

# NEBRASKA ANNUAL CHOICE GAS UPDATE

June 18, 2025



# Annual Choice Gas Discussion Topics

1. Agricultural Choice Gas Program Update
2. Choice Gas Program Enhancements
3. Residential/Commercial Choice Gas Program Update
4. Commission Complaints
5. WY Workshop Status Update

# AG Choice Gas Program

## Agricultural Program

- 2 week selection period
- Year round marketing
- No restricted delegation agreement use
- Can choose up to 3 yr term
- Program year runs April 1<sup>st</sup> through March 31<sup>st</sup>
- Approximately 7,618 customers
- Primarily seasonal usage-irrigation & grain drying

## Res/Com Program

- 3 week selection period
- Marketing coincides w/selection period
- Delegation agreement commercial only
- Residential up to 2 yr term
- Commercial up to 3 yr term
- Program year runs June 1<sup>st</sup> through May 31<sup>st</sup>
- Approximately 80,689 customers

# 2025 Agricultural Choice Gas Program

## Selection Results



Approximately 7,618 customers participate in the AG program



2,724 multi-year balloted customers from 2025



4,894 eligible customers sent packets

3159 of the eligible customers made selections  
1,735 customers defaulted



Approximately 2,597 delegation agreements submitted by Suppliers

# Annual Agricultural Infrastructure Charge

The annual \$130.00 AAIR charge billed to all active agricultural meters in April.

Email and letter communications explaining the charge and when it would bill was sent to customers in the form of:

- Letters mailed 1/17/25

- Emails sent 1/21/25

- Publication in the Daily Record 2/20/25 & 2/27/25

Customer inquiries began after April bills went out

Overall reaction was minimal and resulted in two outcomes:

- Reclassification from AG to residential after review

- Meter removal for unused meters requested by customer

- Crediting of the AAIR charge



# Choice Gas Program Enhancements



# BHE Customer Portal Enhancements

Added customer specific Choice Gas information & additional selection method:

## Current enrollment

Supplier name

Supplier contact information

Meter number

Price option type

Term

Lists all enrolled addresses

## New enrollment eligibility status:

Account number

Meter number

Lists all eligible addresses

Control number

Deadline date

## New enrollment information after enrolled:

Supplier name

Supplier contact information

Meter number

Lists all enrolled addresses

Price option type

Term

Verification number

2,354 customers utilized the portal to make selections in 2025

# Customer Portal Screenshots

## New enrollment period details

---

2025 program year

Account number

Meter number

Control number

Enrollment deadline date

## New enrollment period details

---

2025 program year

Meter number

Supplier

Supplier contact information

Price option

Term

Term expiration

Verification number

## Current enrollment details

---

2024 program year

Meter number

Supplier

Supplier contact information

Price option

Term

Term expiration



# Control Number Retrieval Process

## Current control number retrieval process

- Customer clicks the link to retrieve control number
- Chooses to enter last 4 of social security number (ssn) or text/email method in which to receive the security code for the two-factor authentication process
- Enters security code & control number populates for website selection

## Reasons for change

- Ease of use—immediate access to control number
- Eliminate use of personal identification information (PII) last 4 of social security number
- Two-factor authentication security code process is widely used
- Customer transparency, understanding and data visibility

## Change

- Customer clicks the link to retrieve control number
- Chooses the method to receive the control number
- Security code is sent—customer enters it to validate the phone number or email method
- Successful validation of the security code then returns the control number directly to the customer via the chosen method & places comment on the account
- 767 control number retrieval requests were made for the 2025 annual selection period

# Control Number Retrieval cont'd

**Choice Gas**

Control Number Lookup

To receive your control number enter your account number and choose the method you wish to receive it, email address or text. If you have multiple addresses under the same account number, a one-time verification code will be sent first for validation prior to returning the control number for each premise.

Account Number

Please choose a verification option.

☐ Email

☐ Text

SUBMIT

# Balloted & Default Customer Results

Total Nebraska customer base 80,689	68,858 residential 11,831 commercial
Total of 69,736 eligible customers for 2025	37,798 customers selected 31,938 of total eligible customers defaulted
Total multi-year selections made of 25,903	21,927 residential customers 3,976 commercial customers
11,895 customers made 1 yr selections	9,862 residential customers 2,033 commercial customers
42,891 defaulted	37,069 residential customers 5,822 commercial customers

# Nebraska Commission Complaints

One customer complaint dated 4/11/25

Customer wanted to express thoughts & feedback on supplier phone calls, specifically:

- Number of calls
- Origin of calls-typically identified as spam-customer suggested the Supplier name should show

# Wyoming Choice Gas Program Update

Doug Law



# Questions





