

Illinois Natural Gas Service People's and North Shore Gas

Frequently Asked Questions

Q WILL EVERY RESIDENTIAL NORTH SHORE AND PEOPLES GAS CUSTOMER BE ELIGIBLE FOR GAS SERVICE WITH AMBIT ENERGY?

A Yes.

Q WHY ARE SOME NORTH SHORE AND PEOPLES GAS CUSTOMERS UNABLE TO SWITCH THEIR GAS SERVICE TO ANOTHER AGS?

A If the customer voluntarily switches from an AGS to North Shore and Peoples, they have 45 days to decide on another AGS or they have to stay with North Shore and Peoples GAS for 12 months. If the customer is dropped back to North Shore and Peoples GAS for non-payment by their AGS, the customer must remain with North Shore and Peoples GAS for 12 months.

Q WHAT DOES "NOT FIRST IN" MEAN IN POWER ZONE?

A This means your customer enrollment order was cancelled because that customer is currently being enrolled with another AGS. North Shore and Peoples GAS 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 North Shore and Peoples 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 POWER ZONE?

A This term does not apply to Illinois customers. It means the customer enrollment order was cancelled because that customer is using a 3rd 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 "INVALID NORTH SHORE AND PEOPLES GAS ACCOUNT NUMBER" MEAN IN POWERZONE?

A This means your customer enrollment order was cancelled because North Shore and Peoples Gas does not recognize the account number entered for enrollment. Contact your customer and re-verify the North Shore and Peoples GAS account number.

Q WILL A CUSTOMER RECEIVE TRAVEL REWARDS POINTS FOR NATURAL GAS USAGE?

A Yes, a customer will receive 10 Travel Rewards Points for every therm used.

Q IF A CUSTOMER HAS A QUESTION ABOUT THEIR BILL, SHOULD THEY CONTACT AMBIT ENERGY OR NORTH SHORE AND PEOPLES GAS?

A If the billing question is referencing anything other than Ambit Energy's rates or taxes, the customer should be directed to North Shore and Peoples GAS customer service. The customer should be told to have their North Shore and Peoples GAS account number available when calling North Shore and Peoples GAS with inquiries.

Q WHEN A CUSTOMER'S GAS SERVICE SWITCHES TO AMBIT ENERGY, WHAT WILL THEIR FIRST NORTH SHORE AND PEOPLES GAS BILL WITH AMBIT ENERGY GAS SERVICE LOOK LIKE?

A Since Ambit Energy will only be accepting "switch" customers, the first North Shore and Peoples GAS bill with Ambit Energy service will be a full billing cycle with Ambit Energy's supply charges/fees and North Shore and Peoples GAS delivery charges. No stub billing is required.

Q IS THERE ANYTHING DIFFERENT ABOUT THE THIRDPARTY 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) Additionally, just for enrolling with Ambit Energy, you will receive a hotel travel certificate good for a 2-night/3-day stay at a variety of participating hotels for enrolling when you pay your first bill; not to mention the travel rewards points that you will accumulate based on your gas usage. 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 NORTH SHORE AND PEOPLES GAS MONTHLY GAS RATE?

A A customer can view People's Natural Gas at <http://www.peoplesgasdelivery.com/home/rates.aspx>, and North Shore Gas at <http://www.northshoregasdelivery.com/home/rates.aspx>

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."