



Choice Gas Program  
P.O. Box 406  
Scottsbluff, NE 69363  
877-245-3506  
ChoiceGas.com

## In this packet, you'll find all the materials you need to choose your natural gas supplier and pricing option for 2019-20.

Dear Choice Gas Customer:

Welcome to the 2019 Choice Gas Program! The Choice Gas Program gives you the opportunity to choose a natural gas supplier and pricing option that best suits your needs. Regardless of the supplier you select, Black Hills Energy will maintain your local natural gas system, read the meters, send bills and answer questions. The distribution charge on your bill pays for these services.

### What's enclosed in this packet?

1. A personalized selection form with instructions and postage-paid reply envelope.
2. A booklet entitled "A Guide to the Choice Gas Program Nebraska" that takes you through the selection process, answers questions, and provides important contact information and details about the Choice Gas Program. Be sure to keep this guide for your reference through the 2019-20 Choice Gas Program year.
3. A "Choice Gas Quick Start Guide" that provides a quick overview of the options and steps required to make a supplier selection.

### Reminder of additional Choice Gas Program features

#### Control number retrieval

To simplify access to your Choice Gas control number used in the selection process, we continue to offer two options for obtaining a control number.

You'll need your account number to get your control number through one of the following methods:

- Call 877-245-3506. You will be asked to provide your account number and the last four digits of the account holder's Social Security number or tax identification number.
- Visit [www.ChoiceGas.com](http://www.ChoiceGas.com). Click the button applicable to the state and program specific to your enrollment. The next page provides the option to obtain your control number, and you will be asked to provide your account number and the last four digits of the account holder's Social Security number or tax identification number.
- **In order for the control number retrieval process to be successful, the account holder's social security number would need to have been provided to Black Hills Energy for the account.**

#### Multi-year selection option

You can choose a supplier and pricing option for up to three years.\* If you opt for a multi-year term through your supplier, you'll know your pricing option and rate not only for the new program year (June-May) but for future program years as well.

As a customer selecting 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

All Choice Gas selections are specific to your current service address and are nontransferable. Multi-year selection options are customer and service address specific, so 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 selection period.

**\*A residential customer may select a term up to two years, and a commercial or industrial customer may select a term up to three years. Check with your supplier regarding any applicable terms and conditions or early termination charges or fees that may apply.**

We encourage you to actively participate in the Choice Gas Program to choose a natural gas supplier, pricing option and term that best suits your needs. For more information about multi-year options, please contact any of the Choice Gas participating suppliers located on page 7 of the enclosed Choice Gas guide.

### Supplier marketing and customer contact information

The natural gas market can be volatile, with available rates changing frequently during the selection period. To provide timely information for the Choice Gas selection that best suits your needs, the participating suppliers may call, text or email you to share their individual offerings. We provide all suppliers with the telephone number and email address you may have provided for your Black Hills Energy account.

Although we want you to have the chance to get this additional information from the suppliers, we also understand that phone calls, texts and emails may be burdensome. Each supplier is limited as to the frequency, type and number of contacts made to you. If you don't want to receive these communications from a supplier, ask to be removed from their call list or opt out of email communications. After you've completed a successful selection for your service address, you shouldn't receive any further contact from a supplier.

### What do I need to do?

Select your natural gas supplier and pricing option for the 2019-20 Choice Gas Program year. There are four ways to make your selection: 1) by automatic rollover 2) online 3) through your supplier 4) or by mail. Instructions on each submission method are found on the back of the selection form and in the guide. Check with your supplier as to how long the given price for a pricing option will be valid. The first valid selection you submit will be considered final. **The Choice Gas Program selection period begins Friday, April 12, 2019, and ends Thursday, April 25, 2019.** You must submit your selection on or before the end of the selection period or you will automatically roll over to your current supplier and pricing option. **You must sign your mailed selection form for it to be considered valid.**

### What if you don't do anything?

If you don't submit a valid selection on or before April 25, 2019, your account will roll over to your current supplier and pricing option. If you roll over any pricing option, your final rate will be determined no later than 15 days after the selection period ends. The natural gas commodity price that Choice Gas rollover customers will be charged will not carry over from the previous year unless the supplier agrees to do so. The final rollover price may be different from the prices quoted during the selection period. We encourage you to participate in the selection process to make sure you know the price you'll receive for the upcoming year.

### What are the key sources of information regarding the 2019-20 Choice Gas Program?

- Websites and phone numbers for each supplier offer additional information and pricing options. See below or page 10 of the guide for more details.
- A Choice Gas program guide is enclosed.

### Important phone numbers

Review the enclosed guide, and if you have additional questions about the Choice Gas Program or need additional selection forms, call **877-245-3506** or visit **www.ChoiceGas.com**. For questions about price quotes or energy pricing options, contact the suppliers listed below.

<b>ACE (Public Alliance for Community Energy)</b>	800-454-4759 (Se habla español)	<a href="http://www.ACEenergy.org">www.ACEenergy.org</a>
<b>Vista Energy Marketing</b>	888-508-4782 (Se habla español)	<a href="http://www.VistaEnergyMarketing.com">www.VistaEnergyMarketing.com</a>
<b>Constellation Energy</b>	877-274-5710	<a href="http://www.NebraskaGas.com">www.NebraskaGas.com</a>
<b>Black Hills Energy Services</b>	800-215-3035 (Se habla español)	<a href="http://www.TrustBHES.com">www.TrustBHES.com</a>
<b>CenterPoint Energy Services, Inc.</b>	888-200-3788 (Se habla español)	<a href="http://www.BetterNEGas.com">www.BetterNEGas.com</a>
<b>WoodRiver Energy, LLC</b>	888-510-9315	<a href="http://www.WoodRiverEnergy.com">www.WoodRiverEnergy.com</a>

Thank you for participating in the 2019 Choice Gas Program. We look forward to serving you.

Sincerely,

Choice Gas Administration