

# Illinois Peoples and North Shore Gas

## Frequently Asked Questions



**Q Are all residential North Shore and Peoples gas Customers be eligible for gas service with Ambit Energy?**

**A** Yes.

**Q Why are some North Shore and Peoples Customers unable to switch their gas service to another AGS?**

**A** If the Customer voluntarily switches from an AGS to North Shore or 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 nonpayment by their AGS, the Customer must remain with North Shore or Peoples Gas 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 enrolled with another AGS. Both North Shore and Peoples Gas code for this is “Already Signed.” This status will appear in PowerZone as “Not First In.” You should contact the Customer to confirm their intent to switch to Ambit Energy and have the Customer re-enroll.

**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 or 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, then each out to Ambit Energy at (877) 282-6248 to resubmit their enrollment.

**Q What does “Invalid North Shore or Peoples Gas Account Number” mean in PowerZone?**

**A** This means your Customer enrollment order was cancelled because North Shore or Peoples Gas did not recognize the account number entered for enrollment. Contact your Customer and re-verify the North Shore or Peoples Gas account number.

**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 either North Shore or Peoples Gas customer service. The customer

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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 service look like?**

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

**Q Where can a Customer view North Shore and Peoples Gas monthly gas rate?**

**A** Customers can view Peoples natural gas rates at [www.northshoregasdelivery.com/home/rates.aspx](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."