their budget amount and late payment fees will only be assessed on the overdue installment portion of the bill.

We're implementing a new process for transferring the budget plan to a new address when a customer has moved.

Implemented April 2016

[Understand further what's changed](#)

Subpart E: PAYMENT

Section

**Expected Date
of Implementation**

280.60 Payments

April 2016

General Description

This section is new to the November 1, 2014 version of Administrative Code Part 280. This section describes the methods of payment for utility service; recording of payment receipt; determining lateness of payment; allocation of payment amounts to the customer's account; and limitations on payment methods for accounts on which returned payments have been made.

What has changed?

- Information on available payment methods will be more accessible to customers.
- Late payment charges on unpaid final bills are limited to 6 bills.
- One free late payment fee over a 12 month period has been removed.
- Late payment charges may be assessed on past due budget installment amounts.

Section

Expected Date of Implementation

280.65 Late Payment Fee Waiver for Low Income Customers

October 2015

General Description

This section is new to the November 1, 2014 version of Administrative Code Part 280. It describes the conditions under which a late payment fee may or may not be assessed to a customer qualified as low income.

What was added?

- A low income customer shall not be assessed a late payment fee while he/she is qualified as a low income customer.
- A customer is required to requalify, if qualification expires, to avoid late payment fees.

**Expected Date
of Implementation****Section****280.70 Preferred Payment Date****April 2016**General Description

This section is new to the November 1, 2014 version of Administrative Code Part 280. An eligible residential customer who is billed monthly and who can demonstrate that his or her primary source of income is derived from a benefit that is received during the 10 day period after the customer's regular due date shall be entitled to a preferred payment date to enable the customer to submit timely payments.

What was added?

- A more detailed description of eligibility criteria.
- Increased communications to customers that may be eligible for a preferred payment date.
 - Bill messaging, verbal and written communication may be used to communicate eligibility.

**Expected Date
of Implementation****Section****280.80 Budget Payment Plan****April 2016**General Description Old Requirement

Also referred to as a level payment plan, the previous requirement gave a brief description of how a customer can enter a plan that equalizes their payments into monthly installments to even out substantial fluctuations over an annual period.

General Description New Requirement

This expanded section provides a process to equalize payments for utility service, based upon the customer's average bill instead of the actual fluctuating amount for each separate billing period. The requirements of this Section shall apply to residential customers and small business customers.

What was added?

- Greater detail is provided on Applicability, Eligibility, Enrollment, Adjustments, and Cancellation.
- Customer will be notified in writing when a change in Budget Payment amount is recommended.
- Late payment fee will only be assessed on the overdue installment amount.
- A more convenient process has been added to transfer a budget plan to new address when moving.



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Irregular Billing

Estimated Bills (Section 280.90)

Meter reading is important to accurate billing. Sometimes it is necessary for us to estimate your bill based on past usage history, if we have not gotten an actual meter reading for that month.

If we estimate your bill for two consecutive months, someone from Nicor Gas will contact you to set up a time to have your meter read by one of our meter reading employees, or to obtain a meter reading from you.

After six consecutive months of receiving meter reading from you, Nicor Gas will perform an actual read to ensure your monthly bills are keeping pace with your actual usage.

We will always perform a meter reading within 60 days of service being started or terminated.

Implemented February 2016

Previously Unbilled Service (Section 280.100)

While it is not typical for there to be errors with the accuracy of your meter reading, there may be times when we must bill you for service not previously calculated.

Should this occur, the additional billing information will appear on your monthly statement and previously unbilled amounts will be pro-rated to reflect interest rates.

Implemented February 2016

[Understand further what's changed](#)

Subpart F: IRREGULAR BILLING

Section

**Expected Date
of Implementation**

280.90 Estimated Bills

February 2016

General Description Old Requirement

Utilities must try to make an actual meter read at least every other second billing period. It is the customer's responsibility to make sure the meter reader can get to the meter.

General Description New Requirement

This Section describes the utility's responsibilities to obtain actual readings of the customer's meter and the process by which a utility may issue an estimated bill to a customer when the utility is unable to obtain an actual reading or a customer reading.

What has changed?

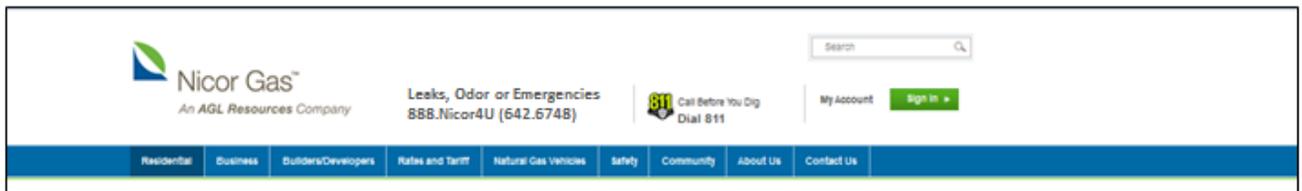
- If 2 consecutive estimates are issued, the utility shall contact the customer to resolve the issue.
- Customer reads are acceptable up to 6 months.
- Actual reads are required within 60 days of starting or ending service.

**Expected Date
of Implementation****Section****280.100 Previously Unbilled Service****February 2016**General Description

This section provides for the billing and payment of previously unbilled service caused by errors in measuring or calculating a customer's bill. Language is similar to the previous.

What was added?

- Additional information will be included on the bill statement for clarity.
- Previously unbilled amounts will be calculated on a pro-rated basis to reflect interest rates.



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Refunds and Credits (Section 280.110)

Credit Due to Customer Because of Billing Error

While it is not typical for there to be errors with the accuracy of your billing, there may be times when we must bill you for service not previously calculated. If a refund or credit is due to you because of a billing error on our part, we will issue that credit or refund to your account for the full period of time during which the overcharge occurred.

We will retain billing records that would allow us to determine if a refund or credit is owed, for up to two years.

Unless there is a refund or credit to be given under Illinois Commerce Commission order, we will not issue a refund or credit to a customer who was not the customer of record during the time the refund or credit was extended.

Overpayment Made By Customer

Should an overpayment be made on your account in error by you, we will make an itemized note of that credit balance on your next bill.

If you request reimbursement of that overpayment, we will be happy to send you the refund within ten business days of confirming the overpayment, so long as the amount is more than 25% of your average monthly bill.

**Note that overpayments made on the account by a state or federal assistance agency will be handled directly with that agency.

For more detail about the regulation for how interest on overpayments will be calculated, read section 280.110 of the [full administrative code](#).

Implemented July 2015

[Understand further what's changed](#)

Subpart G: REFUNDS AND CREDITS

Section

**Expected Date
of Implementation**

280.110 Refunds and Credits

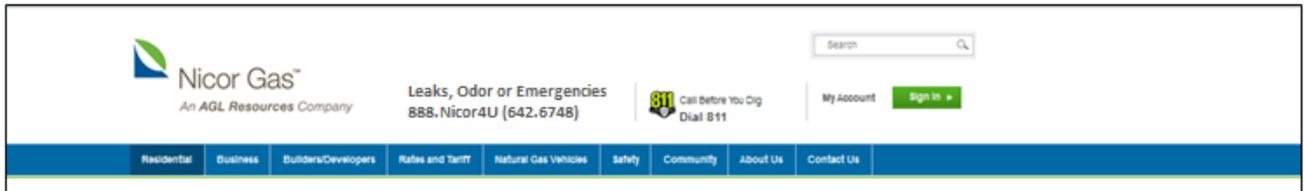
July 2015

General Description

This section describes the procedures for customers to receive credits and refunds for overpayments and overcharges for utility service. The new requirements are similar to the previous requirements with the following addition.

What was added?

- Credits and refunds resulting from overcharges will be accompanied by itemized reasons.



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Payment Arrangements

Deferred Payment Arrangements (Section 280.120)

We understand that sometimes customers can fall on difficult financial times. That's why we offer payment arrangements so the balance on your account can be spread out over a few months.

Any customer who has not failed to complete a payment arrangement in the past 12 months is eligible to enter into an arrangement. When the customer's account balance is brought current, all previous payment arrangements are considered completed.

When implemented, customers on a payment arrangement will see information about that arrangement on their monthly statement including balance and installments remaining.

Customers defaulting on their payment arrangement will be notified and may be assessed a fee for reinstating their payment arrangement.

Implemented April 2016

Deferred Payment Arrangements for Low Income Customers (Section 280.125)

Qualified low income customers will not be assessed a down payment greater than 20% of their past due amount and have a minimum of six months to complete the arrangement.

An amendment arrangement will be made should qualified low income customers in the event the original arrangement is not honored. No reinstatement fee will be assessed.

Implemented October 2015

[Understand further what's changed](#)

Subpart H: PAYMENT ARRANGEMENTS

Section

**Expected Date
of Implementation**

280.120 Deferred Payment Arrangements

April 2016

General Description Old Requirements

Customers owing a utility for a past due amount may enter a deferred payment arrangement provided the service is still on. This section described the terms that deferred payment arrangements were available.

General Description New Requirement

Payment arrangements shall be structured and administered to maximize the successful retirement of past due utility service amounts owing to the utility while allowing the customer to retain active utility service.

What has changed?

- Anytime a DPA account balance is brought current, all previous DPA's shall be considered complete.
- Additional DPA information will appear on the bill statement, balance, installments remaining, etc.
- A customer will be notified of a default from a DPA.
- The utility may assess a fee for a 2nd reinstatement of a DPA.

Section

Expected Date of Implementation

280.125 Deferred Payment Arrangements for Low Income Customers

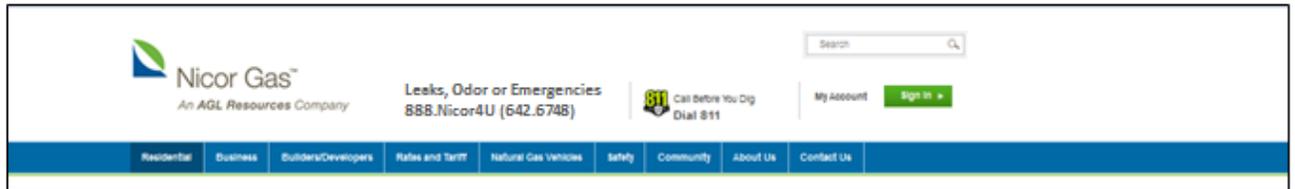
October 2015

General Description

This section is new to the November 1, 2014 version of Administrative Code Part 280. It is intended to enable low income customers to better retain essential utility services, a low income customer shall be eligible for all the provisions described in Section 280.120, from April 1 through November 30. In addition, a low income customer shall be entitled to the altered provisions described in this Section.

What was added?

- A down payment will be no more than 20% towards the past due amount.
- The DPA will be a minimum of 6 months.
- No reinstatement fee will be assessed.
- An amended DPA will be offered in the event the first DPA is in default.



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Disconnection of Service (Section 280.130)

Nicor Gas is committed to working with customers to ensure their natural gas service stays connected, therefore, we strive to provide adequate notice when it is possible service may be disconnected for non-payment.

When implemented, we will wait 10 days after delivery of notification to disconnect service. The disconnection notice is valid for 45 days. In addition to the disconnect notification, Nicor Gas will call to notify the account holder that the account is in jeopardy. Additional limits around disconnection for military and veteran customers have now been included in our service termination process.

Implemented February 2016

Winter Disconnection of Residential Services (Section 280.135)

Between December 1 and March 31

During the time between December 1 and March 31, customers will not be disconnected for service if they have entered into a "Winter Deferred Payment Arrangement" and have been offered energy assistance information.

Implemented January 2015

Disconnection for Lack of Access to Multi-Meter Premises (Section 280.140)

Apartment buildings and other multi-family premises sometimes have multiple meters measuring the natural gas usage for each customer within the building. If we are unable to gain access to those meters, it may become necessary for us to disconnect service to the building. We will make every attempt to access the meters through an actual visit and by sending a letter to all possibly-affected customers within the building. Once access is provided, we will be prepared to reconnect service on the same day.

Implemented February 2016

Disconnection for Master Metered Apartment Buildings (Section 280.150)

If it becomes apparent that we have to disconnect a "master metered" building, we will inform tenants of the pending disconnection of their service. We will communicate the tenants of the building of their rights including the right to petition a court for appointment to collect rents and remit a portion of the rents to the utility for payment of utility bills.

Implemented January 2015

[Understand further what's changed](#)

Subpart I: DISCONNECTION OF SERVICE

Section

**Expected Date
of Implementation**

280.130 Disconnection of Service

February 2016

General Description Old Requirements

This Section described the conditions an account was eligible for disconnection, what notice a customer would receive before disconnection and when a utility was allowed to disconnect service.

General Description New Requirement

The purpose of this Section is to provide adequate notice and reason for disconnection; allow for the customer to remedy the problem and avoid disconnection; create an expectation to act upon notice by a utility when a customer does not remedy the problem; and set prohibitions and limits on disconnection under certain circumstances.

What has changed?

- Utility will wait 10 days versus 7 days to disconnect service after delivery of notification.
- The Disconnection Notice is valid for 45 days versus 21 days.
- Utility cannot deliver more than 4 consecutive Disconnection Notices without action.
- Additional information will be included on the Disconnection Notice.
- A warning call is required before disconnection.
- Additional conditions added for active military and veteran disconnection of service.

Section

Expected Date of Implementation

**280.135 Winter Disconnection of Residential Heating
Services, December 1 through March 31**

January 2015

General Description

This section describes the conditions that a service may be disconnected between December 1 and March 31. The section is substantially the same as the previous requirements.

**Expected Date
of Implementation****Section****280.140 Disconnection for Lack of Access
to Multi-Meter Premises****February 2016**General Description New Requirement

This section is new to the November 1, 2014 version of Administrative Code Part 280. This section provides adequate notice and reason for disconnection of an entire multi-meter premise when a utility is unable to gain access to its facilities; allows for the property owner/manager and customers of the premises to remedy the problem and thereby avoid disconnection; and sets prohibitions and limits on this form of disconnection.

What has been added?

- Allowable reasons for disconnection
 - Customer has failed to provide access 2 consecutive times for regulatory requirements.
 - Customer has failed to provide access 3 consecutive times for non-payment disconnection.
 - Customer has failed to provide access 4 consecutive times for meter readings.
- Utility will seek access by physical visit.
- Utility will send warning letter to each affected customer.
- Utility will issue an inconvenience credit to accounts not eligible for disconnection.

Section

Expected Date of Implementation

280.150 Disconnection of Master Metered Apartment Buildings

January 2015

General Description

This section describes the conditions that a service may be disconnected to accounts affecting master metered apartment buildings. The section is substantially the same as the previous requirements.

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Medical Certification (Section 280.160)

Customers with qualified medical conditions cannot have their service disconnected for non payment for at least 60 days in order to be able to pay past due amounts.

After initial notification of the medical condition is made to us by phone, customers have seven days to provide the completed medical certificate. A valid medical certificate allows the customer to enter into a medical payment arrangement, regardless of failure of any previous arrangements.

Implemented July 2015

[Understand further what's changed](#)

Subpart J: MEDICAL CERTIFICATION

Section

**Expected Date
of Implementation**

280.160 Medical Certification

July 2015

General Description Old Requirement

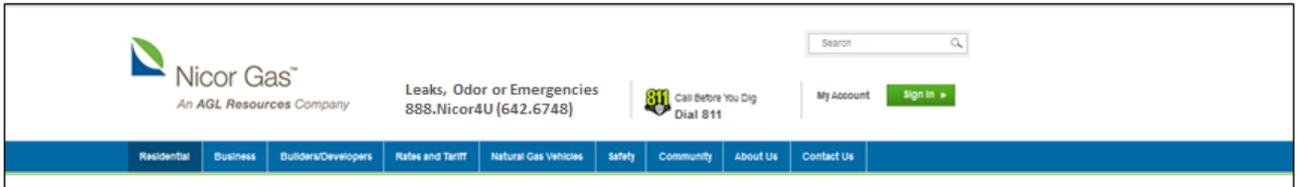
If your doctor or local board of health says that having your service shut off will aggravate a serious existing illness of any person that permanently lives in the home, the utility may not shut off the service for 30 days or service must be reconnected if service has been off for less than 14 days.

General Description New Requirement

The purpose of this section is to temporarily prohibit disconnection of utility service to a residential customer for at least 60 days in cases of certified medical necessity; and to provide an opportunity for the customer to retire past due amounts by periodic installments under an automatic medical payment arrangement commencing after 30 days.

What has changed?

- Protection against disconnection was increased from 30 days and a 30 day renewal to 60 days.
- When the initial certification is by phone, the period of time has been expanded from 5 days to 7 days to provide information to the utility and complete the certification.
- A valid medical certification entitles a customer to a Medical Payment Arrangement, regardless of the success or failure of previous payment plans.



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Reconnection (Section 280.170)

After customers have paid any outstanding amounts due or if they have had a medical certificate approved, Nicor Gas will prioritize reconnecting service in a reasonable amount of time.

A complete outline of the allowable time frames for when service should be reconnected can be found in the [Part 280 Administrative Code](#), section 280.170.

Implemented July 2015

Reconnection of Former Residential Customer for Heating Season (Section 280.180)

Any former residential customer whose natural gas service was used to provide or control the primary source of space heating whose service was disconnected for non-payment from December 1 of the prior winter's heating season through April 1 of the current heating season may be eligible for reconnection and a deferred payment arrangement.

A former customer includes a customer who has moved to a new premises. Qualified low income customers are automatically eligible for reconnection under this provision.

Nicor Gas will inform you of the total amount needed for reconnection and will accept multiple payments.

Implemented July 2015

[Understand further what's changed](#)

Subpart K: RECONNECTION

Section

**Expected Date
of Implementation**

280.170 Timely Reconnection of Service

July 2015

General Description New Requirement

This section is new to the November 1, 2014 version of Administrative Code Part 280. This section provides for the timely reconnection of disconnected customers after they have remedied the reasons for the disconnection or provided valid medical certification.

What was added?

- Once a disconnected customer remedies the reason for disconnection, the utility will prioritize restoration.
- Conditions and time limits are provided for restoration depending on the reason for disconnection.

**Expected Date
of Implementation****Section****280.180 Reconnection of Former Residential
Customer for Heating Season****July 2015**General Description Old Requirement

If your utility service is shut off the company will require payment of past due bills. A deposit may also be required. This section describes the conditions for which a customer is eligible for restoration, including dates and payment arrangements.

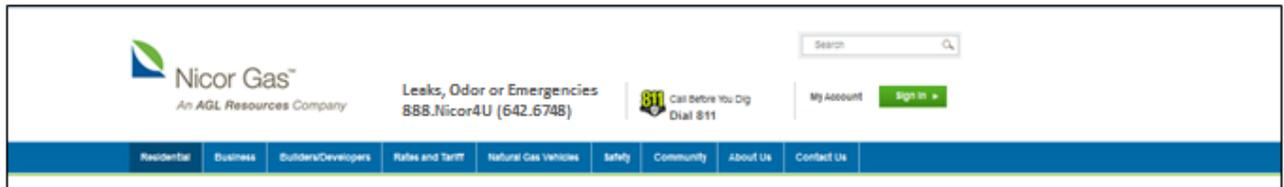
General Description New Requirement

This section provides expanded definitions of customer eligibility and responsibilities that will assist customer participation and restoration of service.

Any former residential customer whose gas or electric service was used to provide or control the primary source of space heating in the dwelling and whose service is disconnected for non-payment of a bill or a deposit, from December 1 of the prior winter's heating season through April 1 of the current heating season, shall be eligible for reconnection and a deferred payment arrangement under the provisions of this section.

What has been added?

- A former customer includes a customer who moves to a new location.
- Low income customers automatically meet the requirements of eligibility under this section.
- Utility will inform the customer of the total amount needed for reconnection, and will accept multiple forms of payments.



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Unauthorized Service Usage

Treatment of Illegal Taps (Section 280.190)

It is illegal and unsafe for someone to "tap" into your natural gas service by having your meter record usage for their premises. Nicor Gas will investigate unusually high bills resulting from an abnormal or unexplained increase in consumption. We will remove the tap and restore the natural gas meter to ensure safety. In addition we will share with you the results of our investigation.

Implemented July 2015

Tampering (Section 280.200)

Tampering with natural gas lines and facilities is against the law and unsafe. As with illegal taps, if we determine tampering with any of our facilities, including our pipelines has occurred we will conduct a thorough investigation and report back to the customers' involved.

Implemented July 2015

Non-Residential Tampering (Section 280.205)

For our commercial and industrial customers, if through our investigation, we determine there is clear evidence that tampering has occurred, we will disconnect service. If this occurs, the customer who is found to have been tampering with the equipment will pay the cost associated with correcting the tampering and will pay for the unauthorized use.

Implemented January 2015

Payment Avoidance by Location (Section 280.210)

Unfortunately, there are a small number of customers who try to avoid paying their natural gas bill by changing account holder names at the same premises.

In order to protect our customers from higher rates in the future because of the uncollectable bad debt of others, there are specific rules around investigation of and deposit assessment on customers who are suspected of avoiding payment.

Implemented February 2016

[Understand further what's changed](#)

Subpart L: UNAUTHORIZED SERVICE USAGE

Section

**Expected Date
of Implementation**

280.190 Treatment of Illegal Taps

July 2015

General Description New Requirement

This section is substantially the same as the previous code. The purpose of this section is to require the utility to investigate high bills resulting from an abnormal or unexplained increase in consumption alleged by a customer. The utility shall investigate the allegation, to the extent customer-owned facilities are readily visible or accessible, to determine the reason and whether the consumption is caused by an illegal tap or diversion of service.

What has changed?

- This section has been rewritten to provide a better understanding of the utility's responsibilities when an illegal tap or diversion is found on customer facilities.

**Expected Date
of Implementation****Section****280.200 Tampering****July 2015**General Description of Old Requirement

The previous code was titled Unbilled Service and described the conditions that a utility could bill for service when tampering was found.

General Description New Requirement

Tampering with utility wires, pipes, meters or other service equipment is prohibited. The intent of this section is to describe the process by which the utility shall bill the customer for the unauthorized usage when the utility has proof that the customer benefitted from tampering.

What has changed?

- Details of investigation will be reported to the customer.

**Expected Date
of Implementation****Section****280.205 Non-Residential Tampering****January 2015**General Description New Requirement

This section is new to the November 1, 2014 version of Administrative Code Part 280. The provisions of this section shall apply in cases of non-residential tampering. In addition, this section shall provide the utility with immediate relief from further unauthorized usage of service by a non-residential customer.

What has been added?

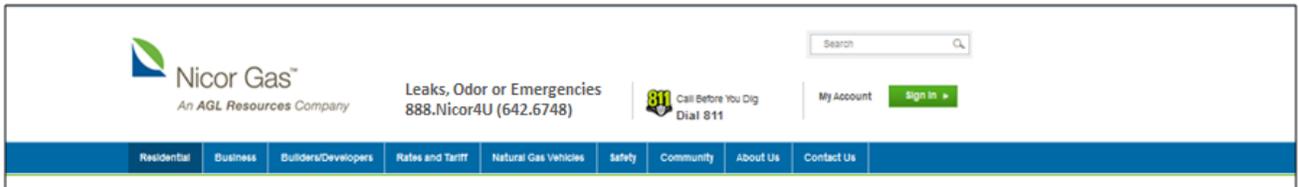
- When clear evidence of tampering is present, the utility may disconnect service
 - Customer will pay the cost associated with the cost of removing the diversion.
 - Customer pays for the unauthorized usage.
 - Utility will provide bill without delay.

**Expected Date
of Implementation****Section****280.210 Payment Avoidance by Location****February 2016**General Description New Requirement

This section is new to the November 1, 2014 version of Administrative Code Part 280. With the understanding that a utility and its customers must deal in good faith with each other, this section defines the process by which a utility may protect itself and its ratepayers from persons seeking to use a pattern of action to avoid payment for service used at a specific service location.

What has been added?

- Conditions that qualify for payment avoidance by location.
- Notification that utility will provide to the customer.
- Deposit requirements that may be assessed if payment avoidance is applicable.



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Complaint Process (Section 280.220)

While we hope we can always amicably work out any situation that may arise, customers may feel the need to escalate a complaint about Nicor Gas. To resolve a complaint, you must first contact us at 888.Nicor4u (642-6748) to try and resolve the issue with us, first.

Implemented April 2016

Commission Complaint Process (Section 280.230)

If you are unsatisfied with the resolution, you are free to contact the Illinois Commerce Commission's Consumer Services Division at [XXX.XXX.XXXX](tel:333-333-3333)

If there is a dispute about your bill, you must pay the undisputed portion of your bill or an amount equal to last year's bill. In addition, your service will not be disconnected for the duration of the investigation of the compliant. However, know that Nicor Gas can disconnect service at any time for safety reasons or in cooperation with civil authorities.

Implemented July 2015

[Understand further what's changed](#)

Subpart M: COMPLAINT PROCEDURES

Section

**Expected Date
of Implementation**

280.220 Utility Complaint Process

April 2016

General Description Old Requirement

The previous code was titled Dispute Procedures and described the steps available to a customer and the rights a customer has when bringing a complaint to the utility.

General Description New Requirement

To provide utilities and customers with the ability to resolve complaints or appeal complaints that cannot be resolved directly between the parties. The new language expands the information a customer may need to escalate and resolve a complaint.

What was added?

- What a customer needs to pay during a complaint.
- What late pay fees can and cannot be assessed during a complaint.
- What is the appeal process.

**Expected Date
of Implementation****Section****280.230 Commission Complaint Process****July 2015**General Description Old Requirement

This section describes the process that is available to a customer to escalate a complaint to the Illinois Commerce Commission. It explained the difference between informal and formal complaints.

General Description New Requirement

Similar to the previous requirement, this section provides utilities and customers with a process through the Commission's Consumer Services Division that allows the parties to settle a dispute without litigation; or to appeal an ongoing conflict that cannot be resolved informally through the Commission's formal complaint process.

What was added?

- Expanded information on the timing of complaints and how an extension is granted.
- The utility will allow a period of 10 days without disconnection for a customer to file a formal complaint with the Commission.



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Information

Public Notice of Commission Rules (Section 280.240)

Nicor Gas is regulated by the Illinois Commerce Commission. [Commission rules](#) are available on our website or can be obtained in writing by calling 888.Nicor4U (642-6748).

Implemented February 2016

Second Language Requirements (Section 280.250)

When there is demonstrated need in a certain area, public notices will include the line below in the appropriate second language.

“Important – This notice affects your rights and obligations and should be translated immediately.”

Implemented January 2015

Customer Information Packet (Section 280.260)

Each new customer receives a [New Customer Information Packet](#) which includes a clear description of our services and the rights and responsibilities of our customers.

Implemented July 2015

[Understand further what's changed](#)

Subpart N: INFORMATION

Section	<u>Expected Date of Implementation</u>
280.240 Public Notice of Commission Rules	February 2016

General Description New Requirement

Very similar to the previous requirement, each utility shall provide notice to customers of the availability of Commission rules. Notice substantially in the form shown in Appendix C shall be posted on any utility website and written notice shall be provided to customers annually. The notice to customers may be in the form of a bill message in which customers will be provided the opportunity to obtain copies of the Commission's rules upon request or by accessing the utility's website.

What has changed?

- Utilities will provide notice to customers of the availability of Commission rules annually. Website and bill messaging are acceptable forms of notification.

Section

280.250 Second Language Requirements

General Description New Requirement

No changes

**Expected Date
of Implementation**

January 2015

**Expected Date
of Implementation****Section****280.60 Customer Information Packet****July 2015**General Description Old Requirement

A customer information booklet containing credit and collection practice was provided to new customers.

General Description New Requirement

The utility shall develop customer information material and provide the material to customers without additional charge.

What has changed?

- Information available to customers has been expanded to include billing, complaint, and payment option information.