Natural Gas Choice is Here
What to Know About Switching to an Alternative Gas Supplier

If you are a natural gas customer, you may have the choice of purchasing your natural gas from an Alternative Gas Supplier (AGS) at unregulated prices.

Traditionally, your only option for natural gas was to have a utility purchase and deliver the service to your home under rates regulated by the Michigan Public Service Commission (MPSC).

The Gas Customer Choice Program provides the option of continuing as a full-service customer with your utility or shopping for natural gas, purchasing it from an AGS, and having it delivered by your current utility company. AGSs operate in areas served by Consumers Energy, DTE Gas, Michigan Gas Utilities, and SEMCO Energy.

One key to successful participation in the Gas Customer Choice Program is to become knowledgeable about the rates, terms, and conditions of your purchase.

Some Things You Should Know About Michigan’s Gas Customer Choice Program:
- You do not have to switch to an AGS.
- If you stay as a full-service customer of your current utility, your natural gas rates will continue to be regulated by the MPSC.
- If you choose to purchase your natural gas from an AGS, the gas rate you are charged for natural gas will NOT be regulated by the MPSC. You will be responsible for choosing the AGS and complying with the contract made between you and the company.
- Whether you stay with your utility as a full-service natural gas customer or contract with an AGS for your natural gas supply, your current natural gas utility will continue to deliver the gas, read your meter, bill you, and handle gas line emergencies as they do now. Your natural gas utility will also continue to charge you for delivery and the customer charge as they do now at rates regulated by the MPSC. When you receive your bill, you will pay your current natural gas utility and the utility, in turn, will pay your AGS.

Become an Informed Shopper
- Before entering into a contractual agreement, a consumer has the right to ask questions regarding any and all terms of the contract so that there are no misunderstandings as to what you are agreeing to. You may wish to seek legal advice.

Additional Information About Gas Customer Choice
- All residential customers must be mailed a confirmation letter from the AGS within 7 days of signing up.¹,²,³,⁴
- All residential and small commercial customers are entitled to a 30-day unconditional cancellation period, counting from the day after they initially sign up.¹,²,³,⁴
- If you switch to an AGS, the change will occur at the beginning of the utility’s next billing cycle. It may take 2 to 6 weeks for the actual change to show up on your bill.¹,²,³,⁴

¹,²,³,⁴ Refer to the MPSC website for more detailed information.
• If you decide to cancel the contract and return to full-service from your natural gas utility, contact your AGS. You will be required to stay with your utility for the next 12 months. Cancellations can be done through verbal or written communication with the AGS, you may want to send your cancellation request via certified mail so you have a record of it. It may take 2 to 6 weeks for the change to show up on your bill.\textsuperscript{1,2,3,4}

• You may change AGSs one time in any 12 month period at no cost to you. A fee of $10 will be required by your utility for each additional change of AGS within the same 12 month period.\textsuperscript{1,2,3,4}

For More Information:
For more information about the Gas Customer Choice Program, go to the MPSC's website: www.michigan.gov/CompareMIGas
You can also obtain information by visiting your utility’s website, or calling them:

• **Consumers Energy:** 800-477-5050
• **DTE Gas:** 800-477-4747
• **Michigan Gas Utilities:** 800-401-6402
• **SEMCO:** 800-624-2019

Many AGSs also have websites, which can be reached from the MPSC’s Customer Choice webpage.

\textsuperscript{1}DTE Gas Co. Rate Book, Section F
\textsuperscript{2}Consumers Energy Co. Rate Book, Section F
\textsuperscript{3}Michigan Gas Co. Rate Book, Section F
\textsuperscript{4}Semco Energy Co. Rate Book, Section F