

A guide to the Choice Gas Program

Wyoming 2023

Deadline for selections:
Wednesday, April 26, 2023

Para información en español sobre el programa
“Choice Gas” favor de llamar al número gratis

877-245-3506

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Questions and answers

What is the Choice Gas Program?

The Choice Gas Program is an annual Program Black Hills Wyoming Gas, LLC (the regulated utility) administers that allows customers to choose a natural gas commodity Supplier and price option that best suits their needs.

Para información en español sobre el programa “Choice Gas” favor de llamar al número gratis 877-245-3506.

Where can I get more information about the 2023 Choice Gas Program?

You can use this guide, the choicegas.com website, visit the natural gas commodity Supplier websites or call the Supplier phone numbers to obtain information about the natural gas commodity Suppliers and their available price options. See page 8 of this guide for more information

How do I select a Supplier?

This guide explains the steps necessary to submit a selection during the selection period. You can submit a selection online at choicegas.com, through your Supplier, or by using the mail in selection form. Alternatively, if you choose to take no action and utilize the automatic rollover selection method then your current natural gas commodity Supplier will continue to provide your natural gas commodity supply; however the price may be different from your current natural gas commodity price. (These choices are referred to as “accepted submission methods” throughout this guide). **The Wyoming Choice Gas Program selection period begins Thursday, April 6, and ends midnight CDT Wednesday, April 26, 2023.**

What constitutes a “valid” selection?

A selection is considered valid when you submit your natural gas commodity Supplier choice through one of the accepted submission methods on or before midnight CDT Wednesday, April 26, 2023. Confirmation codes may be time-sensitive, so check with your natural gas commodity Supplier about a confirmation code’s expiration date. **The first valid selection recorded is considered your final choice.** Record the verification number provided when submitting your selection online or through your Supplier. **Mail-in selection forms must be signed and postmarked on or before Wednesday, April 26, 2023 to be valid.**

What if I don’t make a natural gas commodity Supplier selection?

If you do not make a selection online, through your Supplier, or by mail, the automatic roll over selection method takes effect. The rollover selection method results in the continuation of your current natural gas commodity price option with the same natural gas commodity Supplier. The final natural gas commodity price from a Supplier will be determined by the Supplier

15 days after the selection period ends. The natural gas commodity price from Black Hills Wyoming Gas, LLC (the regulated utility) will be the rate approved quarterly by the Wyoming Public Service Commission.

What risks are associated with the Choice Gas Program?

When deciding whether to choose a natural gas commodity Supplier or utilize the automatic rollover selection method, you should be aware that each price option may involve some risk due to market volatility. The natural gas commodity price options that the natural gas commodity Suppliers offer may be subject to that market volatility risk. See page 12 of this guide for more information.

What happens if I move after the selection period is over?

The selection you made during the selection period is specific to the service address. If you move your selection does not move with you. If your new service address is within the Choice Gas Program service area, you would continue with the natural gas commodity Supplier selected for that address by the previous occupant. You will have the option to make a new selection with the next April selection period. New construction customers and customers moving into a service address that was not active during the annual selection period will be defaulted to the Gas Cost Adjustment (GCA) and provided with a selection packet by mail allowing them two weeks to make a selection. If the customer doesn't make a selection, they will remain with the Gas Cost Adjustment (GCA) regulated rate price option offered by Black Hills Wyoming Gas, LLC (the regulated utility). For additional questions about service address issues, call **888-890-5554**.

Does the Choice Gas Program affect the quality of distribution service?

No. Regardless of your selection, Black Hills Wyoming Gas, LLC (the regulated utility) will continue to provide meter reading and billing services, respond to gas leaks, and ensure the safety and reliability of the natural gas supply to customers served in the Choice Gas Program communities.

Where can I find more information about the natural gas commodity Suppliers?

You can find more information about the natural gas commodity Suppliers, such as websites and phone numbers, on page 8 of this guide, the annual selection form included in your packet, or the choicegas.com website

What is Budget Billing and is it a Choice Gas Program Option?

Budget Billing is not a Choice Gas Program option, and additionally, is not available to customers choosing a fixed monthly bill price option offered by a Choice Gas Program natural gas commodity Supplier. Budget Billing is a payment plan method offered by Black Hills Wyoming Gas, LLC (the regulated utility) to help customers avoid the highs and lows

associated with normal monthly billing of their natural gas usage. To utilize this payment plan method customers must meet certain eligibility requirements and contact Black Hills Wyoming Gas, LLC to enroll. The customer's monthly bill is computed by taking an average of the bills for the previous 12 months, which includes the current month's bill. A portion of the calculated Budget Billing payment plan balance is added to the calculated average bill and rounded up to determine the current payment due. If enrolled in this payment plan method, customers can at any time after enrollment decide to end the Budget Billing plan, which then causes the unpaid balance to become due with the next billing cycle. If a credit balance exists it can be refunded or applied to the next month's billing at the customer's discretion.

How does being on Budget Billing impact me if I choose a fixed monthly bill natural gas commodity price option with a Supplier?

Budget Billing isn't available to customers who choose a fixed monthly bill price option with a Choice Gas Program natural gas commodity Supplier. If a Budget Billing customer selects a fixed monthly bill natural gas commodity price option offered by a natural gas commodity Supplier, any outstanding Budget Billing balance will be due in full with their May bill. Customers can find their current Budget Billing plan balance on page 1 of their most recent utility bill.

What is the difference between Black Hills Wyoming Gas, LLC (the regulated utility) and Black Hills Energy Services ("BHES")?

Black Hills Wyoming Gas, LLC (the regulated utility) is the local natural gas utility and is regulated by the Wyoming Public Service Commission. Black Hills Wyoming Gas, LLC is also the administrator of the Choice Gas Program. Black Hills Wyoming Gas, LLC supplies natural gas commodity to its Choice Gas Program customers under the Gas Cost Adjustment (GCA) regulated rate. Black Hills Wyoming Gas, LLC does not receive any profit on the natural gas commodity price.

Black Hills Energy Services ("BHES") is a non-regulated Choice Gas Program natural gas commodity Supplier. Although BHES (the non-regulated Supplier) is affiliated with Black Hills Wyoming Gas, LLC (the regulated utility), BHES is a legally separate company.

Additional features of the Choice Gas Program

Multi-year selection option:

You may be offered the opportunity to select a natural gas commodity Supplier and natural gas commodity price option for a multi-year term, however not all Suppliers offer multi-year term price options. Residential customers may select a term for up to two years. Commercial and industrial customers may select a term of up to three years.

If you selected a multi-year term, during the term of your selection, you will not:

- Receive an annual selection packet
- Receive Supplier marketing contact
- Be eligible to make another selection

Multi-year selection terms are non-transferable, due to being customer and service address specific. This means if you move during the term of a multi-year selection, you'll be eligible to make a selection at your new service address during the next annual Choice Gas Program selection period. Similarly, if you move into a service address whose previous tenant made a multi-year selection, you will be eligible to make a selection during the next annual Choice Gas Program selection period.

Check with your natural gas commodity Supplier regarding multi-year term offers, the applicable terms and conditions, and/or any early termination charges or fees that may apply.

For more information about multi-year options, please contact any of the participating Choice Gas Program natural gas commodity Suppliers on Page 8 of this guide.

Supplier marketing and customer contact information:

The natural gas market can be volatile, with available rates changing frequently during the annual selection period. To give you timely information to help you make the Choice Gas natural gas commodity Supplier selection that best suits your needs, the participating natural gas commodity Suppliers may call, text or email you to share their individual natural gas commodity price and price option offerings. Black Hills Wyoming Gas, LLC, the Choice Gas Administrator provides the Choice Gas Program participating natural gas commodity Suppliers with the telephone number and email address you have provided for your Wyoming Gas, LLC utility account.

Although we want you to have the opportunity to receive this additional information, we also understand that calls, texts and emails may be burdensome. Each natural gas commodity Supplier is limited to the frequency, type and number of contacts made to you. **If you don't want to receive these Supplier communications, ask to be removed from their call list or opt out of their email communications.** You may also contact the utility call center at 877-245-3506 to request Choice Gas Program participating natural gas commodity Suppliers discontinue all marketing communication attempts to you. Within 24 hours of a successful selection being recorded for your service address, you shouldn't receive any further contact from natural gas commodity Suppliers.

Suggested questions to ask the participating Choice Gas Program natural gas commodity Suppliers:

1. Please explain each of your available natural gas commodity price options including the name of the price option, for example is it a fixed rate or a market rate that changes.
2. How does a confirmation code relate to natural gas commodity price options, and how long is the confirmation code valid for me to use?
3. Are there any built-in increases, decreases or caps in any of the natural gas commodity price options?
4. What is the price for the fixed rate per therm option?
5. If the price changes with the market, how often does it change? How does it change? How is it calculated?
6. Does the price on any of the natural gas commodity price options depend upon how much, or when, I use natural gas?
7. Are there additional cost components to this price that I should be aware of?
8. If I don't make a selection, how will my natural gas commodity price be determined?
9. Are termination fees associated with any of your price options and when would I be subject to those fees?
10. If I choose a multi-year term, does my price stay the same for the entire term? If not, why, and what instances would my price change from the original price quoted?

Supplier gas price options

The natural gas suppliers participating in the Choice Gas Program offer customers a variety of price options, including some of the ones described below. Suppliers may offer additional price options with caps and/or floors to make sure your rate won't go above or below a certain price. Check each of the suppliers' websites listed on page 8 for details about these and other price options they offer.

Fixed rate per therm

A natural gas commodity price per therm that is fixed or "locked in." This means that even if market prices change, your natural gas commodity price per therm is locked in for the entire term selected. The natural gas commodity portion of your utility bill will vary based on your natural gas usage.

Market index rate

A month-to-month market natural gas commodity price per therm that changes each month based upon market price fluctuations. This price includes two components you should consider when comparing market index prices: the market index value used and the adder.

The index value of your price follows market changes each month, while the adder remains constant throughout the term selected. The natural gas commodity portion of your utility bill will also vary based on your natural gas usage.

Blended rate

A combination of monthly market index and/or fixed prices per therm. If a fixed price component is included, a portion of your natural gas commodity usage is locked in at a fixed price. The natural gas commodity price for the remaining portion of your natural gas commodity usage will follow market changes during the Choice Gas Program year. The natural gas commodity portion of your utility bill will also vary based on your natural gas usage.

Fixed monthly bill

Please note that the fixed monthly bill price option is not the same as the Budget Billing plan. The Budget Billing plan provides customers a method of paying for gas usage to avoid highs and lows of normal monthly billing, and is offered by Black Hills Wyoming Gas, LLC (the regulated utility).

The fixed monthly bill option offered by some Supplier's, however, is calculated based off of the historical usage at the service address as well as the natural gas commodity costs determined by the natural gas commodity Supplier's price, together with the Black Hills Wyoming Gas, LLC (the regulated utility) customer charge, distribution fees, and state, county, city taxes and any other fees that may be applicable in your area. Subject to the Supplier's terms and conditions, a fixed monthly bill won't

change during the Choice Gas Program year, regardless of changes to natural gas commodity prices or weather-related gas usage. Please see page 2-3 for details regarding Budget Billing.

Gas Cost Adjustment (GCA) regulated rate natural gas commodity price option offered by Black Hills Wyoming Gas, LLC (the regulated utility)

A per-therm natural gas commodity price based on Black Hills Wyoming Gas LLC's (the regulated utility) projected cost of purchasing gas for customer use. Black Hills Wyoming Gas, LLC is required to exercise reasonable prudence in purchasing gas and is entitled to recover its actual cost of gas with no markup. The Wyoming Public Service Commission doesn't regulate natural gas market prices themselves; however, the Commission does regulate other aspects of the Gas Cost Adjustment (GCA) regulated rate natural gas commodity price option offered by Black Hills Wyoming Gas, LLC.

The per-therm Gas Cost Adjustment (GCA) regulated rate natural gas commodity price is reviewed frequently and changes at least quarterly based on forward-looking market price fluctuations during the Choice Gas Program year. Prices also include credits or surcharges related to previous period true-up adjustments between the projected and actual gas prices and volumes. True-up credits or surcharge adjustments will be made as needed during each Choice Gas Program year to track and recover the actual cost of natural gas commodity from customers who choose the Gas Cost Adjustment (GCA) regulated rate natural gas commodity price option from Black Hills Wyoming Gas, LLC during each Choice Gas Program year.

What you should know about the impact of the February Extreme Weather rate

The Wyoming Public Service Commission has approved a February Extreme Weather ("FEW") Rate of \$0.1149 per therm, effective January 1, 2023, through August 31, 2024. The FEW Rate is for the recovery of the significant increase in gas costs related to Storm Uri in February 2021 caused by extremely high demand and production interruptions. Premises where the customer was receiving service under the Regulated GCA option on February 28, 2021 will be subject to payment of the FEW Rate for the duration of the effective period. If these premises subsequently select a Choice Gas Supplier during the FEW Rate effective period, the premises will still be subject to the FEW Rate. Premises where the customer was receiving service under a selected Choice Gas Supplier on February 28, 2021 will not be subject to the FEW Rate for the duration of the effective period. If these premises subsequently select to receive service under the Regulated GCA option during the FEW effective period, the premises will continue to not be subject to the FEW Rate. Additionally, any new premises adding service after February 28, 2021 will not be subject to the FEW Rate for the duration of the effective period.

Choice Gas Program Participating Suppliers

Symmetry Energy Solutions, LLC

888-200-3788

(Se habla español)

symmetryenergy.com/choice

Black Hills Energy Services

866-231-3241

(Se habla español)

ChooseBHES.com

WoodRiver Energy, LLC

877-790-4990

woodriverenergy.com/Wyoming

Archer Energy, LLC

844-795-7491

archerenergy.com

Uncle Frank Energy Services

833-372-6564

unclefrankenergy.com

Wyoming Producer-Consumer Alliance

877-438-9722

(Se habla español)

wp-ca.com

Wyoming Community Gas

877-318-4051

wyomingcommunitygas.org

Vista Energy Marketing

888-508-4782

(Se habla español)

vistaenergymarketing.com

Black Hills Wyoming Gas, LLC (the regulated utility)

877-245-3506

(Se habla español)

ChoiceGas.com

Supplier selection instructions

If you'd like to choose a natural gas commodity Supplier to provide your natural gas commodity:

1. You may review the list of Suppliers and their available price options located on the enclosed selection form. The list of Suppliers and their contact information can also be found on the enclosed letter, or on the website at choicegas.com.
2. Contact the Suppliers using their contact information provided for each.
3. For comparison purposes, you may prefer to record the Supplier price quotes together with their associated confirmation codes and the length of time they are valid. Supplier price quotes may be available for limited amounts of time. This guidebook includes a worksheet to assist with the price comparison process, or you may use your own worksheet.
4. You may choose only one Supplier and one price option per service address.
5. Submit your natural gas commodity selection online at choicegas.com, by phone through your Supplier, or by mailing the enclosed natural gas commodity selection form using the postage paid envelope provided.
6. If you make your selection using the enclosed selection form, sign and date the form and return it in the postage paid envelope provided. If you did not receive the postage paid envelope, you may return the form to: Choice Gas Program, P.O. Box 1158, Rapid City, SD 57709. NOTE: Do not mail your selection form to your natural gas commodity Supplier.
7. Record your selection and retain for your records using the detachable bottom portion of the selection form.

Automatic rollover

If you do not make a selection online at choicegas.com, by phone through your supplier, or by mail, the automatic rollover selection method takes effect. The rollover selection method results in the continuation of your natural gas commodity price option with the same natural gas commodity Supplier. The final natural gas commodity price from a Supplier will be determined by the Supplier (15) days after the selection period ends. The natural gas commodity price from Black Hills Wyoming Gas, LLC (the regulated utility) will be the rate approved quarterly by the Wyoming Public Service Commission.

When deciding whether to utilize the automatic rollover selection method or choose a natural gas commodity Supplier, you should be aware that each price option may potentially involve some risk due to market volatility. The

natural gas commodity price options offered by natural gas commodity Suppliers may be subject to that market volatility risk or may potentially reflect price stability as a result of wholesale natural gas commodity prices that are subject to increases or decreases that have an impact on prices quoted by natural gas commodity Suppliers.

Wyoming Public Service Commission Notice

From 2017 to 2021, most of the customers who selected a non-regulated Choice Gas Program Supplier paid more for their natural gas commodity than they would have paid under the Gas Cost Adjustment regulated rate option.

There are potential risks and rewards associated with any gas pricing option a customer selects. Past performance of Choice Gas Program selections does not guarantee the performance of future selections.

See <https://psc.wyo.gov/home/choice-gas-program> for more information or call 307-777-7427.

If you experience problems, have questions, or would like to make a complaint regarding an issue with a Supplier or the Choice Gas Program, please call 877-245-3506.

Worksheet

This worksheet is meant to help you select the supplier and price option that best suits your needs. Please keep this sheet for your records.

Symmetry Energy Solutions, LLC

symmetryenergy.com/choice

Commodity Price Options:

- Fixed Rate Per Therm (1 or 2 year)
- Market Index Rate (1 or 2 year)
- Managed (1 year)

888-200-3788

(Se habla español)

Confirmation Code:

Quote:

_____	_____
_____	_____
_____	_____

Black Hills Energy Services

ChooseBHES.com

Commodity Price Options:

- WinterGuard[®] (Fixed Monthly Bill) (1 or 2 year)
- Fixed Rate Per Therm (1 or 2 year)
- Market Index Rate (1 or 2 year)
- Blended Smart Rate (1 or 2 year)

866-231-3241

(Se habla español)

Confirmation Code:

Quote:

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WoodRiver Energy, LLC

woodriverenergy.com/Wyoming

Commodity Price Options:

- Secure Fixed Rate (Fixed Monthly Bill) (1 or 2 year)
- Guaranteed Fixed Rate Per Therm (1 or 2 year)
- Guaranteed Index (1 or 2 year)

877-790-4990

Confirmation Code:

Quote

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_____	_____
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Archer Energy, LLC

archerenergy.com

Commodity Price Options:

- Flatbill + Cashback (Fixed Monthly) (1 or 2 year)
- ArcherPro (1 or 2 year)
- Ratelock (1 or 2 year)
- Pass-Through (1 or 2 year)
- Greengas (1 or 2 year)

844-795-7491

Confirmation Code:

Quote

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_____	_____

Uncle Frank Energy Services

unclefrankenergy.com

Commodity Price Options:

- Fixed Rate Per Therm (1 or 2 year)
- Market Index Rate (1 or 2 year)

833-372-6564

Confirmation Code:

Quote

_____	_____
_____	_____

Wyoming Producer-Consumer Alliance

wp-ca.com

Commodity Price Options:

- Fixed Rate Per Therm (1 or 2 year)
- Market Index Rate (1 or 2 year)
- Index with a Cap (1 or 2 year)
- Blended Rate (1 or 2 year)

877-438-9722

(Se habla español)

Confirmation Code:

Quote:

_____	_____
_____	_____
_____	_____
_____	_____

Wyoming Community Gas

wyomingcommunitygas.org

Commodity Price Options:

- Budget Assist (Fixed Monthly Bill) (1 or 2 year)
- Fixed Rate Per Therm (1 or 2 year)
- Market Index Rate (1 or 2 year)

877-318-4051

Confirmation Code:

Quote:

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_____	_____
_____	_____

Vista Energy Marketing

vistaenergymarketing.com

Commodity Price Options:

- Go Pokes Fixed Bill (Fixed Monthly Bill) (1 or 2 year)
- Go Pokes Fixed Price (1 or 2 year)
- Go Pokes Index Price (1 or 2 year)
- Guaranteed Lower than the Gas Cost Adjustment (1 or 2 year)

888-508-4782

(Se habla español)

Confirmation Code:

Quote:

_____	_____
_____	_____
_____	_____
_____	_____

Black Hills Wyoming Gas, LLC (the regulated utility)

ChoiceGas.com

Commodity Price Options:

- Gas Cost Adjustment (GCA) Regulated Rate

877-245-3506

(Se habla español)

Confirmation Code:

Est. Price

_____	_____
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Go online to choicegas.com, click on "Learn More" under Wyoming Choice Gas customers then scroll down and click on "View the Current Gas Cost Adjustment Regulated Rate" to find the estimated price and confirmation code for your division, or call 877-245-3506 for assistance.

Choice Gas Program
choicegas.com
877-245-3506
2023 hours:

Thursday, April 6..... 8 a.m. – 7:30 p.m. CDT

Monday, April 10 – Friday, April 14..... 8 a.m. – 7:30 p.m. CDT

Monday, April 17 – Friday, April 21..... 8 a.m. – 7:30 p.m. CDT

Monday, April 24 – Wednesday, April 26..... 8 a.m. – 7:30 p.m. CDT

*Para información en español sobre el programa
“Choice Gas” favor de llamar al número gratis
877-245-3506*