

NG-102

2021 Choice Gas Workshop

JUNE 22, 2021

Natural Gas Dept.
Presentation: Choice
Gas Consumer Survey

2021 Nebraska Choice Gas Survey

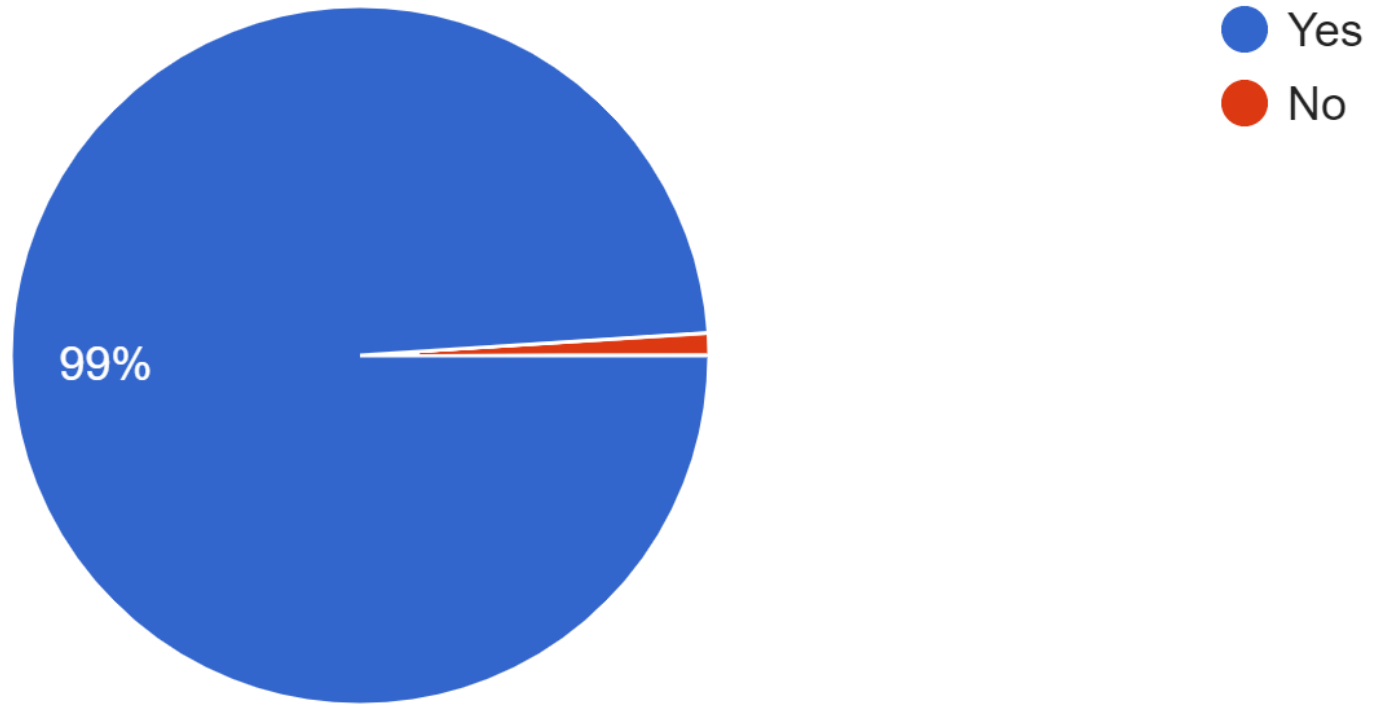
- Same content as 2020 Survey
 - 2020 Survey: 69 responses
- Google Forms rather than SurveyMonkey
- Emailed all customers in Choice program (approx. 45,000)
- Received 1,451 responses

Limitations

- Only sent via email
- Some duplicate responses received
- Participants self-selected

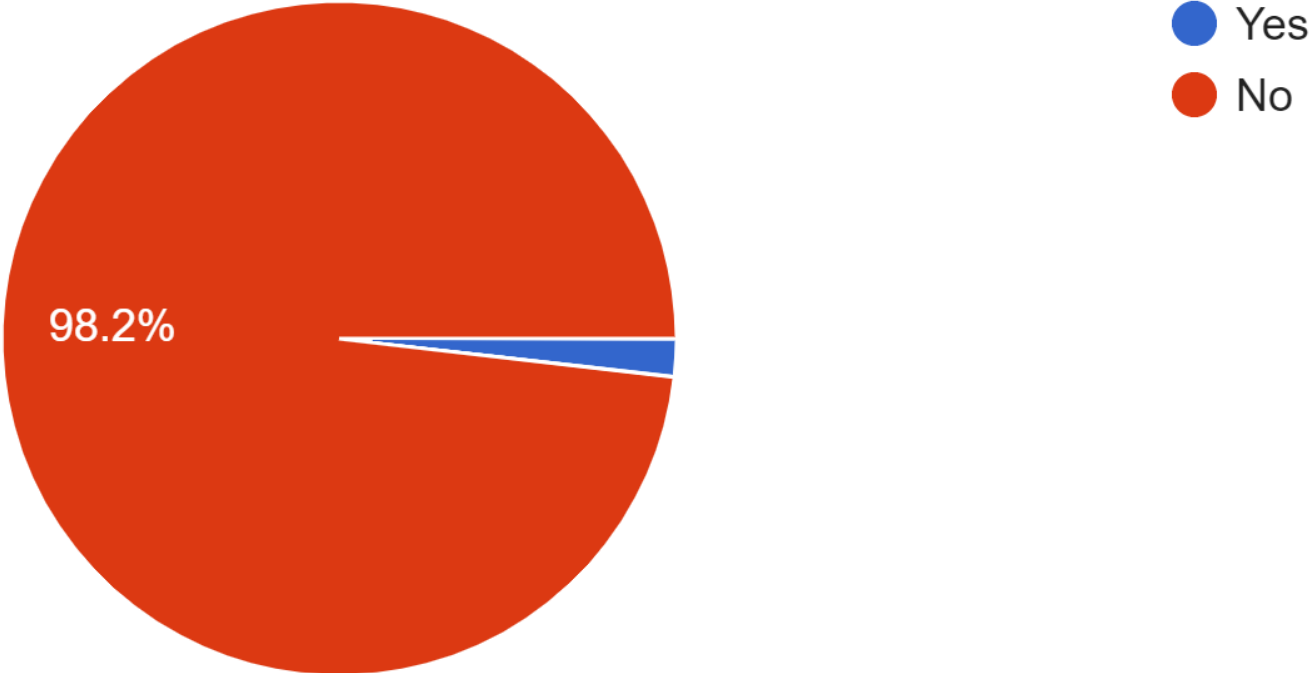
Are you a customer served by the Nebraska Choice Gas program?

1,451 responses



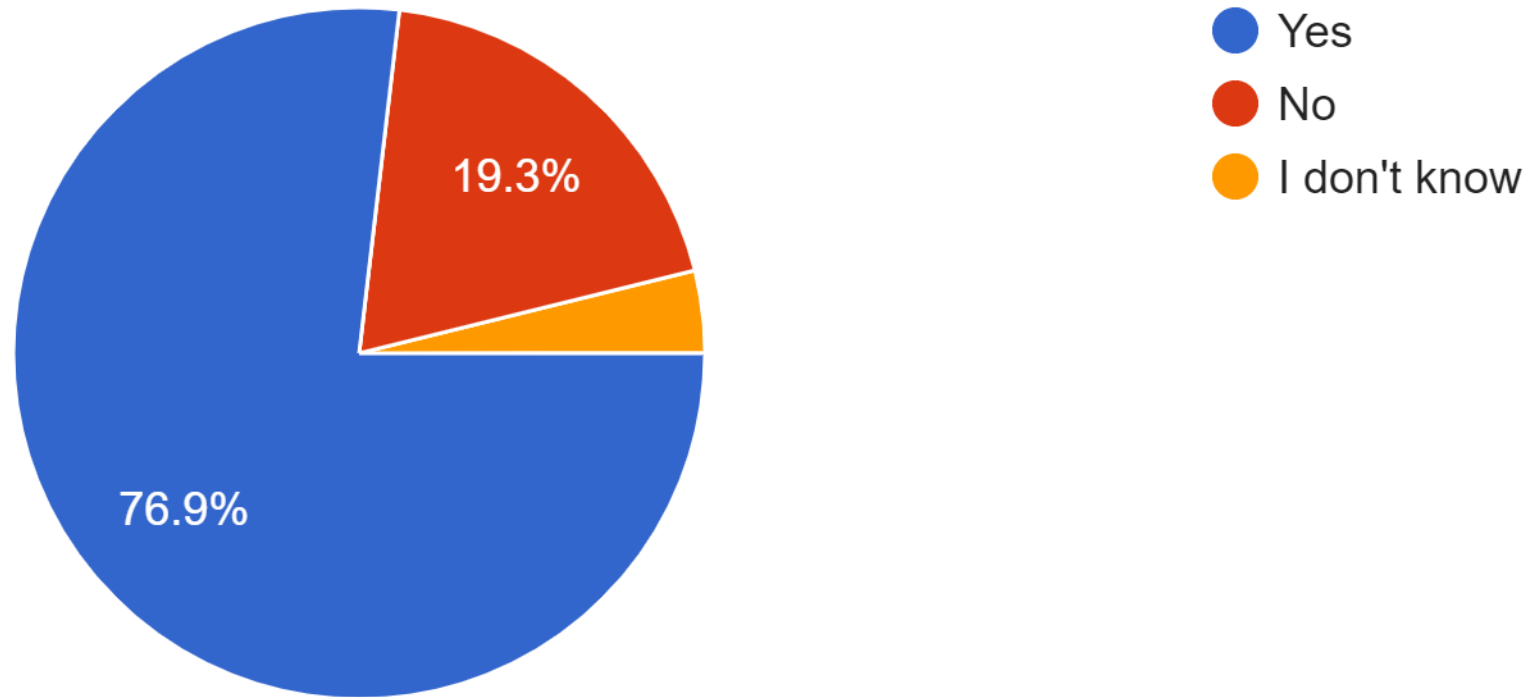
Are you employed by, or do you otherwise have an affiliation with, the Choice Program administrator or any Nebraska Choice Gas supplier?

1,436 responses

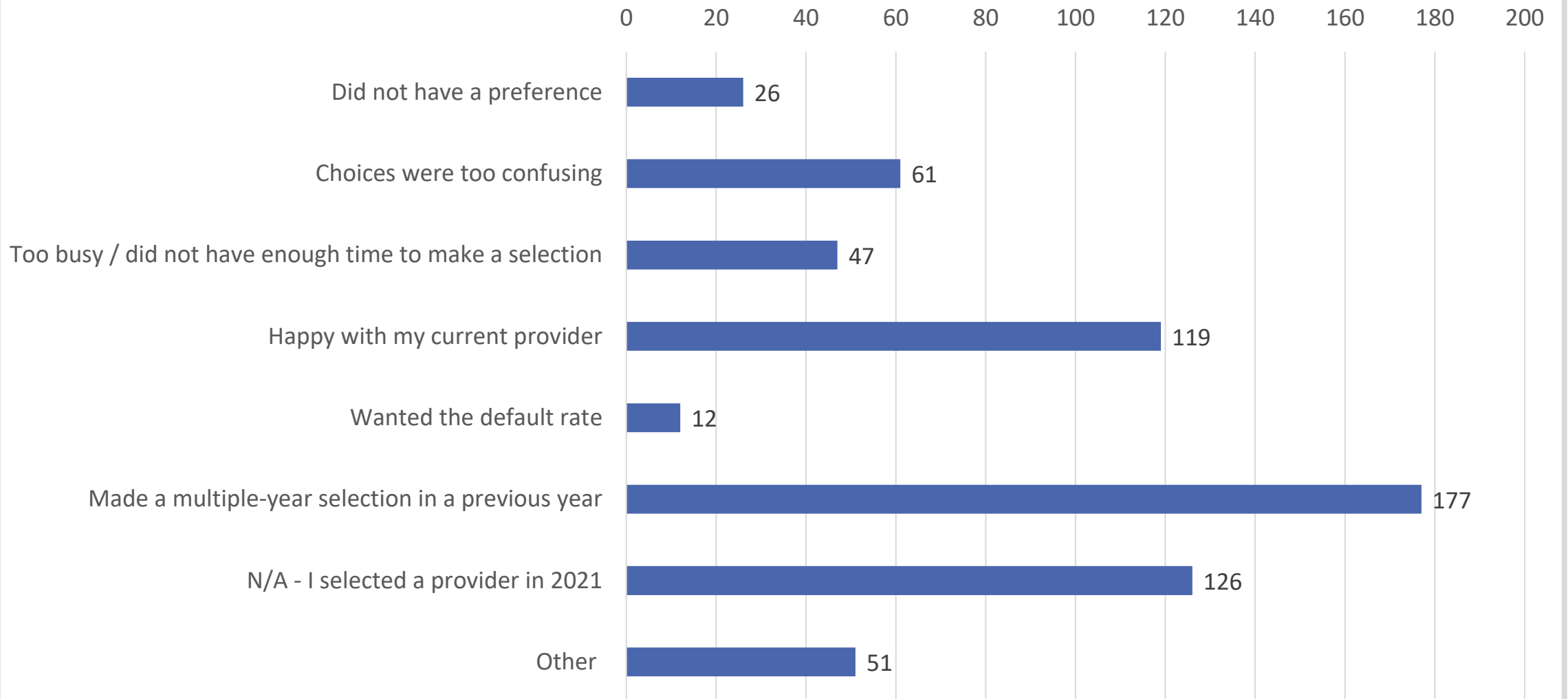


Did you select your Choice Gas provider for the 2020-2021 program year?

1,426 responses



If you did not select your Choice Gas provider in 2020, why not? (Select all that apply.)

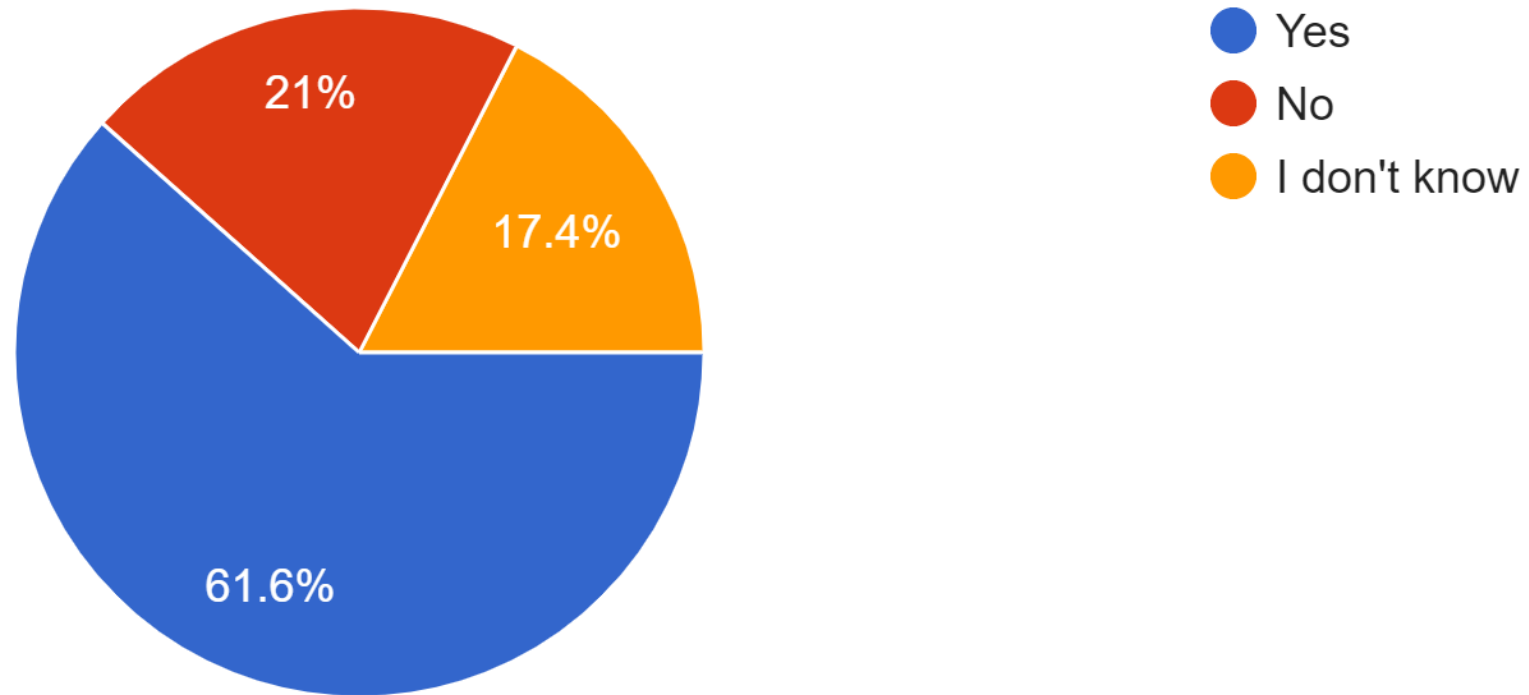


If you did not select your Choice Gas provider in 2020, why not?

- Many people selected more than one option.
- The “Other” option included a short answer box. Selected answers:
 - I do not understand the information given to choose
 - I have no idea how this program works and what it does.
 - Lost the code that I needed to make the change.
 - My gas provider is Black Hills and I didnt know I could switch
 - was not notified
 - It's a scam as it has always been and i refuse to acknowledge it as a legitimate program.

Do you like the Choice Gas program?

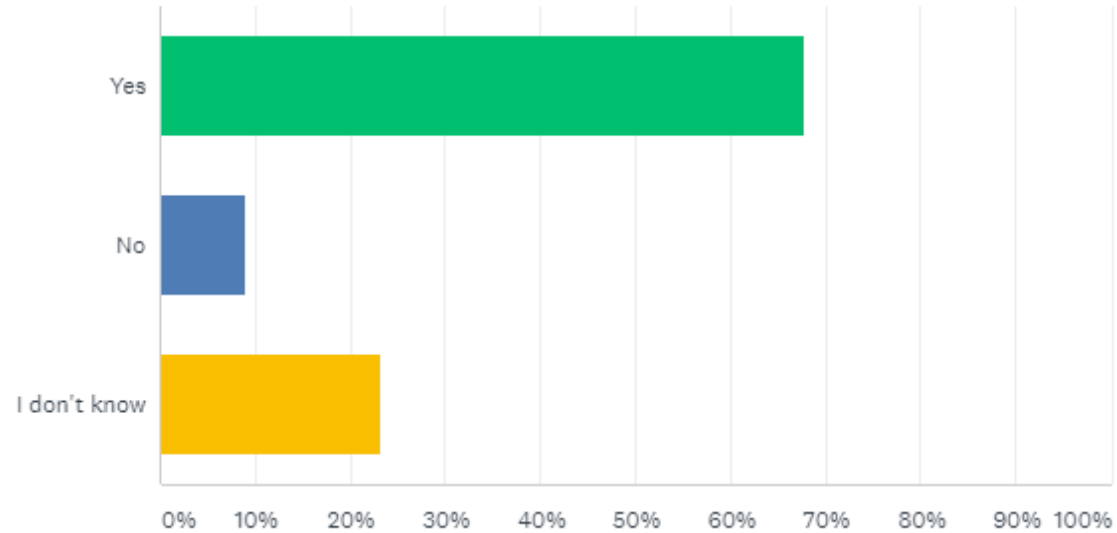
1,427 responses



Response to this Question in 2020

Do you like the Choice gas program?

Answered: 56 Skipped: 13



| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| ▼ Yes | 67.86% 38 |
| ▼ No | 8.93% 5 |
| ▼ I don't know | 23.21% 13 |
| TOTAL | 56 |

Tell us what you like about the Choice Gas program:

- I have some control of the fees that I pay.
- Price comparisons and being able to option a company who gives back to my community
- I like being able to choose an option that sets the same price for multiple years so there's no surprise
- I like that there is some competition between companies and that usually means some savings for the consumer.
- Pay an additional \$10.00-12.00? for my furnace in case it won't light etc...
- I normally just always stick with Black Hills Energy because the others get confusing to chose from.

Tell us what you don't like about the Choice Gas program:

- The stress it causes the elderly and those without computer experience
- The flood of junk mail from the providers and the time it takes to go through each and get quotes.
- The hassle of having to choose every 1-2 years.
- The need to continually call to check prices
- Time consuming
- The confusion in how all the plans are set up. A uniform system of the pricing and plan structure would be beneficial
- Too much confusion on making a selection. The price differences are so minimal, it doesn't make much difference. Just give us the best price!

Tell us what you don't like about the Choice Gas program:

- Would like to receive notification of the choice I made.
- The way we are bombarded by calls wanting us to sign immediately without time to compare all providers.
- The whole concept of the program is faulty because it's like a lottery that you have to pick the right provider on the right day at the right time. We should just get the lowest rate available and set for the year.
- There are so many factors in your total bill that you can't make a determination whether your choice will save you anything.
- The selection of a gas supplier should be the responsibility of the municipal government. I don't like that we have to deal with this decision every year or two. This should not be a decision that individual households should have to be concerned with.

Is there anything you would change about the program? If so, please describe.

- A uniform system of the pricing and plan structure would be beneficial
- Having a central website that had all the current price offerings and phone numbers to lock in the rate I choose
- Honest and informative apples to apples rubric to make selection easier.
- Allow all of the submission and decision to be online
- Allow the ability to opt out!!!!!! The ability to go 5 years or more before having to make choice again.
- Email the control number as well as mail it. Lost the card

Is there anything you would change about the program? If so, please describe.

- Ask each company to send only ONE notice/inivitation to each customer.
- Email/mail communications only - stop blowing up my phones at all hours of the day and night.
- Yes - I would offer an app that helps the user find the right provider by asking them questions and comparing all providers' rates at that time and letting the user select right then and there. This archaic "call the provider and get their rate and code" way is not user friendly at all.
- Get rid of the stupid code number. I can be identified by my name and address just fine.
- Gas Companies should not be allowed to contact people by phone to try and pressure them to go with that company. They should only be allowed to send mail with their plan, or e-mail. Being pressured over the phone makes me angry!

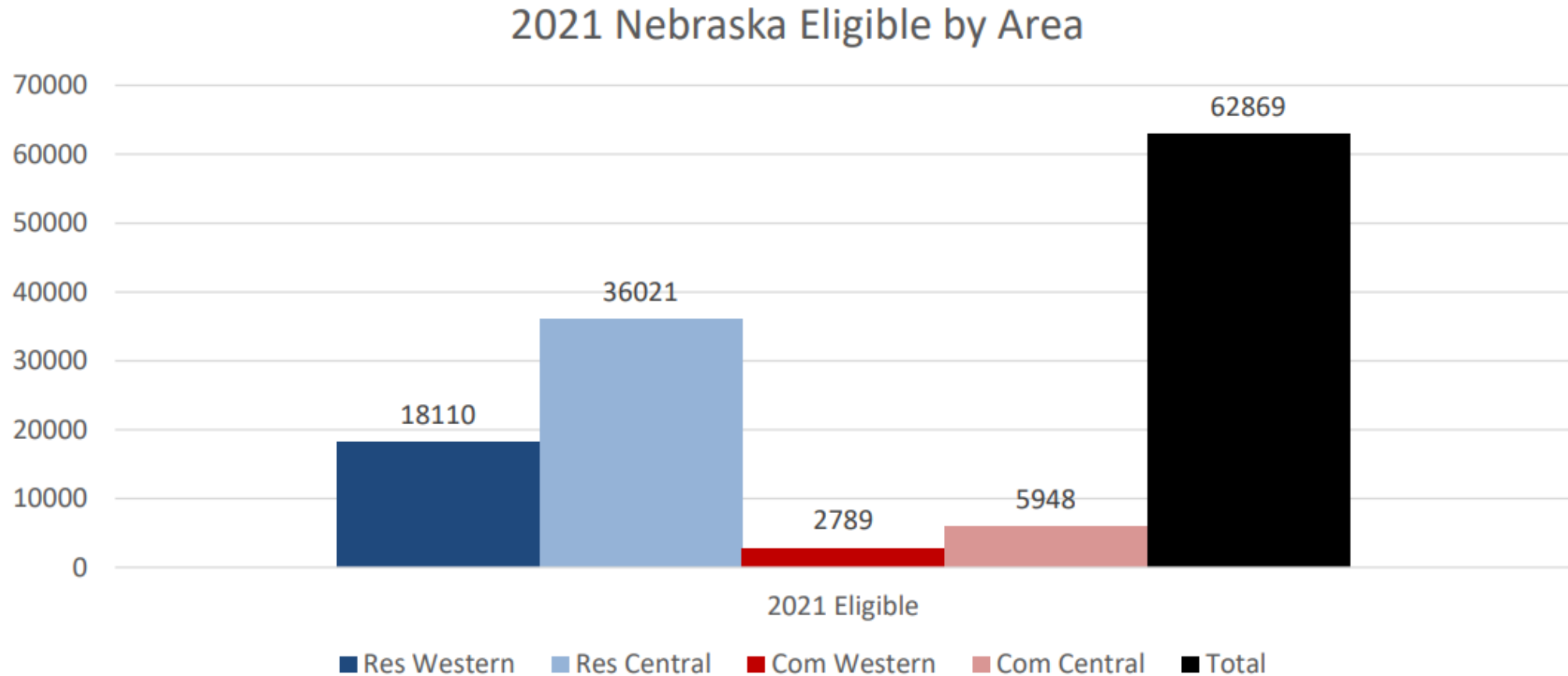
2021 Annual Report

2021 Annual Report

- **Suppliers: breakdown of information**
 - Number of customers served by the supplier, broken down by residential & commercial class
 - Highest & lowest fixed rate per therm offered during Selection period
 - Highest & lowest rates offered through Delegation Agreement
 - Default rate assigned to those not making a selection
- **Administrator: additional information**
 - Number of customers eligible to make a choice, broken down by residential & commercial class
 - Percentage of customers making an active selection in each class
 - Number of customers changing suppliers

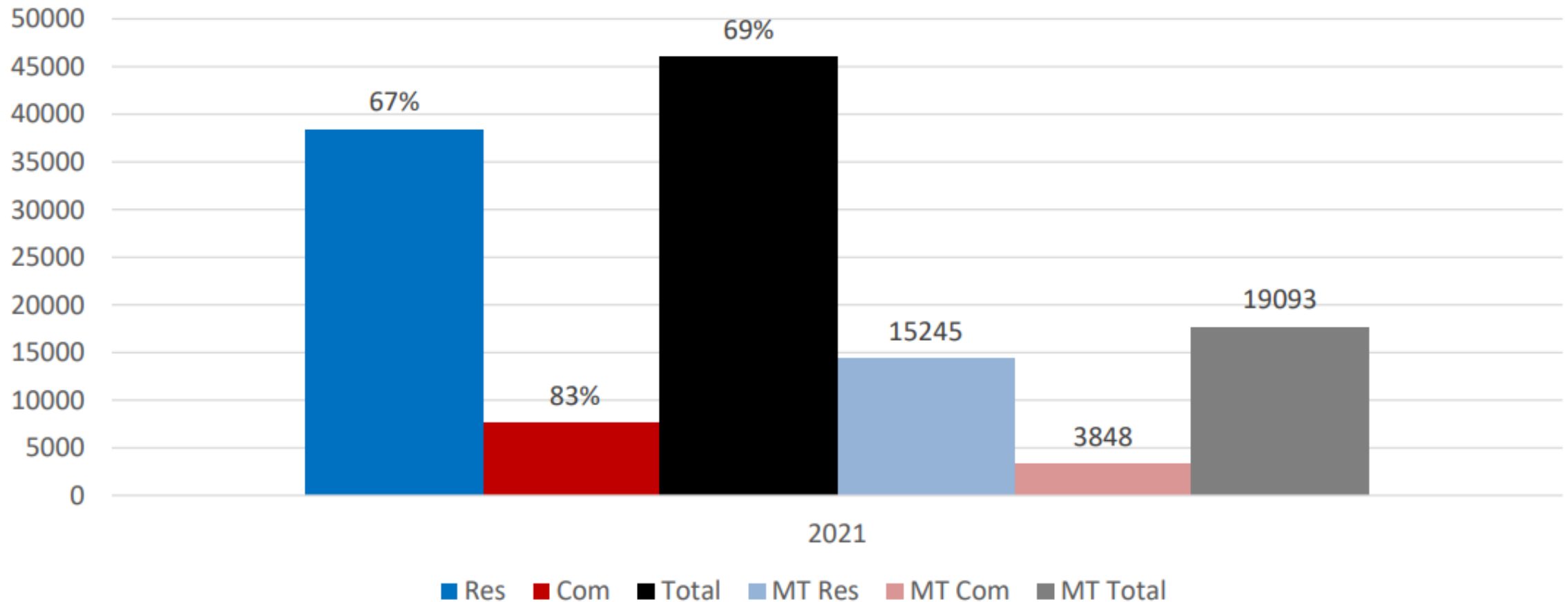
Administrator Report

QUESTION 1: The number of BHGD customers eligible to make a choice during the selection period broken down by residential and commercial class



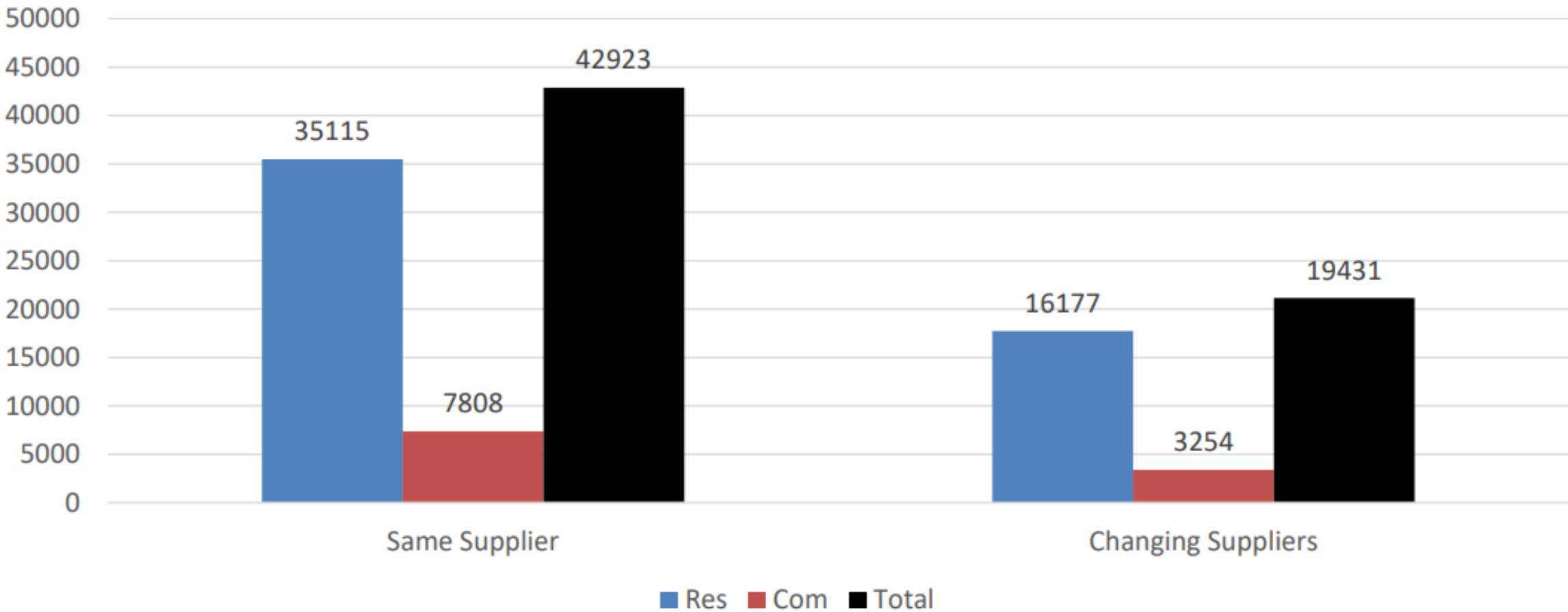
QUESTION 2: The percentage of customers making an active selection in each class

Nebraska Balloted Including Multi-Year Selections by Class



QUESTION 3: The number of customers who changed suppliers

Comparison of Selections for Same Supplier vs Changing Suppliers



Supplier Reports

| 2021 - 2022 Service Period | | | | | | | | |
|--|---------------------|------------|-------------------|--------------------|--------------|-------------------|--------------------|--------------|
| Pricing Per Therm - 1 Year Term | | | | | | | | |
| | Number of Customers | | Central Region | | | Western Region | | |
| | Residential | Commercial | Lowest Fixed Rate | Highest Fixed Rate | Default Rate | Lowest Fixed Rate | Highest Fixed Rate | Default Rate |
| Black Hills Energy Services | 25,351 | 3,265 | 0.399 | 0.681 | 0.794 | 0.437 | 0.620 | 0.724 |
| Constellation New Energy | 10,983 | 1,735 | 0.608 | 0.654 | 0.815 | 0.558 | 0.601 | 0.762 |
| Public Alliance for Community Energy (ACE) | 10,783 | 2,448 | 0.593 | 0.672 | 0.790 | 0.556 | 0.611 | 0.745 |
| Symmetry Energy Solutions, LLC | 7,177 | 2,364 | 0.395 | 0.699 | 0.659 | 0.395 | 0.699 | 0.659 |
| Uncle Frank Energy Services | 599 | 638 | 0.53 | 0.707 | 0.71 | 0.54 | 0.64 | 0.66 |
| Vista Energy Marketing | 10,576 | 561 | 0.41 | 0.76 | 0.78 | 0.41 | 0.76 | 0.78 |
| WoodRiver Energy, LLC | 3,081 | 642 | 0.368 | 0.680** | 0.649 | 0.360 | 0.638 | 0.610** |

**Reported as an Average