

CHOICE®/GTS Supplier Communication Planned FTP to EDI Changes FAQ

July 28, 2026

In late June, we alerted CHOICE®/GTS natural gas suppliers that, starting during the 2028 calendar year, NiSource anticipates shifting from the current electric File Transfer Protocol (eFTP) format to the **Electronic Data Interchange (EDI)** format for certain file types. Even though **these changes are not expected to take effect until 2028**, we believe it is important to provide advanced awareness and establish a key point of contact for ongoing updates and technical coordination. **We expect to begin sharing initial technical guidelines and file layout details later this year, with system testing planned for mid-to-late 2027.**

Included with our recent communication was a short survey in which suppliers identified technical points of contact and shared views or questions about the planned change. The FAQ below addresses some of the common questions raised by suppliers.

We will continue to provide updates and additional information as it becomes available. We value our relationship with you, and we look forward to strengthening that partnership as we make these important technology improvements. Please contact your Program & Account Specialist for assistance with any questions.

Sincerely,
Program and Account Management Team
choice@nsource.com

GENERAL QUESTIONS

1. Why is NiSource communicating with external partners now, even though this change doesn't happen until 2028?

We are providing early awareness of this change to confirm key technical points of contact and allow sufficient time for your organization to assess impacts, plan and implement any required supplier-side changes, and ensure readiness for integrated testing with NiSource in mid-to-late 2027.

2. Are any eFTP to EDI changes happening now? No. The EDI changes are expected to take effect in 2028. There are no system, transaction or process changes happening yet. Current transactions are not impacted.

3. What is driving the switch to EDI? EDI supports NiSource's commitment to deliver safe, reliable and affordable service, along with a strong customer experience. EDI is one of several foundational capabilities being implemented as part of planned technology upgrades.

4. Are you able to share what specific EDI standards or changes are planned? Specific requirements are still under final evaluation. Our goal is to begin sharing technical guidelines, file format information and other details later this year, with system testing planned for mid-to-late 2027.

5. Does this change impact all our current eFTP file transfers? Which EDI transaction sets are you going to implement? Not all current files/transactions exchanged with vendors or third parties will be migrated to EDI. The EDI platform will be used for suppliers (deregulated programs Choice/Gas Transportation) for interacting with NiSource for certain transactions, such as enrollment, drop, change, reinstate, request, response, usage, supplier charges, and remittance. We currently anticipate implementing standardized EDI transaction sets for these transaction sets: 814 (enrollment, drop, change, reinstate, historical usage request), 867 (usage data), 810 (invoice), and 820 (remittance). There are other reports/files shared with suppliers and external third parties (such as customer lists, etc.) that will continue with eFTP (in a non-EDI format).

6. How does this change impact GTS Suppliers? The change relevant to GTS suppliers is to the transaction set 867 (usage data) file, which will transition to the EDI format. Additional process or system changes are not included in this communication and would be shared separately.

7. What about other eFTP interactions beyond the current scope that could come into scope in the future? We recognize that suppliers may have questions about additional electronic file transfer (eFTP) processes that extend beyond those currently discussed. As part of planned technology upgrades, several existing eFTP interactions — including those managed through the Supplier Web Portal — will evolve to align with modernized EDI capabilities.

These changes will be communicated in phases, with dedicated outreach and documentation provided as each process area is ready for transition. Suppliers can expect:

- Clear identification of affected eFTP processes and timelines
- Updated contact points for technical and business support
- Guidance on new submission and validation methods
- Continued transparency through planned communications and engagement sessions

Our goal is to ensure suppliers have ample time and resources to prepare for these updates while maintaining continuity of operations.

8. Other than providing a technical point of contact, is any action required from suppliers now?

No immediate action is required, other than providing us with a technical point of contact for your company. However, suppliers are encouraged to take high-level preparatory steps, such as evaluating current internal EDI capabilities.

ADDITIONAL QUESTIONS RAISED IN SURVEY RESPONSES

1. Will you be providing this information to our current EDI provider? Yes, we can share the relevant information with your current EDI provider if you provide us with the appropriate contact information. We want to ensure all technical stakeholders are aligned as we move forward.

2. Is this survey mainly for the EDI provider? This survey is primarily intended for suppliers to help us establish key technical points of contact within your organization. However, if you work with a third-party EDI provider, we encourage you to include their information as well.

3. How do I know if I'm filling this survey out correctly? We will review all survey responses and reach out directly to resolve any questions or clarify any items. Our goal is to ensure accuracy and completeness.

4. How many Technical contacts can one company have? You may provide multiple technical contacts if needed to support the planned EDI transition. We want to ensure all appropriate personnel receive future updates, including technical specifications and testing coordination.

5. It would be great to have an FAQ, some information sessions, and clear documentation of every configuration or file-related change. We would like to know what EDI format Columbia will be using as an EDI standard. When is documentation going to be available? We are committed to providing comprehensive support materials as this initiative progresses. This will include information sessions and clear documentation of every configuration or file-related change. Technical documentation will be shared as it becomes available, and testing and readiness guidance will come well in advance of implementation. Our goal is to share initial technical documentation, including the EDI guidelines and file formats, later this year.

6. Is this a move from flat to X12 format? Yes, this transition involves moving from flat file exchanges to standardized X12 EDI format.

7. Will this apply to Columbia Gas of Ohio and other utilities like Columbia of PA, Columbia of KY, and Columbia of VA? Yes, these changes will apply to all Columbia jurisdictions, including Columbia Gas of Ohio, Columbia of PA, Columbia of KY, and Columbia of VA for Choice/SCO suppliers. Additionally, EDI 867 will be available for GTS Suppliers.

8. These communications were not sent to the right folks, but were eventually forwarded to us; all EDI-related changes and notifications need to be sent to our in-house EDI team . Thank you for providing this information and we will update our distribution list. We want to ensure that EDI-related communications are sent to the right points of contact, especially if there are dedicated EDI resources for your organization.

9. Which state/region EDI standard are you going to use? We will provide details regarding EDI standards as that information becomes available later this year.

10. Are you going to issue 810s that follow standards versus the BIL file? It would solve a good deal of issues, if done properly. Yes, we will be using standardized 810 EDI transactions for billing: 810 EDI for consolidated billing, 810RR for Rate Ready, and 810BR for Bill Ready.

11. How are rate codes going to be handled and setting up rates? Rate codes and rate setup processes will continue to be supported through the FTP process for submission and confirmation. Additionally, suppliers will be able to use the Supplier Portal to submit new rates and update existing rate pricing.

12. We would like to be a part of the EDI testing for our suppliers to EDI. Thank you for your willingness to participate. We plan to engage all suppliers in testing, and your involvement in EDI testing for your supplier clients would be greatly valued. We will share testing and validation coordination details as we move forward.

13. Having EDI Providers be a part of this would be a great help as we have quite a few suppliers involved. We agree that having EDI providers involved is essential to a successful transition. We want EDI providers to be an integral part of the suppliers' transition process, and we appreciate your engagement on behalf of your supplier clients.

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