

## **CHOICE® Program C&I Contract Assignment Pilot Program**

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CHOICE® Program C&I Contract Assignment - the assignment of an existing choice contract of a specific Commercial or Industrial (C&I) customer at specified location (premise level) to a new owner/party.

### **CHOICE® Pilot Program Overview:**

The CRNGS would provide the Choice Team with a “form” executed by the new C&I owner prior to the connect order being placed. The Choice Team will monitor the premise(s) in the billing system. Once the connect order is executed in the billing system the Choice Team will enroll the new customer’s account in the CHOICE® Program using previous customer’s choice contract rate, so that the first bill will reflect the choice contract.

### **CHOICE® Pilot Program Form:**

The form at a minimum will include the following;

- C&I customer’s business legal name (that will be used for the connect order)
- Service address/premise/PSID(s)
- Future transfer of billing date /effective date
- C&I customer signature (authorized representative from the business)
- CRNGS name and signature (authorized representative from the company)
- CRNGS rate code being assigned to the new business owner

### **[CHOICE Program C&I Contract Assignment Form](#)**

### **Key Take Away:**

1. Forms must include the signatures of the C&I customer representative (e.g. form cannot be executed by a Third Party vendor/Energy Consultant)

2. Forms must be emailed to [choice@nisource.com](mailto:choice@nisource.com). A confirmation will be sent back upon receipt. If CRNGS does not receive email confirmation, they should reach out directly to their Choice Specialist
3. Forms must be sent to Choice Team prior to connect order placed

**Additional CHOICE® Pilot Program parameters:**

1. There will be a fee per premise/meter/PSID(s) @ \$34.50
2. There is maximum amount of transactions that will be performed, with a total maximum of five premise/meter/PSID(s) per calendar month (1<sup>st</sup> come 1<sup>st</sup> served)
3. Requests will not be processed if form is received after connect/disconnect orders have been executed
4. Choice Team will not perform any transfers of service request (connects/disconnects) in lieu of C&I customer contacting call center
5. The Choice Team will not perform any adjustments for transfer of service request at an incorrect address or requesting after the transfer of service has occurred and the account has billed
6. If the new C&I customer agrees to Immediate CHOICE® enrollment at the time the connect order was placed; Choice Team would notify CRNGS accordingly (manual process does not prevent another enrollment request from another CRNGS)
7. This process will not trigger the welcome post card; C&I customer will see CRNGS referenced on their first bill
8. CRNGS will receive enrollment confirmation in their Response (RSP) file; customer tax exemption will follow the same process once the Choice enrollment occurs
9. If CRNGS provides initial form to request the enrollment and either the CRNGS or C&I customer wants to cancel the request; cancelations must be received prior to execution of connect

order, otherwise the first bill will reflect rate provided on the request form. To cancel the request, the CRNGS would submit drop (code 2) transaction through existing enrollment process and CRNGS would address any difference between the billed charges and what should have been billed (as applicable)

10. If CRNGS provides incorrect rate code on initial form and requests change; cancelations must be received prior to the execution of connect order, otherwise first bill will reflect the rate provided on the request form. To update/change the rate, the CRNGS would submit change (code 5) transaction through existing enrollment process and CRNGS would address any difference between the billed charges and what should have been billed (as applicable)