

Understanding the cost of natural gas

Nicor Gas and our customers pay the same price for natural gas. As a regulated utility, we do not profit from the sale of natural gas, and the price is passed on to customers without a markup.

Natural gas prices are driven by several factors, including (but not limited to):

- Supply and demand due to weather patterns
- Market conditions
- Inflation
- Geopolitical events

We are committed to keeping our rates as reasonable as possible — all while delivering the clean, safe, reliable, affordable energy families depend on.

You can log on to My Account to view your usage history and see exactly what factors contributed to the changes in your natural gas bill each month.

Visit nicorgas.com/myaccount for more information.



Tips to control your gas usage:

- Clean or replace furnace filters every one to three months.
- Clean dryer lint traps.
- Lower your thermostat setting when away or sleeping.
- Be conscious about peak usage period such as holidays, school vacations, or guest visits.
- Fix leaky water faucets.
- Repair windows that don't close properly; replace single-pane windows.
- Close fireplace dampers when not in use.
- Replace older, less efficient natural gas appliances.



**Learn more about how
to read your bill.**

Helping you manage your natural gas costs

We are proud to serve more than 2.3 million customers across Northern Illinois. As a neighbor and part of your community, we are here to help. We have a variety of programs, billing options and support tools to help customers with their needs.



Check your eligibility for grants to help pay your gas bill

In 2022, Nicor Gas applied \$61.4 million in bill payment assistance grants to income-eligible customer accounts.

PROGRAM	DESCRIPTION
Low Income Home Energy Assistance Program (LIHEAP)	This is a federally-funded program and customers do not need a past-due balance or disconnection notice to qualify. One lump-sum grant is provided per program year. Customers who have been disconnected or have received a disconnection notice can receive a Reconnect Assistance grant.
Sharing Program	The program is funded by Nicor Gas employees and customers. It provides regular grants as well as veteran grants for customers receiving LIHEAP, Percentage of Income Payment Plan (PIPP) or regular Sharing.
Energy Aide Program	Funded by Nicor Gas, the program provides grants toward past-due balances for heat and non-heat accounts.
Shield of Caring	Funded by Nicor Gas, it provides grants toward past-due balances for households experiencing financial hardships.

In addition to bill payment assistance programs, we offer flexible payment arrangements to eligible customers with past due balances and a budget plan to help customers with current accounts avoid unpredictable bills from month to month. For more information, visit nicorgas.com/energyassistanceinfo.



Learn about ways to save with energy efficiency

The Nicor Gas Energy Efficiency Program provides free home assessments, energy-saving products and incentives to help you save money and natural gas. Income-eligible households may qualify to receive additional free services and equipment improvements through our partnerships with community agencies and organizations. For more information and to order free weatherization or water-saving kits, visit nicorgas.com/waystosave.



Connect with available support options

The **Nicor Gas Community Connection Center (C3)** can help you navigate these programs and resources to find the solutions for your needs. Visit nicorgas.com/cc to use our self-serve Community Assistance Navigator or schedule time with one of our C3 representatives.