

# A guide to the Choice Gas program

## Nebraska 2024

Deadline for selections:  
**Wednesday, April 24, 2024**

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 Energy administers that gives you the chance to choose your 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 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 7 of this guide, the choice gas selection form or visit the [choicegas.com](http://choicegas.com) website for each supplier’s contact information.

### How do I select my 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 at [choicegas.com](http://choicegas.com), by phone at 877-245-3506, directly through your chosen supplier or by using the mail-in selection form. (These choices are referred to as “accepted submission methods” throughout this guide). **The Nebraska Choice Gas program selection period starts Thursday, April 4 and ends Wednesday, April 24, 2024.**

### 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 explained above, on or before midnight CDT Wednesday, April 24, 2024. Confirmation codes may be time-sensitive, so check with your natural gas commodity supplier about its expiration date. **The first valid selection recorded is considered your final choice.** Record your verification number if submitting your selection online. **Mail-in selection forms must be signed and postmarked on or before Wednesday, April 24, 2024 to be valid.**

### **What if I don't make a selection?**

If a valid selection isn't submitted on or before Wednesday, April 24, 2024, your account will automatically roll over to the same supplier and price option at a price determined by the supplier that is made publicly available within 15 days after the selection period ends. Customers using the rollover method won't retain the same commodity price from the previous year unless agreed to by the supplier. We encourage you to participate in the selection process so you know the price of the gas commodity you'll pay for the upcoming year.

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

If you move from one service address to another, you'll continue with the supplier previously selected at that address. New construction customers will receive a selection form in the mail with two weeks to make a selection. For questions about service address issues, call **888-890-5554**.

### **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 one of the Nebraska participating suppliers 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 supplier defaulted to until the next program year's selection period. 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 requirements in Black Hills Energy's tariff and must be approved by the Nebraska Public Service Commission.

### **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](http://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 natural gas commodity supplier. **Please note: Budget Billing isn't the same as a fixed monthly bill.** If you're 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. You can find the current balance of 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.

### **What is the difference between Black Hills Energy and Black Hills Energy Services?**

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

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

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

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. For more information about multi-year price options, check with the participating suppliers from page 7 of this guide as well as any applicable terms and conditions of early termination charges or fees that may apply.**

### Supplier marketing and customer contact information:

To give you timely information to help you make the Choice Gas selection that best suits your needs, the participating suppliers may call or email you to share their individual offerings. We provide all suppliers the phone number and email address you provided 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.** You may also contact the utility call center at 877-245-3506 to request suppliers discontinue marketing communications to you. 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:**

1. 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.
2. How does a confirmation code relate to price options, and how long is it valid?
3. Are there any built in increases, decreases or caps in the price options?
4. What is the price per therm for the fixed rate option?
5. If the price changes with the market, how often does it change? How does it change?
6. Does the price on any of the 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 am satisfied with what I had last year, do I need to make a selection again this year? If I don't make a selection, how will my natural gas price be determined?
9. Are there termination fees associated with any of your price options?

## Supplier natural gas price options

The natural gas commodity suppliers participating in the Choice Gas program offer you a variety of price options which may or may not include the ones 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 suppliers' website listed on page 7 for details about these and other price options.

### Fixed rate per therm

A 12-month gas price per therm that is fixed or "locked-in." So, 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 upon gas usage only.

### Market index rate

A month-to-month market gas price per therm that changes each month based on 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 this isn't the same as Budget Billing.** A fixed monthly bill includes your 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.



## Participating suppliers

### Constellation Energy

**877-274-5710**

(Se habla español)

**NebraskaGas.com**

### Black Hills Energy Services

**800-215-3035**

(Se habla español)

**TrustBHES.com**

### WoodRiver Energy, LLC

**877-790-4990**

**woodriverenergy.com/nebraska**

### Symmetry Energy

**888-200-3788**

(Se habla español)

**symmetryenergy.com/choice**

### Uncle Frank Energy Services

**833-372-6564**

**unclefrankenergy.com**

### ACE (Public Alliance for Community Energy)

**800-454-4759**

(Se habla español)

**ACEenergy.org**

### Vista Energy Marketing

**888-508-4782**

(Se habla español)

**vistaenergymarketing.com**

### Legacy Natural Gas

**888-452-8231**

**legacynaturalgas.com**

## Understanding the selection process

Customers are given the opportunity to select a Choice Gas program natural gas commodity supplier and price option for the commodity portion of their natural gas bill.

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

1. Use the worksheet on page 12 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 7 of this guide.
3. Choose a natural gas commodity 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 please check with your supplier on its expiration date.**
4. Choose a submission method. Instructions for each method are provided on the following pages.
5. Submit your selection.
6. Keep the worksheet for your records. DON'T MAIL TO YOUR SUPPLIER.

## Automatic rollover

If you do not make a selection online at [choicegas.com](http://choicegas.com), by phone @ 877-245-3506, 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.

**If you experience any 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.**

## 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: \_\_\_\_\_
- To obtain your control 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. Click on the link called here (underline here and make the word here light blue) and on the next screen enter your account number and choose the method by which you want to receive your verification code. Check your email or text message for the verification code, enter it online and your control number will be provided. **If the phone number and/or email address were not 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 “Learn More” under Nebraska Choice Gas customers, then “Submit your Selection” button and follow the step-by-step instructions between Thursday, April 4 and midnight CDT on Wednesday, April 24, 2024.

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 through the IVR (phone)

Contact the Suppliers for pricing and request the confirmation code from the chosen Supplier that represents your price option and corresponding price agreed to.

The confirmation code will be a 5-digit number.

Call 877-245-3506 and follow the prompts to make your selection. You will only need to input the 5-digit confirmation code number to make your selection.

If you experience any problems or have questions, please speak with a call center representative @ 877-245-3506.

## Submitting your selection by mail

Use the mail-in 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 in the postage-paid return envelope provided. Your submission must be postmarked on or before Wednesday, April 24, 2024. **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, choosing 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 or tax identification number.**

My account number is: \_\_\_\_\_

My control number is: \_\_\_\_\_

My confirmation code 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.

## Constellation Energy NebraskaGas.com

### 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)

**877-274-5710**  
(Se habla español)

Confirmation Code: Quote:

_____	_____
_____	_____
_____	_____

## Black Hills Energy Services TrustBHES.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)

**800-215-3035**  
(Se habla español)

Confirmation Code: Quote:

_____	_____
_____	_____
_____	_____

## WoodRiver Energy, LLC woodriverenergy.com/nebraska

### 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:

_____	_____
_____	_____
_____	_____

## Symmetry Energy symmetryenergy.com/choice

### Commodity price options:

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

**888-200-3788**  
(Se habla español)

Confirmation Code: Quote:

_____	_____
_____	_____
_____	_____

## Uncle Frank Energy Services unclefrankenergy.com

### Commodity price options:

- Fixed Rate Per Therm (1 year)
- Fixed Rate Green Gas (1 year)
- Market Index Rate (1 year)
- Market Index Rate Green Gas (1 year)

**833-372-6564**

Confirmation Code: Quote:

_____	_____
_____	_____
_____	_____

**ACE (Public Alliance for Community Energy)**  
**ACEenergy.org**

Commodity price options:

- ACE WeatherShield™ (Fixed Monthly Bill) (1 or 2 year)
- Fixed Rate Per Therm (1 or 2 year)
- Market Index Rate (1 or 2 year)

**800-454-4759**  
(Se habla español)

Confirmation Code: Quote:

_____	_____
_____	_____
_____	_____

**Vista Energy Marketing**  
**vistaenergymarketing.com**

Commodity price options:

- Go Big Red Fixed Bill (Fixed Monthly Bill) (1 or 2 year)
- Go Big Red Index Price (1 or 2 year)
- Go Big Red Fixed Price (1 or 2 year)

**888-508-4782**  
(Se habla español)

Confirmation Code: Quote:

_____	_____
_____	_____
_____	_____

**Legacy Natural Gas**  
**legacynaturalgas.com**

Commodity price options:

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

**888-452-8231**

Confirmation Code: Quote:

_____	_____
_____	_____
_____	_____

Choice Gas program  
choicegas.com  
877-245-3506  
2024 hours:

Thursday, April 4–Friday, April 5 ..... 8 a.m. – 7:30 p.m. CDT

Monday, April 8–Friday, April 12 ..... 8 a.m. – 7:30 p.m. CDT

Monday, April 15–Friday, April 19..... 8 a.m. – 7:30 p.m. CDT

Monday, April 22–Wednesday, April 24 ..... 8 a.m. – 7:30 p.m. CDT

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