

Online account management has never been easier!

Introducing...

The **NEW** My Account

ENERGY SPOTLIGHT[®]

November 2011

In this issue:

- The New My Account
- Energy Efficiency Program
- Sharing Program
- November Natural Gas Cost

nicor
G A S[®]

Our customers told us that they wanted a better way to view and pay their bill online, receive important alerts, track billing and gas use information, and to sign up for paperless billing. We heard you loud and clear and are pleased to bring you the **NEW My Account!**

nicor.com/myaccount 

Register today and enjoy My Account customized features

When you register at **nicor.com/myaccount**, you will have instant access to a **host of features** specific to your account including:

- A detailed account summary
- Bill view
- Billing and payment history
- Gas usage and cost comparisons

You will also be able to sign up for **payment options** that are most convenient for you:

- Budget Plan – evens out seasonal billing, giving your budget a break
- One-time or AutoPay monthly payments using your debit card, credit card or bank account
- Deferred Payment Arrangements – will get your payments and good credit rating back on track

Our optional **email alerts** will let you know when your bill is ready to be viewed, when your payment is due, when payment is received, when an appointment has been scheduled and more!

Go Paperless – and pay online for FREE!

My Account also provides you with the option to **Go Paperless** and stop receiving a paper bill. Paperless billing is safe, convenient, reduces clutter and is good for the environment. Once you're paperless, your bill can be viewed anytime and you can **make payments online for FREE**. When you take this positive step of going paperless, you will save on stamps, fewer natural resources will be used and less pollution will be generated. In fact, if all of our customers were to switch to paperless, **we'd save nearly 9,000 trees* annually!**

Enjoy the benefits of managing your account online by registering at nicor.com/myaccount today!

**Based on bill, envelope and insert paper reduction; assumes 17 trees per ton of paper reduced.*

My Account for Mobile Device Users

Now you can manage your Nicor Gas account from practically anywhere! For our customers who are always on the go, we have created a **My Account mobile website**. Simply access **nicor.com/myaccount** using the web browser on your mobile device. My Account will automatically recognize that you are using a mobile device and direct you to the mobile website.

The mobile website has all the critical functionality you need, including registration, account summary, payment capabilities, Go Paperless sign up, and payment method management.

Account management is in the palm of your hand with My Account mobile!



Visit the My Account mobile site by scanning with your QR code reader!



Energy Saving Tips from the Nicor Gas Energy Efficiency Program

Winter is right around the corner, which means your natural gas use will be on the rise. Now is the perfect time to consider the Nicor Gas Energy Efficiency Program's tips that will help make your home or business more energy efficient:

- 1. Upgrade.** Replace old natural gas appliances such as water storage heaters, boilers or furnaces with new appliances featuring an ENERGY STAR® label of approval.
- 2. Maintain equipment.** Equipment will last longer and work better when it is properly maintained. Be sure to schedule annual "clean and check" tune ups for equipment such as furnaces, boilers and water storage heaters. Replace worn and dirty furnace filters regularly.
- 3. Decrease your hot water temperature.** Lower your hot water heater to 120°F and reduce water usage by cutting back on your shower time.
- 4. Lower space heating temperatures.** Save one percent in energy costs for each degree you lower your thermostat's temperature. Install a programmable thermostat to further reduce energy use while you are away.
- 5. Get family members or employees involved.** Occupant behavior has a lot to do with how much energy is consumed. Ask family members or employees to



Energy Efficiency Program

USING ENERGY WISELY FOR A BETTER FUTURE™

suggest energy-saving ideas and implement them together. Track your progress and create awareness about your energy-saving efforts, so that everyone feels they are contributing to your success.

- 6. Take advantage of the Nicor Gas Energy Efficiency Program incentives and solutions.** Homeowners could receive up to a \$450 rebate on a single equipment upgrade; businesses up to \$7,500... the more you do, the more money you will earn.

Get started today!

Nicor Gas provides education, resources and financial rebates to help offset the cost of installing and implementing qualified energy efficiency projects; helping you improve energy consumption at your home or business. Visit NicorGasRebates.com or call 877 886-4239 today.

Click it... and Show You Care



Help those in need stay warm this winter with a simple click of your mouse when you contribute online to our **Sharing Program**, administered by The Salvation Army. The program provides one-time annual grants of up to \$450 to qualified residential customers who are not eligible for government assistance to pay their heating bills. Nicor Gas also contributes \$175,000 to the program annually.

To make an online contribution, register or sign in to your account at nicor.com/myaccount and then click the "Give to Sharing" link, where you can make a continuous or one-time donation. As always, you are also welcome to contribute by circling an amount on your bill payment stub and adding the amount to your payment.

Thank you for your generosity!

November Natural Gas Cost



Every month, Nicor Gas files a gas supply charge with the Illinois Commerce Commission (ICC). It is the price customers pay for gas purchased from Nicor Gas during that month. As a regulated utility, Nicor Gas does not profit from the sale of natural gas. The price we pay for gas is passed on to our customers without markup. Visit nicor.com/gascost for energy efficiency tips, historical natural gas price information and home energy audit tools that will help you manage your natural gas usage and keep your costs down.

*At press time, this was the price Nicor Gas filed with the ICC. Under ICC rules, the price may be changed up until the first of the month in which it is effective.



©Nicor Gas 2011 All Rights Reserved.

Corporate Communications
P.O. Box 190
Aurora, IL 60507-0190
nicor.com

Questions about your account?
nicor.com/myaccount
1 888 Nicor4u (1 888 642-6748)
customer care@nicor.com

nicor.com