WELCOME TO

ILLINOIS GAS COMPANY

Address: 1927 MILLER DR
PO BOX 490
OLNEY IL 62450

Phone: (618) 395-8588 OR (800) 633-6250

Website: www.ilgas.com

WELCOME ...

Dear Customer:

Welcome to Illinois Gas Company. We're pleased to have you as our customer and look forward to providing you with reliable gas service.

Our goal is to provide high quality service at the lowest reasonable cost. As our customer, you both expect and deserve that. And, we want your experience with us to be a pleasurable one.

Our responsibility as your gas supplier embodies two goals very important to us -- customer service and customer satisfaction. We're in business to serve you and to serve you well, every hour of every day. If you have a question or problem, we're just a phone call away.

Once again, Welcome to our area.

Sincerely,

ILLINOIS GAS COMPANY
OFFICERS, MANAGERS, and EMPLOYEES

HAVE A QUESTION OR PROBLEM? CALL US!

Illinois Gas Company customer service personnel in a local office is available to serve you. Call or visit your local Illinois Gas Company office if you have a service, billing or payment related question. Our local office is open from 7:30 AM to 4:30 PM, Monday through Friday.

To report a problem with your natural gas service outside of normal business hours and on weekends, call your Local Office, and our answering service will assist you by dispatching our personnel or relate your problem to one of our Managers.

HOW TO PAY YOUR BILL

Payment Methods: Payment for the utility service in the form of cash, check or money order may be made in the following manner. Mail, night deposit, ACH Sign up, On-Line (Third Party Processing Fee Applies)

At the company office located at: 1927 Miller Dr., PO Box 490, Olney, IL 62450

Visit Us on the Web at: www.ilgas.com

Customers may also pay their utility bill at local banking institutions. Please contact our office at 618-395-8588 or 800-633-6250 for a list of bank locations near you.

MEASURING YOUR GAS SERVICE

Your gas meter keeps a record of the amount of energy you use to operate your appliances and heating system. Each month you receive a bill from us for the amount of gas you've used.

A gas meter measures natural gas consumed in cubic feet. The cubic feet are reflected as "therms" on your bill (100 cubic feet equal one therm). A therm of natural gas is roughly equivalent to the amount needed to dry six loads of laundry in a gas dryer.

Your service meter(s) is read at monthly intervals. If there is a meter inside your home, our meter reader will ask your permission to read it. When your absence prevents access to the meter, our office will attempt to notify you to make arrangements. Otherwise, it will be necessary to estimate the amount of your usage for billing purposes.

UNDERSTANDING YOUR ENERGY BILL

Your billing for residential natural gas service is comprised of four basic components:

1) a distribution charge, which reflects our basic costs of providing you with natural gas service. Illinois Gas Company charges .1689 cents per therm of usage.

2) a monthly facility charge, of $18.50 to cover certain fixed costs of providing natural gas service.

3) Included with the monthly facility charge, is a charge of $.45 according to House Bill 362 passed January 1, 1998. This charge is broken into two parts $.40 for energy assistance and $.05 for energy research and development. Illinois Gas Company submits this monthly to the State of Illinois.

4) a purchased gas adjustment (PGA) charge, which reflects the cost of natural gas delivered to Illinois Gas Company system by Texas Gas Transmission Company. The cost of gas itself is by far the largest expense we incur in providing natural gas service. On average, it represents nearly 63 percent of a customer's typical annual bill. There is no profit to Illinois Gas Company related to this charge.

UNDERSTANDING YOUR ENERGY BILL continued:

5) and certain state and local tax charges (as noted later on under State, ICC and Local Tax Charges)

PAYMENT ASSISTANCE PROGRAMS & SERVICES

Illinois Gas Company offers a number of programs and services to assist you with payment of your energy bill.

THE BUDGET PLAN

If you were to chart your annual energy bill, it might resemble a roller coaster ride, up in the fall and winter, and down in the spring and summer. Our BUDGET plan is designed to level out that ride and make it as economically smooth as possible.

With the BUDGET PLAN, your estimated yearly energy bill will be divided into 12 equal payments. You'll pay the same amount each month, subject to adjustment if the cost or your pattern of energy use changes significantly. All BUDGET PLAN accounts undergo reconciliation in the month of May and are adjusted according to account balances.

PREFERRED DUE DATE PLAN

Another bill paying option is our Preferred Due Date Plan, which is available to any residential customer who is head of the household and can show that:

A) the primary source of income is from among the following: Social Security; Supplementary Security Income; Veteran's Administration; any Pension Fund; Aid to Families with Dependent Children; Aid to the Aged, Blind and Disabled; General Assistance; Unemployment Compensation; and other similar sources of income will qualify for participation. This plan allows you to choose a date (within 10 days of your normal due date) and have your bill due on that day every month.

DEFERRED PAYMENT AGREEMENT

A Deferred Payment Agreement can be arranged if you owe an amount for service that's past due. This option allows you to make a down payment on the amount owed, followed by monthly payments on the balance. At the same time, you are making your monthly payments on the past due amount, you are required to pay all other regular bills for utility service on or before the due date.

OTHER SERVICES

Illinois Gas Company local office personnel also provide referral services by helping put customers in touch with local organizations and agencies that provide energy assistance funds. One example is the federally and State funded Low-Income Home Energy Assistance Program known as (LIHEAP), which is administered in our area by the Embarras River Basin Agency phone 1-217-923-3113.

BUILDING, REMODELING OR RENOVATING?

If you're building a new home, adding-on, or considering replacing your existing heating system, you may want to contact us for a free home energy advice. Our General Manager or Assistant General Manager will be happy to meet at your convenience to assist you in your energy decisions.

WE'RE REGULATED

The rates you're charged for our service, as well as the terms and conditions under which it is rendered, are reviewed and approved by the Illinois Commerce Commission. Copies of all terms, conditions and rates for energy service which have been ordered or approved by the ICC are on file in our local office and available for public inspection.

STATE, ICC AND LOCAL TAX CHARGES

State tax charges are based upon a percentage of your total bill or on a per therm basis, whichever produces the lower amount. For natural gas service the state tax charge is 2.4 cents per therm or 5 percent of the subtotal, whichever is lower.

Additionally, there is a .01% Public Utility Tax, which is paid to the Illinois Commerce Commission.

Illinois Gas Company acts as a pass-through agent regarding taxes, which means it simply collects them and distributes them to the taxing bodies.

HOW YOU CAN HELP US SERVE YOU BETTER

While it's our goal to render you service as quickly as possible, there are a couple of steps which you can take to help speed up the installation of your natural gas service. They include:

Providing us with as much advance notice as possible. Doing so can enable our personnel to more quickly schedule and process your service request.

If a new home or subdivision is involved, provide us with a copy of your preliminary plat or site plan prior to submitting it to the city for final approval. We can then indicate on the plat the required utility easements for any electric, gas distribution and water systems.

HOW YOU CAN HELP US SERVE YOU BETTER continued:

In addition to a copy of the site plan, we will need some basic gas load information before we can begin processing your request. Such information includes the number of gas appliances you plan to have; the square footage of the space you plan to heat; and the proposed location of your service entrance.

IMPORTANT TIPS ABOUT YOUR SERVICE AND YOUR SAFETY

If you smell gas, evacuate the building and call Illinois Gas Company from a safe location. **Don't light a match, or flip a light switch or use anything electrical. Don't even use your telephone.** Go to a safe location outside and wait for our service personnel to arrive. There is no charge when we send a gas utility man to check for natural gas leaks.

Special precautions may be necessary in the event of a disaster caused by an earthquake, flood, storm or similar event. If your home suffers structural damage and you hear or smell escaping gas, **immediately evacuate the premises and call Illinois Gas Company**. You should notify other disaster assistance agencies, too. **Do not attempt to relight any appliance or pilot lights**. Our service personnel will relight them once the problem is corrected. Restoration of gas service following a major interruption due to a storm, flood or other natural disaster should only be done by Illinois Gas Company personnel.

If you're without heat, check your gas water heater and/or other gas appliances to see if they're operating properly. If they are, you may have a problem with your furnace. If so, contact a qualified heating or service contractor.

If the problem is with your natural gas service, call Illinois Gas Company. (We can be reached during the hours of 7:30 AM to 4:30 PM Monday through Friday. Outside of normal business hours call our local office and our answering service will dispatch our personnel.) An Illinois Gas Company employee will be sent to your home to check for leaks or operation problems at no charge. (NOTE: It's important that you follow the previous step and check your gas appliances first. You may be charged a service fee if it's determined the problem is not related to our service.)

IMPORTANT SAFETY WARNING

Flexible gas connectors (see image) are used to bring gas from supply pipes to appliances such as stoves, dryers, and room heaters. They are made of corrugated metal tubing - newer models being fabricated from stainless steel or from brass that has been coated with plastic. Most older connectors, however, were made from un-coated brass.

Some of the uncoated brass connectors have a serious flaw in the way they were made. Solder was used to braze, or join, the flexible brass tubing to the end pieces. Over time, the brazing can fail, causing a serious gas leak. This could lead to an explosion or fire.

To our knowledge, brazed uncoated brass connectors have not been made since 1976, but we still find many of them in use. The older these connectors get, the greater the possibility of failure.

It is very difficult to see whether a flexible connector has been brazed. So, don't take a chance**! If you have an uncoated brass connector in your home, it should be replaced with either a new stainless steel or a new plastic-coated brass connector.**

In fact, it's a good practice to replace any flexible gas connector which is more than 10 years old. This is because flexible connectors are not meant to last a lifetime or to be reused. Older units can wear out from too much moving, bending, or from corrosion.

If you can, check your flexible connector without moving the appliance attached to it. If you cannot make this check without moving the appliance, we recommend that you have a service contractor inspect the connector for you. Moving the appliance could strain the connector, possibly causing a gas leak. So, if your appliance must be moved, it's best to have a professional on hand to do it.

And remember, if you think you have a gas leak in your home, from a flexible connector or from any other source, please call us immediately at 1-800-633-6250. If the odor of gas is strong, leave the building immediately and then call us from a cell phone or neighbor's phone. On the way out, open windows and doors, and alert others to leave. Take care not to operate appliances, or turn light switches on or off.

ILLINOIS GAS COMPANY

RATE SCHEDULE

(EFFECTIVE March 23, 2023)

RATE	TYPE	MONTHLY FACILITIES CHARGE	DISTRIBUTION CHARGE PER THERM
1	Residential	18.50	0.1689
2	Small General Use	21.00	0.1534
3	Medium General Use	66.00	0.1435
4	Large General Use	127.79	0.1278
5	Seasonal	180.00	0.1960
6	Interruptible	211.56	0.0478

1 THERM = 100 CU.FT.

E = ESTIMATED

Dear Customer,

Due to new state and federal regulations we are required to inform you that our responsibility for maintaining your gas piping ends at the meter, provided that it is within three feet of your building, or at the last fitting before entering the building if the meter is more than three feet from the building. This means that piping entering your building, or other buildings, to gas lights, grills, etc. are yours to maintain. We particularly urge that the gas line entering your building be above ground.

As you probably are aware, buried piping may be subject to the hazards of corrosion and leakage. Buried gas piping should be periodically inspected for leaks and for corrosion if the buried piping is steel or copper. Any unsafe conditions should be repaired upon discovery. When digging must occur near buried gas piping, the piping should be located in advance, and the excavation be done by hand.

Illinois Gas and possibly other plumbing and/or heating contractors may be able to assist you with these responsibilities. Please feel free to contact us at Illinois Gas if you have any questions or concerns regarding your buried gas piping.

Sincerely,

Jordan Kocher
General Manager

EFFECTIVE January 1st, 2016

NEW SERVICE LINES:

The Company will provide at no charge:

100 feet of service line for a new customer using gas heat.
100 feet of service line for a new customer using gas water heating; and a total of
100 feet of service line for a new customer using one of the following gas fired appliance's (range, clothes dryer, grill, gas light, swimming pool heater)

Additional service line shall be charged to the customer based on a labor rate of $130.00 per hour, per man and actual material costs.

The customer shall pay, in advance, the Company's cost of installing a temporary gas service.

Customers requesting alterations to mains or service lines which do not benefit the company by way of significant improvement to the facilities or an increase in gas load shall pay in advance the estimated cost of the alteration. Estimated charges will be calculated based on a labor rate of $130.00 per hour, per man and actual material costs.

Interest will be charged on unpaid Service Billings at the rate of one- and one-half percent per month on unpaid balances after 90 days.

Customers requesting restoration of gas service after hours following discontinuance due to Non-Payment will be subject to a collection fee of $30.00 in addition to the hourly call out rate of $184.00 per hour.

ILLINOIS GAS COMPANY

KEYS to NATURAL GAS SAFETY

What to Do in Case of a Natural Gas Leak:

Don't:	**Do:**
Operate any electrical devices or switches.	Evacuate the premises.
Turn on any lights.	Leave the door open on your way out.
Use any matches.	Leave the area if you are outside.
Use the telephone.	Go to the nearest phone and call Illinois
Use a Flashlight.	Gas Company.
Turn on the television or radio.	Stay away until Illinois Gas Company says it
Turn on the gas range or any appliances.	is safe to return.
Open an automatic garage door.	**CALL US IMMEDIATELY AT:**
Use cellular phones or pagers	**618-395-8588 or 800-633-6250**

Carbon Monoxide Awareness:

Carbon monoxide is a silent killer. Assure that all fuel burning appliances are installed, maintained, and used properly and safely.

It is important to be aware of the symptoms of CO poisoning. Symptoms can occur immediately or gradually after long term exposure.

Common symptoms include: Dizziness; Shortness of breath; Headaches; Confusion; Nausea; Fainting.

If you suspect Carbon Monoxide is present immediately call Illinois Gas Company.

Damage Prevention:

Underground Utilities Exist Everywhere **CALL JULIE BEFORE YOU DIG by dialing 800-892-0123 or 811.**

Call at least two (2) Working Days Before the Start of your Work.