

# Switching from PG&E Natural Gas FAQs

**Question:** I didn't think I had a choice of who I could buy my natural gas from. How does this work?

**Answer:** You certainly do have a choice. The natural gas industry in your area has been deregulated. The easiest way to understand it is to think of it like telecommunications deregulation, but instead of using phone lines we are using natural gas lines. We are able to sell you your natural gas at a discount and you continue to use PG&E's existing pipelines to transport the natural gas to your residence or facility. There are no setup fees or connection fees and PG&E will not charge you additional transportation costs. So we are able to pass on the savings from the actual natural gas you use. If you are a Residential Tiger Customer you will continue to just receive your one PG&E bill. The only difference will be that instead of having PG&E's cost for your natural gas you will have Tiger's. If you are a Commercial Tiger Customer you would begin to receive an invoice from Tiger for the actual natural gas that you used and we would be able to offer it to you at a discount from what PG&E would charge you.

**Question:** How can Tiger be able to offer me a lower rate than my utility?

**Answer:** The utility is allowed to build in cost of their infrastructure, Bad Debts and anything else the Public Utilities Commission will allow them, into their actual cost of gas. Tiger has minimal overhead and is much more flexible and able to go out and get the best price for our natural gas. We then pass savings on to our customers.

**Question:** How are you able to get the natural gas to me?

**Answer:** We will give the natural gas you buy from us directly to your utility company and then you will still pay them to transmit and distribute the natural gas through their existing pipelines to your residence or facility. So you will still be a customer of your utility but if you get your natural gas from Tiger you will still save money overall when you add in their transportation charges and the savings we offer you on the natural gas.

**Question:** What if I have an emergency?

**Answer:** If you have an emergency, like a gas leak or a fire, you will still call your local utility company and they will come out and service your pipelines and meters, you will still be their customer because you will pay them to distribute your natural gas to your residence or facility. They will not charge you more in a maintenance or emergency situation because you are a Tiger customer. However, if you have a billing or customer service issue you can quickly contact your Tiger representative and be taken care of much quicker and effectively.

**Question:** What are the risks involved with switching?

**Answer:** There is essentially no additional risk. Tiger has been in business for over 17 years and has over 10,000 commercial accounts nationwide and we have never received a better business bureau complaint. That is not the case with other energy marketers. At Tiger we are truly devoted to customer satisfaction and our company was founded on the principles of Integrity, reliability, and trust. We have survived and outlasted many others in our industry even when most had only been in business a fraction of the time we have. We will be here for a long time to come and in the event we cannot supply you with gas your local utility company would begin to supply you again automatically. That is something that has never once happened in our 17 years of business. **We have been in business since 1991 and have over 10,000 accounts nationwide without ever receiving one complaint.** This is because Tiger's strong emphasis on maintaining superior customer service and customer relationships is key to our success.

**Question:** How will you bill me for the natural gas we use?

**Answer:** If you are a Residential Tiger Customer you will continue to just receive your one PG&E bill. The only difference will be that instead of having PG&E's cost for your natural gas on your bill you would have Tigers. Nothing will change from your prospective and you just pay once using any current method available to you from PG&E. There is a \$1.50 per month customer fee included as well. If you are a Commercial Tiger Customer you would begin to receive an invoice from Tiger for the actual natural gas that you used and we would be able to offer it to you at a discount from what PG&E would charge you. Some Commercial customers can elect to still receive their bills through PG&E but there will be at least a \$1.50 per month customer fee.

**Question:** Is there a chance that Tiger would cost me more overall than my Utility.

**Answer:** In some months there is a chance that we could cost you more but that does not happen often. However, when you look at it on an annual basis we have never cost our customers more than the utility would have on a per Therm basis. The reason that Tiger's price can sometimes be more than the utility's price is because the utility actually lags behind where the current market price is. Historically our prices on a monthly level are most always less than the utilities but when natural gas prices rise unexpectedly and quickly in a matter of a few months it can result in our price for a month being more than the utilities. This is because when we were buying our gas at the market's current rates, the utility was still selling gas at rates below where the current market was. This is because they must set their monthly prices well in advance of when we do and the market was not forecasted to rise so much or so quickly. This results in their prices continuing to rise as ours level off or drop from their highs. That is why we like for our customers to look at the savings on an **annual** basis.