

SUPPLY › SERVICE › SATISFACTION ›

INTRODUCTION

As a full service energy marketing company, EnergyUSA's focus is on providing competitively priced energy and energy services to meet the exact needs of our customers. Our leading position is achieved through:

- Experience and Industry Knowledge
- Competitive Pricing
- Reliable Supply
- Exceptional Customer Service
- Strong Regional Presence
- Team Approach
- NiSource Corporate Support

EXPERIENCE AND INDUSTRY KNOWLEDGE

The importance and complexity of energy transportation/transmission, storage, operations, and supply activities require an experienced and capable organization. At EnergyUSA, we employ people who are experienced in purchasing, trading, and delivering energy throughout North America. EnergyUSA has worked hard to build a skilled and dedicated staff that serves its customers like no other marketing company can. Customers enjoy a consistency of service that is rare in this rapidly changing industry. Our officers, traders, administrators, and customer service representatives are completely accessible. We encourage our customers to call or visit at any time.

EnergyUSA specializes in exceptional daily balancing services and creative risk management options, serving more than 6,000 end-user accounts representing over 100 billion cubic feet (BCF) per year of gas deliveries.

Not only do we bring considerable experience to the service of our customers, we continually invest in educating our personnel and our customers on changes in the energy industry. This continual pursuit of knowledge makes EnergyUSA one of the leaders in the energy industry.

COMPETITIVE PRICING

EnergyUSA realizes that no matter how much service we provide our customers, we are still operating a commodity business. Customers purchasing a commodity are some of the most price-sensitive customers in today's marketplace. Through the expertise of our trading and sales staffs we are able to place a price in front of our customers that is second to none. Meanwhile, we're able to offer our customers a full range of pricing options as well as price arbitrage by utilizing underground and liquid natural gas (LNG) storage options.

RELIABLE SUPPLY

A competitive price is of little value if the energy doesn't arrive at your meter. EnergyUSA ensures the delivery of gas to our customers by reserving delivery capacity on the pipelines and LDCs that connect to our customers' meters. Our combination of firm pipeline contracts, market and supply area storage, and extensive supply relationships with top quality suppliers keeps our customers out of harm's way. EnergyUSA manages 4 BCF of storage in Michigan and Indiana that can be delivered to customers' facilities throughout the Midwest. From a supply standpoint, EnergyUSA controls more than 70,000 MMBTU/day of production assets in the Ohio and Appalachian area. All these tools are brought to bear to ensure reliable supply for you as our customer.

Through the expertise of our trading and sales staffs we are able to place a price in front of our customers that is second to none.

You can enjoy exceptional daily balancing services and creative risk management options.

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EXCEPTIONAL CUSTOMER SERVICE

We believe in providing service and value to our customers that rivals the best that can be found anywhere else in this or any other industry. We make the energy business enjoyable by taking care of customers' needs in a friendly and professional manner. We completely involve the customer in pricing opportunities, purchasing, and delivery activities. EnergyUSA is very proud of our long list of satisfied customers...customers who reward our hard work and performance with their loyalty. We educate them by sharing our competitive intelligence through our semi-annual seminars, communicate with them through our periodic newsletters, and inform them through daily market updates and activity reports.

One indication of the emphasis we place on customer satisfaction is reflected in the numerous awards we have received from our customers.

STRONG REGIONAL PRESENCE

EnergyUSA maintains eight office locations dedicated to serving customers in the Midwest: Merrillville, Fort Wayne, South Bend, and Indianapolis in Indiana; Cleveland, Columbus, and Cincinnati in Ohio; and Detroit in Michigan. In addition, our corporate trading activity is coordinated in our Merrillville, Indiana office. EnergyUSA currently has over 30 employees in these office locations.

TEAM APPROACH

EnergyUSA works closely with the local distribution company (LDC) to make sure customers' actual consumption and deliveries are in synch. Once a daily delivery volume has been established, EnergyUSA utilizes all the tools available on the LDC system to reconcile daily imbalances. In addition, EnergyUSA maintains a positive working relationship with the LDC sales personnel responsible for our mutual customer. As an added advantage, all EnergyUSA sales personnel have utility/engineering backgrounds. We understand the customer's and the LDC's point of view, and put that understanding to work for you.

NISOURCE CORPORATE SUPPORT

EnergyUSA's parent company, NiSource (NI), has been in the energy business since 1918. NI represents \$7.5 billion in annual sales, \$18 billion in assets, and 7,500 skilled and motivated employees who provide energy services to 3.8 million satisfied customers. This Fortune 500 company is now the largest gas company in the U.S. east of the Rocky Mountains. Although national in size, EnergyUSA's focus is on specific targeted markets where our physical and personal assets deliver true value to our customers. By committing resources to defined geographic regions, we offer a level of expertise that is nearly impossible to maintain at a national level. EnergyUSA's backing by NiSource allows for substantial lines of credit, which is critical in today's environment. Our higher credit rating afforded through this relationship keeps us competitive in the marketplace.

WHY WASTE YOUR ENERGY?

The EnergyUSA advantage allows our customers to focus on their core competencies rather than diverting qualified company personnel and resources to administer the complex process of commodity delivery and management. Our expertise, breadth, and depth make EnergyUSA a logical choice for handling your energy needs. Why waste your energy trying to manage it? Put us to work for you.

We work closely with your LDC to keep consumption and deliveries in synch.