

NG-102

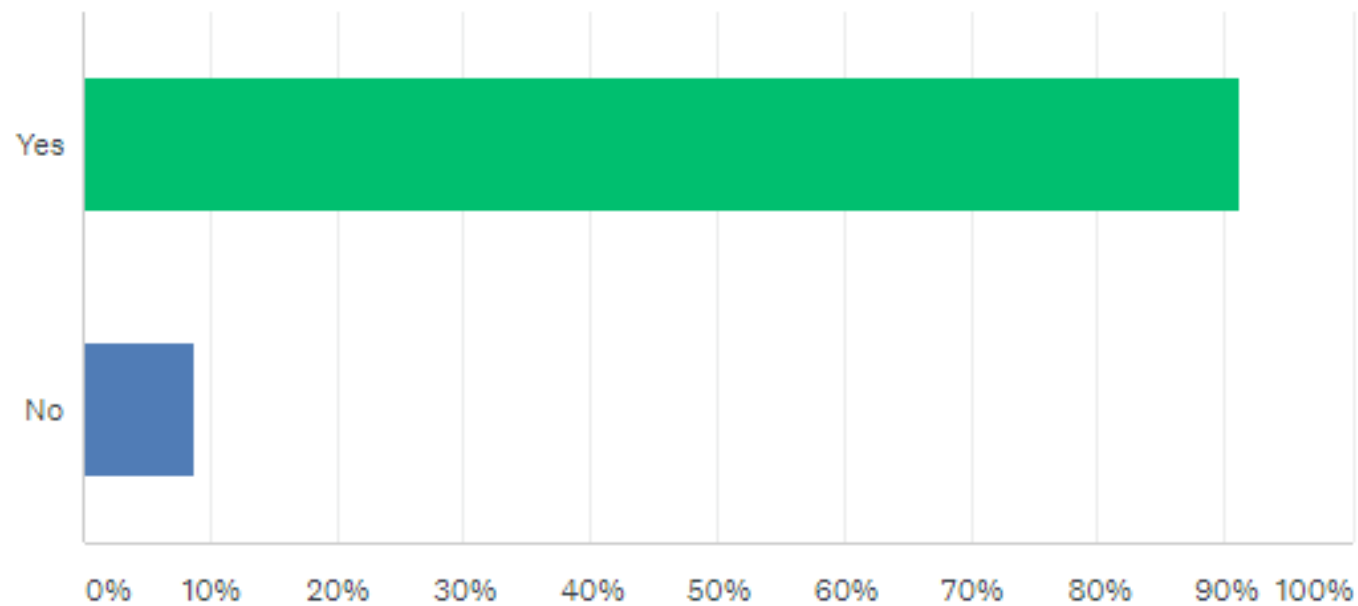
2020 Choice Gas Workshop

JUNE 17, 2020

Natural Gas Dept.
Presentation: Choice
Gas Consumer Survey

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

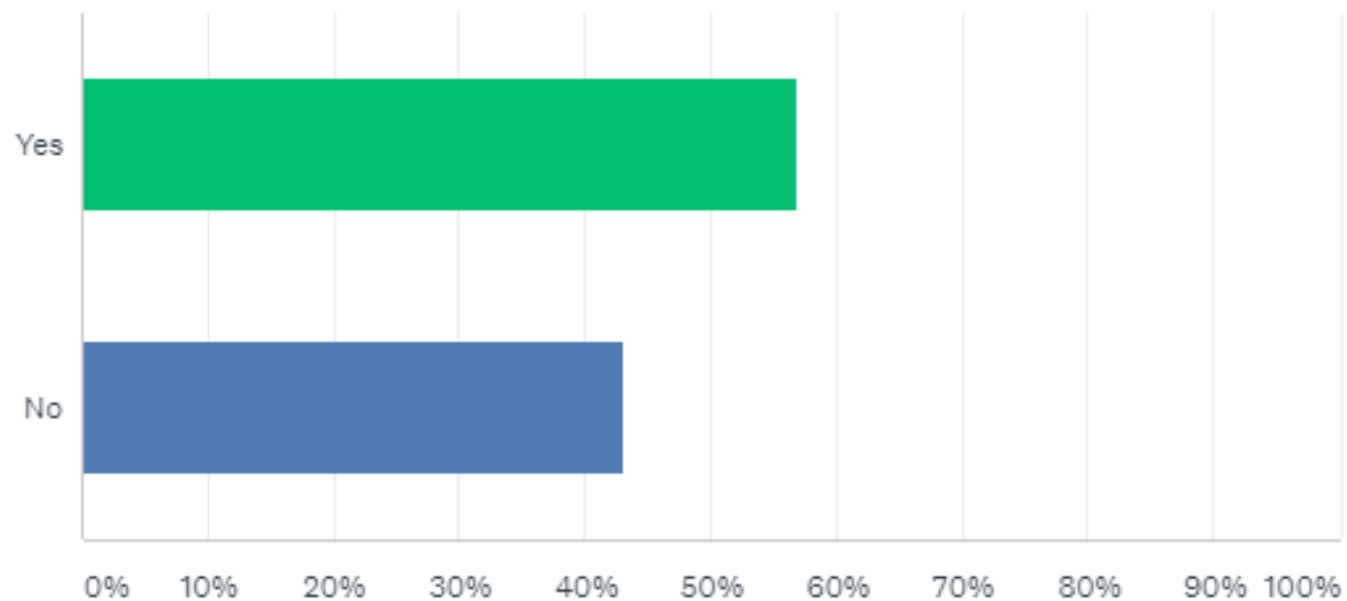
Answered: 69 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Yes	91.30%	63
▼ No	8.70%	6
TOTAL		69

Did you select your Choice gas provider in 2019?

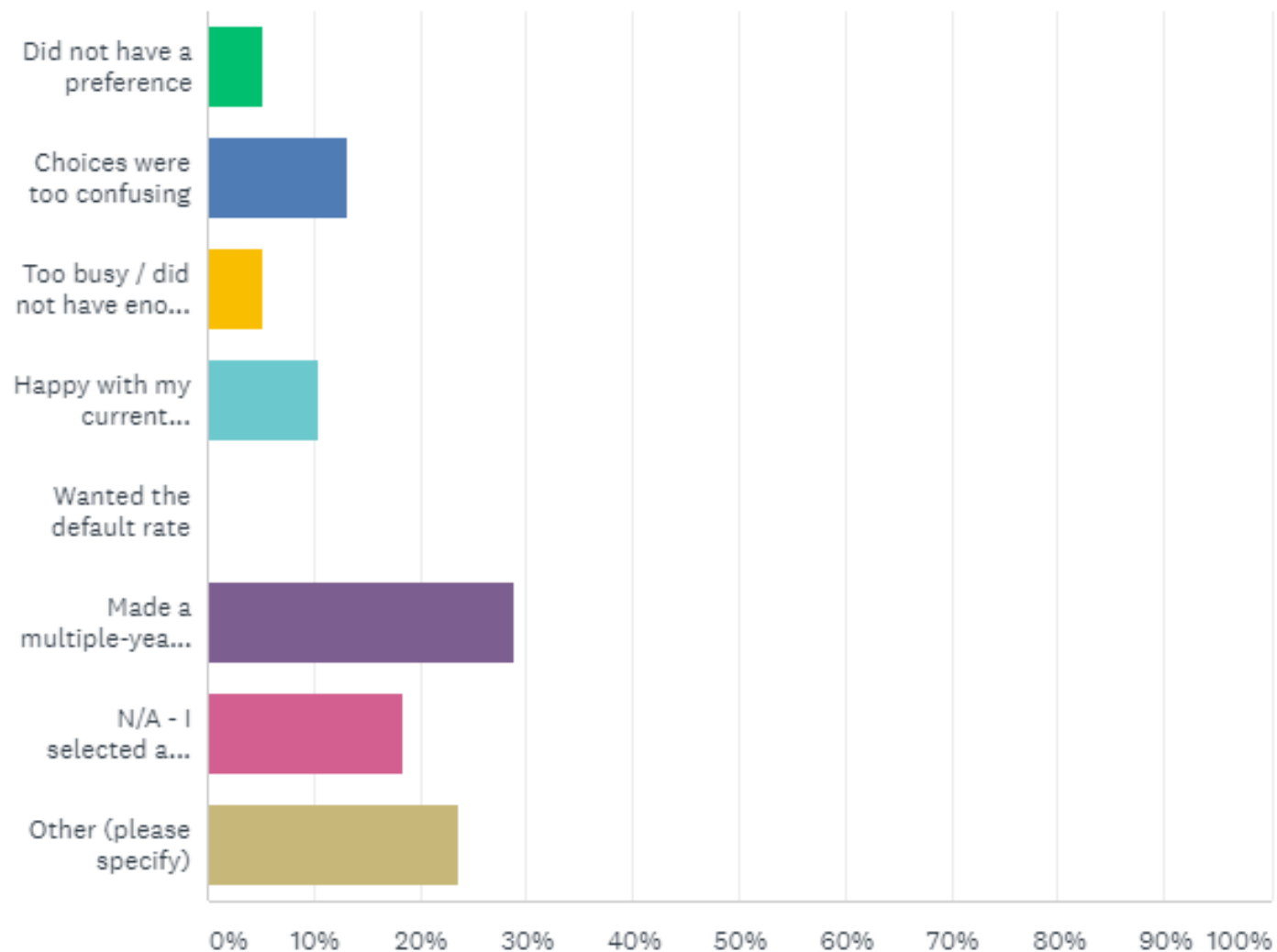
Answered: 58 Skipped: 11



ANSWER CHOICES	RESPONSES
Yes	56.90% 33
No	43.10% 25
TOTAL	58

If you did not select your Choice gas provider in 2019, why not? (Select all that apply.)

Answered: 38 Skipped: 31



Question 3, continued:

ANSWER CHOICES		RESPONSES	
▼ Did not have a preference		5.26%	2
▼ Choices were too confusing		13.16%	5
▼ Too busy / did not have enough time to make a selection		5.26%	2
▼ Happy with my current provider		10.53%	4
▼ Wanted the default rate		0.00%	0
▼ Made a multiple-year selection in a previous year		28.95%	11
▼ N/A - I selected a provider in 2019		18.42%	7
▼ Other (please specify)	Responses	23.68%	9
Total Respondents: 38			

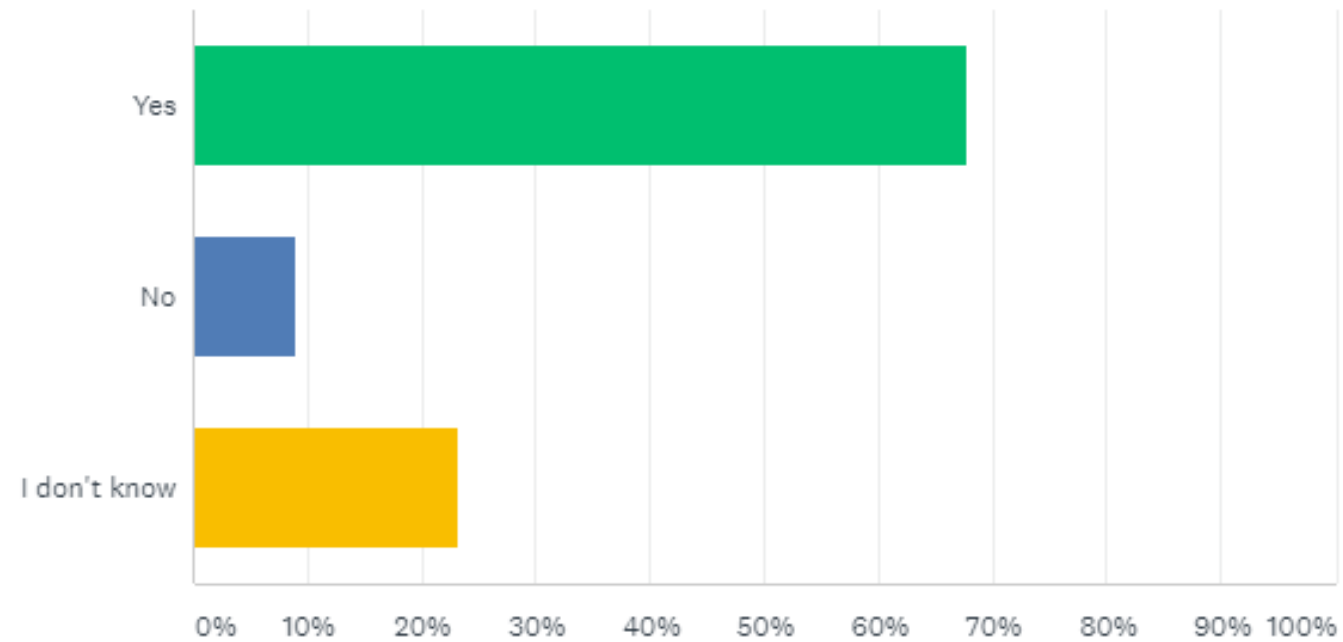
Question 3, continued:

Other reasons for not selecting:

- Selected provider that gave me the winter-guard feature
- Forgot
- Wasn't aware
- Service new in 2019

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 do or do not like about the program:

- The clear list of choices organized with both a number and a website that fills me in on all the info I need - this program is just right! I appreciate the online access as this lets me look at multiple options all at once. Thank you for your excellent service!
- It is easy enough to do. I can choose a supplier that helps my community.
- The convenience of knowing what my monthly bill will be.
- The ability to choose my supplier, at a known, competitive rate, and I also like the variety of pricing options available.

Tell us what you do or do not like about the program:

- It is easy enough to do. I can choose a supplier that helps my community.
- I like being able to choose. I had to educate myself on the vocabulary and terms in order to understand my choices. Some of the gas providers listed on the selection form did not have prices available today so I chose from what I could see because I have the time today.
- The gas prices stay competitive
- Options available to customers. Different providers means prices for natural gas are more competitive.
- I like being able to choose my natural gas supplier. It should be a consumer choice, not a municipal or utility mandate.

Tell us what you do or do not like about the program:

- I don't understand it very well but I guess it gives you the opportunity to save money. It does seem like just a gamble though.
- I like the fact that I have options. I don't like the fact that people keep calling me about getting on their plans.
- Choosing lowest rate. But with the multi year, I now have to wait until next year to pick one. I sure picked the wrong year .
- I wish there were more explanations on the different programs to make better comparisons.
- I like the fact that it gives customers a choice, but can be confusing with all the options.

Tell us what you do or do not like about the program:

- The program seems to be a hassle, especially now that they send marketing materials and start calling so far ahead. They have made it so that many of the participants have made their selections before the period even begins.
- Don't like all the calls trying to get you to change providers. I'm busy and don't like to be interrupted by all the calls.
- So many to choose from.
- Different offers are somewhat confusing

Tell us what you do or do not like about the program:

- As a result of this program, I am constantly receiving calls from the companies involved, trying to get me to switch! When I tell them to stop calling or block their number, I start getting calls from a different number!
- It has become an annoying joke when we are bombarded with gas quotes for months in advance of the selection period! The entire process stinks. Keep the same selection period, disallow any contacts BEFORE the selection period, require each supplier to quote ONE price for each category, not a possible different quote everyday. I was on the local city council when this process was created and this was not WHAT WE WERE TOLD IT WOULD BECOME. Straighten it out or abandon it. THIS WAY IS NOT CONSUMER FRIENDLY AND IS ONLY ANNOYING!

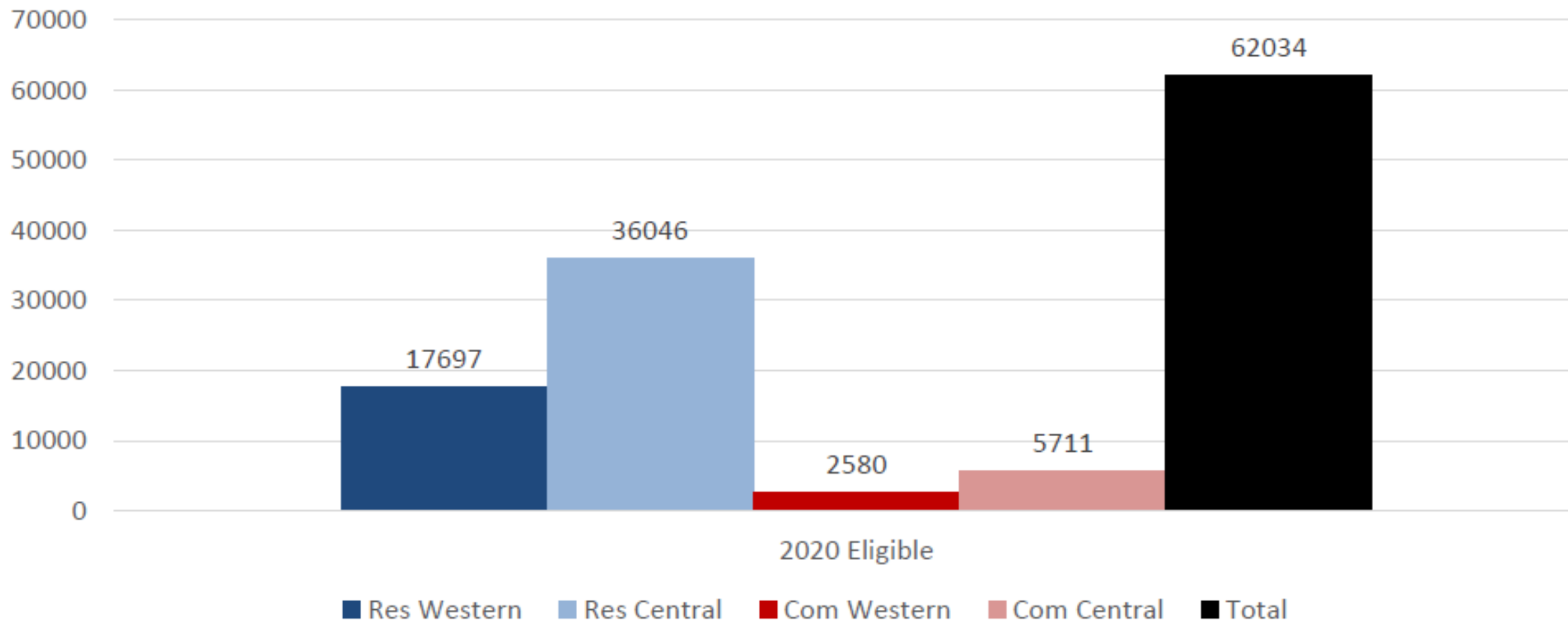
2020 Annual Report

2020 Annual Report: Additional Information

- Suppliers: revised breakdown of information
 - Number of customers served by the supplier, broken down by residential & commercial class
 - Highest & lowest fixed rate per term 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

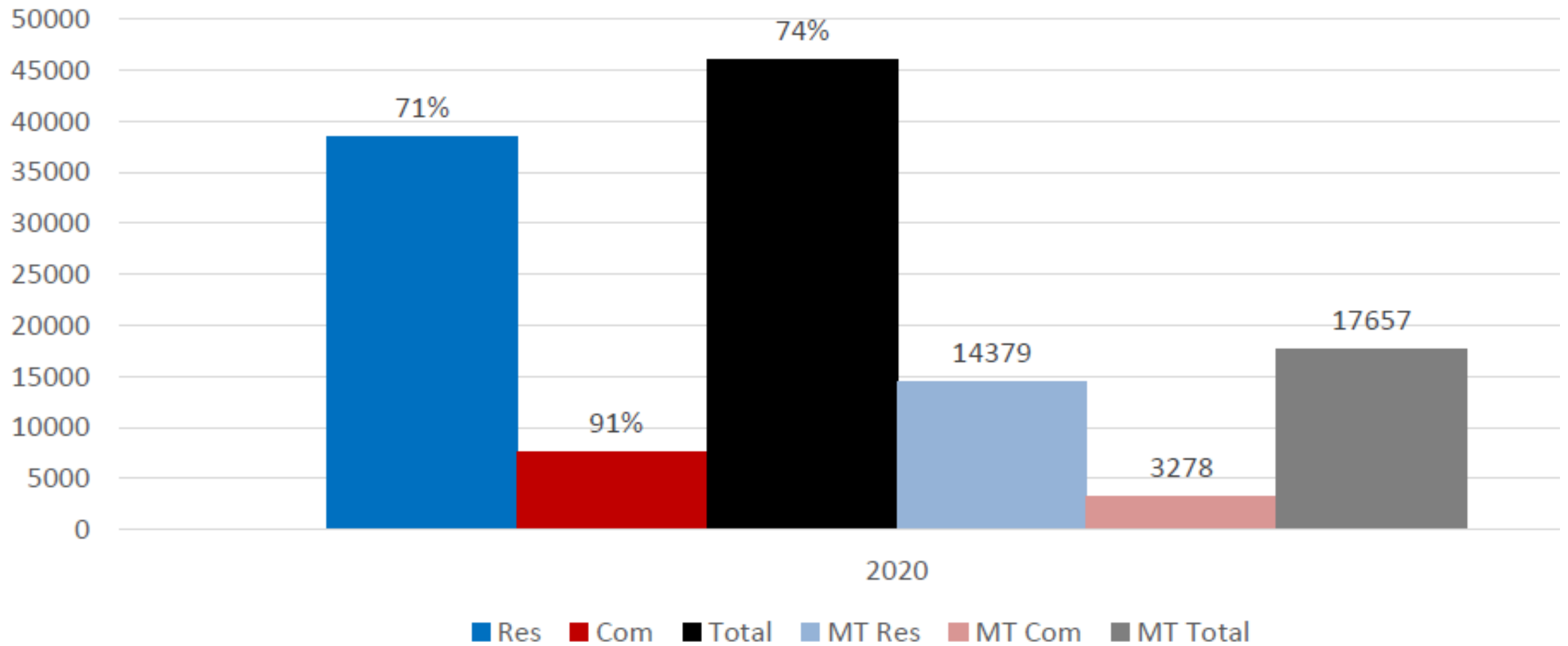
QUESTION 1: The number of BHGD customers eligible to make a choice during the selection period broken down by residential and commercial class

2020 Nebraska Eligible by Area



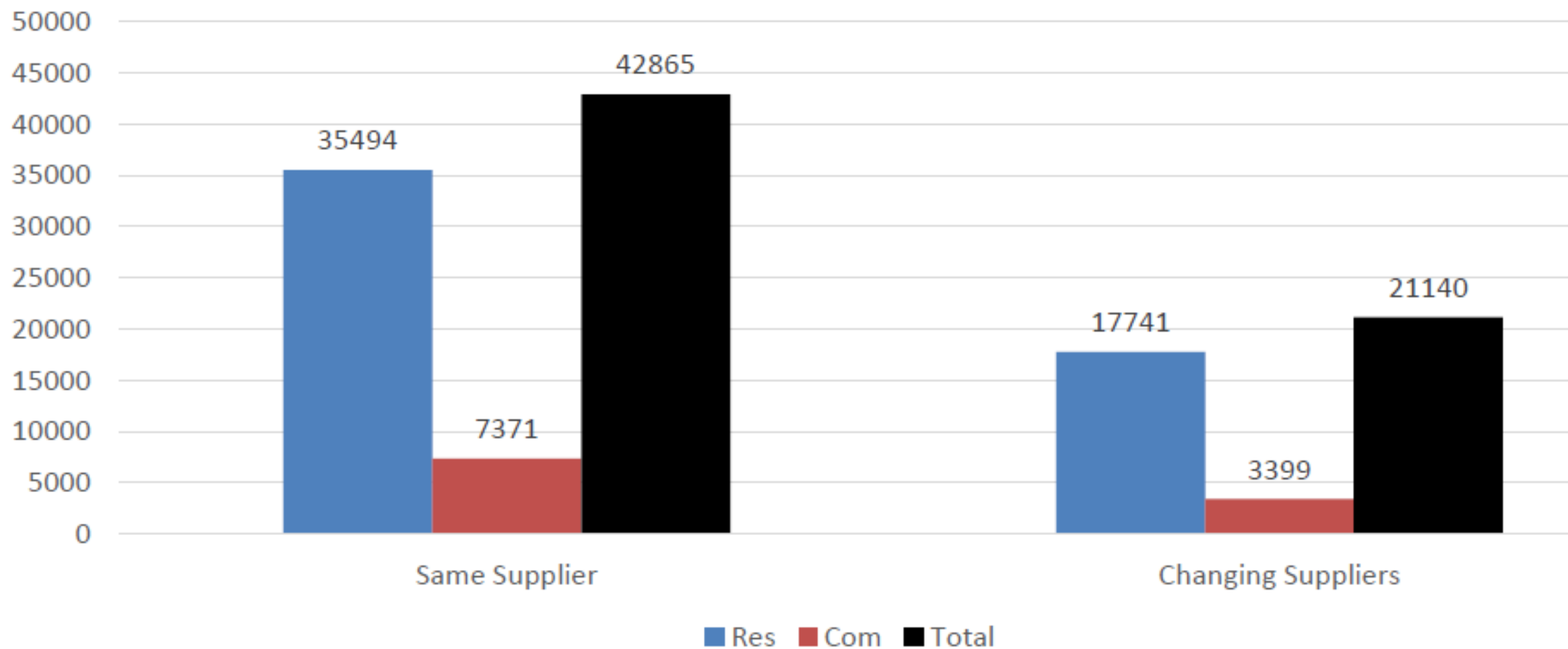
QUESTION 2: The percentage of customers making an active selection in each class

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

2020 - 2021 Service Period												
Pricing Per Therm - 1 Year Term												
	Number of Customers		Central Region					Western Region				
	Residential	Commercial	Lowest Fixed Rate	Highest Fixed Rate	Lowest Fixed Rate via DA*	Highest Fixed Rate via DA*	Default Rate	Lowest Fixed Rate	Highest Fixed Rate	Lowest Fixed Rate via DA*	Highest Fixed Rate via DA*	Default Rate
ACE	11,604	2,479	0.527	0.539	0.521	0.560	0.721	0.467	0.484	0.465	0.505	0.677
Black Hills Energy Services	25,804	3,228	0.450	0.636	0.425	0.553	0.725	0.433	0.573	0.390	0.540	0.656
CenterPoint Energy Services	7,203	2,517	0.395	0.499	0.395	0.455	0.455	0.395	0.499	0.395	0.455	0.455
Constellation New Energy	10,972	1,580	0.528	0.547	0.560	0.600	0.777	0.469	0.495	0.495	0.560	0.721
Uncle Frank Energy Services	691	670	0.380	0.531	0.380	0.531	0.550	0.358	0.467	0.358	0.467	0.500
Vista Energy Marketing	9,798	557	0.375	0.725	0.375	0.725	0.749	0.375	0.725	0.375	0.725	0.749
WoodRiver Energy LLC	3,634	1,218	0.350	0.681	0.363	0.588	0.565**	0.349	0.481	0.399	0.515	0.528**

*Delegation Agreement

**Reported as an Average