

A guide to the Choice Gas program

**Wyoming
2022**

Deadline for selections:
Thursday, April 21, 2022

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 difference between Black Hills Energy and Black Hills Energy Services?

Black Hills Wyoming Gas, LLC is a regulated utility and administrator of the Choice Gas program conducting its business under the name of “Black Hills Energy.” Black Hills Wyoming Gas, LLC offers the Gas Cost Adjustment or GCA price option, which is regulated by the Wyoming Public Service Commission.

Black Hills Energy Services (BHES) is a non-regulated Choice Gas supplier. BHES is affiliated with Black Hills Wyoming Gas, LLC. Although the names of the two affiliated businesses are similar, the non-regulated natural gas supply services provided by BHES are legally separate and distinct from the regulated Choice Gas program provided and administered by Black Hills Wyoming Gas, LLC.

What is the Choice Gas program?

The Choice Gas program is an annual program Black Hills Energy administers that gives you the chance to choose a natural gas commodity supplier and price option that best suits your needs.

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

What is the benefit of the Choice Gas program?

Because the Choice Gas program allows you to choose your natural gas commodity supplier and price option, you have an opportunity to manage gas supply price risk and market volatility to meet your needs.

Where can I get more information about the 2022 Choice Gas program?

You can use this guide or access websites and phone numbers for each supplier for information about the supplier and their price options. See page 8 of this guide for more information. You can also call 866-432-6200 toll free for prerecorded competitive price quotes from all participating suppliers.

How do customers select their supplier?

This guide explains the steps necessary to submit a selection. You can automatically roll over to your current supplier and price option or submit a selection online, directly through your chosen supplier or through the mail. (These choices are referred to as “accepted submission methods” throughout this guide). **The Wyoming Choice Gas program selection period begins Friday, April 1, and ends Thursday, April 21, 2022.**

What constitutes a “valid” selection?

A selection is considered valid when you submit your choice through one of the accepted submission methods on or before Thursday, April 21, 2022. Confirmation codes are time-sensitive, so check with your supplier about its expiration date. **The first valid selection Black Hills Energy receives is considered your final choice.** Record your verification number if submitting your selection online. **Mail-in selection forms must be signed to be valid.**

What if I don’t make a selection?

If you don’t submit a valid selection on or before Thursday, April 21, 2022, your account will automatically roll over to your current supplier and price option at a price to be determined by the Choice Gas supplier. If you roll over any Choice Gas price option, the final rate will be made publicly available no later than 15 days after the selection period ends. The natural gas commodity price that Choice Gas rollover customers will be charged won’t carry over from the previous year unless the supplier agrees to do so. We encourage you to participate in the selection process so you know the price of the gas commodity you’ll receive for the upcoming year.

What happens if I move during the Choice Gas program year?

If you move from one service address to another, or a new customer moves to a service address within the Choice Gas program territory, that customer will continue with the supplier previously selected for that address. New construction customers will be provided with a selection packet by mail. If that customer doesn’t make a selection, they will default to the gas cost adjustment or GCA. 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 Energy will continue to provide meter reading and billing services, respond to gas leaks, and ensure the safety and reliability of the gas supply to Choice Gas program communities.

Are the suppliers reliable?

Yes. Participating suppliers must meet certain requirements set forth in Black Hills Energy's tariff and must be approved by the Wyoming Public Service Commission.

Where can I find more information about the suppliers?

You can find more information about the suppliers, such as websites and phone numbers, on page 8 of this guide.

Is Budget Billing available to all customers?

No. Budget Billing isn't available to customers choosing a fixed monthly bill price option with a Choice Gas supplier. **Please note: Budget Billing isn't the same as a fixed monthly bill. If you're currently a Budget Billing customer and you select a fixed monthly bill price option offered by a supplier, your outstanding Budget Billing balance will be due in full with your May bill. You can find the current balance on your Budget Billing plan on page two of your most recent bill.** Budget Billing's monthly rolling adjustment will help protect against larger fluctuations you may have experienced in the past. Your "New Balance Due" will adjust from month to month as a result of the calculation process. The monthly adjustment eliminates the need for an annual true-up of your account. If at any time you decide to end your Budget Billing plan, your balance will be updated to reflect your "settle-up" amount.

For issues or questions not addressed in this guide, please call

888-890-5554.

Additional features of the Choice Gas program

Multi-year selection option:

With our Choice Gas program, you can now choose a supplier and price option for up to three years.* If you select this option 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.

If you select a multi-year price option, you won't receive a selection packet until you become eligible after the end of your term.

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, or service is interrupted for any reason, the multi-year term will end.

Moving to a different premise would mean you will not be eligible to make a selection at the new service address until 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 participate in the Choice Gas program, which allows you 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 participating 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 selection period. We provide all suppliers the phone number and email address you have given for your Black Hills Energy account.

Although we want you to have the opportunity to receive this additional information, we also understand you may not welcome these calls and emails. Each supplier is limited to how often they can contact you. **If you don't want to receive these communications, you can 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 more contact from suppliers.

Suggested questions to ask a supplier:

- ✓ Please explain each of your available price options and tell me if the price option is a fixed rate or a market rate that changes.
- ✓ How does a confirmation code relate to price options, and how long is it valid?
- ✓ Are there any built in increases, decreases or caps in the price options?
- ✓ What is the price per therm for the fixed rate option?
- ✓ If the price changes with the market, how often does it change? How does it change?
- ✓ Does the price on any of the price options depend upon how much, or when, I use natural gas?
- ✓ Are there additional cost components to this price that I should be aware of?
- ✓ If I don't make a selection, how will my natural gas price be determined?
- ✓ Are there termination fees associated with any of your price options?
- ✓ If I choose a multi-year term, does my price stay the same for the entire term? If not, 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 the ones on the following pages. 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 12-month gas price per therm that is fixed or "locked in." This means that even if market prices change, your gas price per therm is locked in for the entire Choice Gas program year. Your gas bill will vary based on your natural gas usage only.

Market index rate

A month-to-month market gas 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 Choice Gas program year.

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 gas usage is locked in at a fixed price. The gas price for the remaining portion of your gas usage will follow market changes during the Choice Gas program year.

Fixed monthly bill

Please note that fixed monthly bill isn't the same as Budget Billing.

A fixed monthly bill includes your natural gas commodity costs, customer charges, distribution fees and the associated taxes and fees. Subject to terms and conditions, a fixed monthly bill won't change during the Choice Gas program year, regardless of changes to gas prices or weather-related gas usage. Unlike Budget Billing, there's no monthly or periodic adjustment.

Gas Cost Adjustment (GCA)

A per-therm price based on the utility's projected cost of purchasing gas for resale. The utility is required to exercise reasonable prudence in purchasing gas and is entitled to recover its actual cost of gas. The utility's cost of the natural gas is passed on dollar for dollar. The Public Service Commission doesn't regulate market prices; however, it does regulate other aspects of the gas cost adjustment (regulated rate).

The per-therm gas price will be reviewed frequently and changed periodically based on forward-looking market price fluctuations during the Choice Gas program year. Prices also include surcharges (positive or negative) related to previous period true-up adjustments between the projected and actual gas prices and volumes. True-up surcharge adjustments will be made as needed during each Choice Gas program year to track and recover the actual cost of gas from customers who receive service under the gas cost adjustment (regulated rate) during each program year.

Participating suppliers

Black Hills Energy Services

866-231-3241

(Se habla español)

ChooseBHES.com

WoodRiver Energy, LLC

877-790-4990

woodriverenergy.com/choice

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)

lockinoursavings.com

Symmetry Energy Solutions, LLC

888-200-3788

(Se habla español)

symmetryenergy.com/choice

Black Hills Wyoming Gas, LLC

877-245-3506

(Se habla español)

ChoiceGas.com

Understanding the selection process

You can choose a Choice Gas program supplier and price option on an annual basis.

If you'd like to choose a new supplier and/or price option:

- 1.** Use the worksheet on pages 12 and 13 of this guide to make sure you have all required information before submitting your selection.
- 2.** Contact each supplier through their website or by calling them. Contact information is on page 8 of this guide.
- 3.** Choose a supplier and price option, and obtain the applicable confirmation code from your supplier. Verify with your supplier how long the confirmation code is valid. **Confirmation codes are time-sensitive, so check with your supplier for its expiration date.**
- 4. Choose a submission method.** Instructions for each method are provided on pages 9-11.
- 5. Submit your selection.**
- 6. Keep the worksheet for your records. DON'T MAIL TO YOUR SUPPLIER.**

How to obtain price information

You can also access a prerecorded message that provides each supplier's fixed price and other information at 866-432-6200. For contact information for participating suppliers, refer to page 8 of this guide.

Automatic rollover

By doing nothing, you invoke the automatic rollover selection, which results in the continuation of natural gas commodity with your same supplier, however the final rate 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 vs the final price assigned by your supplier after the Annual Selection Period ends.**

**If you experience any problems or have questions,
please call 877-245-3506.**

Submitting your selection online

To submit a valid selection online, you'll need a current web browser – e.g. Chrome, Safari or Microsoft Edge.

You'll also need the following information before submitting your selection. For your convenience, we suggest you complete the following fields before logging on.

- Account number (can be found on your selection form in your packet or call 877-245-3506 to obtain it).
(Example account number: 100000023456)
My account number is: _____
- Control number found on the selection form in your packet. You can also call 877-245-3506 to obtain it by providing your account number and last four digits of the account holder's Social Security number or online using a two-factor authentication process in which you enter your account number and your choice of email, phone number or last four digits of the account holder's Social Security number. **If a Social Security number, email address or phone number wasn't provided to Black Hills Energy for the account, the control number retrieval prompt won't be successful and you'll need to obtain your control number either from your selection form or from a call center representative at 877-245-3506.**
(Example control number: 123456789)
My control number is: _____
- Five-digit confirmation code provided to you by your supplier:
Expiration date: _____
for your information only.
(Example confirmation code: 50110)
My supplier selected: _____
- Go to **choicegas.com**
- Click on Wyoming selection, then "Submit your Selection" button and follow the step-by-step instructions between Friday, April 1, and midnight CDT on Thursday, April 21, 2022.

You'll be provided with a verification number. Please record it here:

Or print the verification page and retain for your records.

Submitting your selection by mail

Use the mail-in selection form included in this packet, or call **877-245-3506** to have a form mailed to you.

Follow all instructions on the form, and mail it in the postage-paid return envelope provided. YOUR SUBMISSION MUST BE POSTMARKED ON OR BEFORE THURSDAY, APRIL 21, 2022. **You must sign your mailed selection form for it to be considered valid.**

If you didn't receive or you misplaced your reply envelope, return your selection form to:

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

Submitting your selection through your supplier

You can request that your supplier submit your annual Choice Gas program selection for you.

- If you want to have your chosen supplier submit your selection, you'll be asked to provide them your account number and control number, which are shown on the enclosed selection form. If you have your account number but need your control number, call 877-245-3506, and choose the control number retrieval prompt.
You'll be asked to provide the account number and the last four digits of the account holder's Social Security number.

My account number is: _____

My control number is: _____

Your control number is specific to your service address and is used to make sure that no other party can submit your selection for you. By providing your control number to a supplier, you authorize that supplier to submit your Choice Gas program selection for you.

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 and don't send it to your supplier.

Black Hills Energy Services

ChooseBHES.com

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: _____

WoodRiver Energy, LLC

woodriverenergy.com/choice

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: _____

Archer Energy, LLC

archerenergy.com

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: _____

Uncle Frank Energy Services

unclefrankenergy.com

Price Options:

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

833-372-6564

Confirmation Code: _____

Quote: _____

Wyoming Producer-Consumer Alliance**wp-ca.com**

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**

Price Options:

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

877-318-4051**Confirmation Code:**

Quote:

Vista Energy Marketing**lockin yoursavings.com**

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:

Symmetry Energy Solutions, LLC**symmetryenergy.com/choice**

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 Wyoming Gas, LLC**ChoiceGas.com**

Price Options:

- Gas Cost Adjustment (GCA)

877-245-3506

(Se habla español)

Confirmation Code:

Est. Price

Choice Gas program
choicegas.com
877-245-3506
2022 hours:

Friday, April 1.....8 a.m. – 7:30 p.m. CDT

Monday, April 4 – Friday, April 88 a.m. – 7:30 p.m. CDT

Monday, April 11 – Friday, April 15.....8 a.m. – 7:30 p.m. CDT

Monday, April 18 – Friday, April 22.....8 a.m. – 7:30 p.m. CDT

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