

Natural Gas Service in Illinois:

Frequently Asked Questions for Consultants

Q Will every residential Nicor Gas Customer be eligible for gas service with Ambit Energy?

A Yes.

Q Why are some Nicor Gas Customers unable to switch their gas service to another Alternative Gas Service (AGS)?

A If the Customer voluntarily switches from an AGS to Nicor, they have 45 days to decide on another AGS or they have to stay with Nicor for 12 months. If the Customer is dropped back to Nicor for non payment by their AGS, the Customer must remain with Nicor for 12 months.

Q What does “Not First In” mean in PowerZone?

A This means your Customer enrollment order was cancelled because that Customer is currently being enrolled with another AGS. Nicor’s code for this is “Already Signed.” However, this status will still appear in PowerZone as “Not First In.” You should contact the Customer to confirm their intent to switch to Ambit Energy and then re-enroll the Customer.

Q What does “Customer Account Blocked” mean in PowerZone?

A This means your Customer enrollment order was cancelled because that Customer account is blocked from switching service. The Customer needs to contact Nicor Gas to remove the block from the account, then contact Ambit Energy at (877) 282-6248 to resubmit their enrollment.

Q What does “Direct Vendor” mean in PowerZone?

A This term does not apply to Illinois Customers. It means the Customer enrollment order was cancelled because that Customer is using a third-party bill payment vendor, preventing the current service provider from allowing the service to switch. If the Customer still wants Ambit Energy service, the Customer needs to contact their energy provider and cancel the third-party bill payment vendor and contact Ambit Energy at (877) 282-6248 to resubmit their enrollment.

Q What does “Inactive Account” mean in PowerZone?

A This term does not apply to Illinois Customers. It means your Customer enrollment order was cancelled because the Customer has an inactive account. Ambit Energy will not be able to process the order until the account is active.

Q What does “Invalid Nicor Gas Account Number” mean in PowerZone?

A This means your Customer enrollment order was cancelled because Nicor Gas does not recognize the account number entered for enrollment. Contact your Customer and reverify the Nicor Gas account number.

Q What kind of savings does the Customer get for switching to Ambit Energy for gas service?

A Ambit Energy offers the Customer a 1 percent annual savings on gas service compared to Nicor Gas published rates, or a check will be sent for the difference at the end of 12 months of service.

Q Does Ambit Energy offer both basic and full gas service?

A Yes. (Full-service means gas is used for heating the home or apartment. Basic service means gas is used for kitchen appliances, gas fireplace, etc.)

Q If a Customer has a question about their bill, should they contact Ambit Energy or Nicor Gas?

A If the billing question is referencing anything other than Ambit Energy’s rates or taxes, the Customer should be directed to Nicor Gas customer service. The Customer should be told to have their Nicor Gas account number available when calling Nicor Gas with inquiries.

Q When a Customer’s gas service switches to Ambit Energy, what will their first Nicor gas bill with Ambit Energy gas service look like?

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A Since Ambit Energy will only be accepting “switch” Customers, the first Nicor bill with Ambit Energy service will be a full billing cycle with Ambit Energy’s supply charges/fees and Nicor’s delivery charges. No stub billing is required.

Q Why does it appear Ambit Energy is billing the Customer at a rate that is higher than Nicor Gas’s current rate this month?

A Some Customers whose bills get sent between the 1st and the 10th get billed using the previous month’s rate. This is why Ambit Energy guarantees a 1 percent year-end savings on your gas service compared to Nicor Gas, or a check will be sent for the difference at the end of 24 months of service.

Q Is there anything different about the third-party verification (TPV) call made to Illinois Customers?

A Yes, Ambit Energy has added two new questions when verifying a Customer’s order for service:

1) Did you receive or have an opportunity to read Ambit Energy’s Terms of Service Agreement document?

2) By enrolling with Ambit Energy you will receive an annual savings of 1 percent over Nicor for the same 24-month usage period that you are a Customer with Ambit Energy. Did your Consultant promise you any other incentives or guarantees for enrolling with Ambit Energy?

In order to be verified for service, the Customer must answer “yes” to the first question, and “no” to the second.

Q Where can a Customer view Nicor’s monthly gas rate?

A A Customer can view Nicor’s monthly gas rate on the Nicor corporate website at nicor.com/en_us/residential/gas_cost/price.

Q Where can a Customer find the rate they were charged for a particular month?

A The rate charged for gas supply is on the Customer’s monthly bill under “Natural Gas Cost.”