

METER READING REROUTES



Nicor Gas works hard to ensure that every customer bill is accurate. Nicor Gas manually reads residential, commercial and some industrial meters to generate your bill, ensuring you are paying for the amount of natural gas that you use.

Nicor Gas is adjusting meter reading routes in its service territory, which may have an impact on your bill cycle. Since bills are generated based on when your meter is read, the change in route may trigger a change in your bill's issue date. Your bill may be generated earlier or later in the month, resulting in a subsequent change in due date.

The following changes to your billing cycle could occur, beginning September 26:

- Your bill may be generated later in the month, resulting in additional days in your bill cycle. Your next bill may be slightly higher than your normal monthly bill, as it reflects additional days of usage.
- Your bill may be generated earlier in the month, resulting in fewer days in your bill cycle. Your bill may be slightly lower than your normal monthly bill, as it will be prorated for only that period of time, and will be due sooner in the month than usual.
- There may be no impact to your billing cycle.

If there is an impact to your billing cycle, the specific details will be communicated directly on your upcoming bill(s). **Please review your next bill statement carefully, and make note of your new bill delivery date and due date.**

Any changes should impact only the first bill you receive after September 26. All future bills will follow this new timeline.

We appreciate your flexibility as we work to make reading your meter as efficient as possible.

HIGHLIGHTS

- Beginning September 26, Nicor Gas is adjusting some of the meter reading routes in its service territory, which may have an impact on customer bill cycles.
- Some customers will receive a short or long bill during their upcoming bill cycle (after September 26), resulting in a change in due date. This includes municipal and other commercial buildings.
- Specific impacts will be shared directly with the customer via their monthly bill. Customers should review their upcoming statement for additional details.
- If a customer misses a bill, or has a question about their new billing dates, please contact Nicor Gas' Customer Care Center at 888.642.6748.
- Please visit nicorgas.com/reroutes for more information.