Frequently Asked Questions (FAQs) for Transportation Customers

General Information

What is the Transportation Service offered by Nicor Gas?

Nicor Gas offers transportation services that allow commercial and industrial customers to purchase natural gas supplies from sources other than Nicor Gas. This service has been available since the mid-1980s.

How many customers use the transportation service?

Over 50,000 commercial and industrial customers use one of the transportation service options to purchase natural gas from alternative suppliers.

What are the different service options available for business customers?

Business customers can choose to:

Purchase all supplies from Nicor Gas as a "sales service" customer.

Choose an alternative supplier under Customer Select.

Become a transportation customer under one of the unbundled transportation rates: Rate 74, 75, 76, or 77.

Grouping Accounts

Can customers with multiple accounts consolidate their activities?

Yes, customers with more than one account in the service territory may form groups to consolidate administrative activities such as nominating gas.

Traditional Transportation Service

What is Traditional Transportation Service?

Traditional Transportation Service allows customers to make gas purchases themselves or through energy management services or brokers/marketers. Approximately 12,000 customers use this service.

What additional options are available for traditional transportation customers?

Traditional transportation customers can take advantage of:

Use of the underground storage system.

Individual or group billing.

Varying backup levels and service options.

Supplier Transportation Service

What is Supplier Transportation Service (Rider 13)?

Rider 13 allows up to 600 accounts that are not commonly owned to be grouped. This service is available to customers electing an unbundled rate and includes group-level monitoring and management.

What are the fees and responsibilities for group managers under Rider 13?

The group manager is assessed a $95 monthly grouping fee and is responsible for all company-supplied gas charges, including Daily and Monthend Cashout charges.

Additional Storage

Is additional storage available to transportation customers?

Yes, if some transportation customers choose less than 30 MDCQ days when selecting Storage Banking Service (SBS) capacity, the additional storage will be available to other transportation customers.

Customer Select Program

What is the Customer Select program?

Customer Select is a voluntary, free program that allows residential and commercial customers to choose their natural gas supplier from an approved list of participating marketers.

How many customers participate in the Customer Select program?

Approximately 140,000 residential customers and 40,000 commercial customers participate in the program.

What types of pricing offers are available under the Customer Select program?

Pricing offers generally fall into the following categories:

Fixed Price

Market-Based or Index Price

Variable Price

Combination Packages

How can I sign up for the Customer Select program?

To sign up:

Review the supplier list and choose the suppliers you would like to contact.

Call the suppliers and ask about their offers.

Choose the supplier that offers the best package for you.

Sign up with the supplier of your choice.

Alternative Suppliers

Where can I find a list of alternative suppliers?

Nicor Gas has compiled a list of producers and brokers based on business contacts and trade periodicals. Customers are advised to investigate the financial history and qualifications of the suppliers before entering into any contracts.

How can suppliers get added or removed from the alternative suppliers list?

Suppliers can email the Gas Transportation Customer Service Center at GTQA@southernco.com to request addition or removal from the list.

Contact Information

Who can I contact for more information about transportation services?

Any questions regarding transportation services can be directed to GTQA@southernco.com.

*This list of FAQs should help you understand the various transportation service options and related information offered by Nicor Gas. If you have any more questions, please reach out to the provided contact.*