



Choice Gas Program  
P.O. Box 1158  
Rapid City, SD 57709

## In this packet, you'll find all the materials you need to choose your natural gas supplier and pricing option for 2021.

Dear Choice Gas Customer,

Welcome to the 2021 Choice Gas Program! The Choice Gas Program gives you the opportunity to choose a natural gas supplier and price 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 "Choice Gas Quick Start Guide" that provides a quick overview of the options and steps required to make a supplier selection.

### Additional Choice Gas Program features

#### Control number retrieval

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

- Call 877-245-3506. Provide your account number and the last four digits of the account holder's Social Security number or tax identification number.
- Visit [choicegas.com](http://choicegas.com). Click the button applicable to the state and program specific to your enrollment. The next page gives the option to obtain your control number, enter your account number and the last four digits of the account holder's Social Security number or tax identification number.

**\*This process is successful only if the account holder's social security number has been provided to Black Hills Energy for the account.**

#### Multi-year selection option

You can choose a supplier and price option for up to three years.\* If you opt for a multi-year term through your supplier, you'll know your price 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, price option and term that best suits your needs. For more information about multi-year options, please contact any of the Choice Gas participating suppliers listed on the enclosed Choice Gas selection form.

#### Supplier marketing and customer contact information

The natural gas market can be volatile, with available prices 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 price option for the 2021 Choice Gas Program year. There are four ways to make your selection: 1) online 2) through your supplier 3) by mail 4) by automatic rollover. Instructions on each submission method are found on the back of the selection form. Check with your supplier as to how long the given price for a price option will be valid. The first valid selection you submit will be considered final. **The Choice Gas Program selection period begins Thursday, March 18 2021, and ends Thursday, April 22, 2021.** 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 price option. **You must sign your mailed selection form for it to be considered valid.**

### What if you choose to do nothing?

By doing nothing, you invoke the automatic rollover selection, which results in the continuation of your natural gas commodity price option with the same supplier, however the final price will be determined by the supplier 15 days after the selection period ends. The advantages of actively making your selection during the Annual Selection Period are: 1) Immediate knowledge of the price you will pay beginning June 1st 2) no more marketing communications from suppliers when your selection is made 3) variety of prices and options available during the Annual Selection Period versus the final price assigned by your supplier after the Annual Selection Period ends.

### Key sources of information for the 2021 Choice Gas Program

- Websites and phone numbers for each supplier offer additional information and price options. See below or refer to the enclosed selection form.
- A Choice Gas Guide Book is available at [choicegas.com](http://choicegas.com).

### Important phone numbers

For additional questions about the Choice Gas Program, call **877-245-3506** or visit **[choicegas.com](http://choicegas.com)**. For questions about price quotes or energy price options, contact the suppliers listed below.

<b>WoodRiver Energy, LLC</b>	888-510-9315	<a href="http://www.WoodriverNEgas.com">www.WoodriverNEgas.com</a>
<b>Uncle Frank Energy Services</b>	833-372-6564 (833-Frank NG)	<a href="http://www.unclefrankenergy.com">www.unclefrankenergy.com</a>
<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.lockinyoursavings.com">www.lockinyoursavings.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>Symmetry Energy</b>	888-200-3788 (Se habla español)	<a href="http://www.symmetryenergy.com/choice">www.symmetryenergy.com/choice</a>

Thank you for participating in the 2021 Choice Gas Program. We look forward to serving you.

Sincerely,

Black Hills Energy  
Choice Gas Administration