

May 18, 2007



Dear Kokomo Gas & Fuel Customer:

There will be some changes soon in the way in which you conduct business with us. Beginning July 1, 2007, you will be able to access customer service at Kokomo Gas & Fuel 24 hours a day, seven days a week. In addition, there will be new Pay Stations available at which you can make utility bill payments and an enhanced web site ([www.kokomogas.com](http://www.kokomogas.com)). Beginning Monday, July 2, the business office in 900 East Blvd., Kokomo, will be closed to walk-in customers.

All service operations, like gas leak calls, service requests, connections and the like will continue to be handled by local Kokomo Gas & Fuel service people. Customers reporting gas leaks and other emergency concerns will continue to be treated as a priority from our local operating centers, which are staffed by professionally-trained crews who will continue to operate and maintain our delivery systems and equipment to ensure the highest degree of safety and reliability.

The decision to close the business office opens yet another door that will provide you with more customer service options, which will make conducting business with us more convenient and flexible for you. Offering you convenient and flexible options is centered on utilizing automation and technology to provide you with convenient choices.

What is not changing, however, is our commitment to delivering safe and reliable natural gas service to you and enhancing customer service through the following tools and resources:

- ***24/7 Access to a Toll-Free Telephone Number.*** By dialing 1-888-4-KOKGAS (1-888-456-5427), you will be able to conduct any number of transactions –24 hours a day; 7 days a week – and get answers to service related questions, including stopping and starting service. There’s also an “Auto Call Back” feature which, when activated, allows customers to choose to receive a return phone call if placed on hold. You can even request that call be directed to your cell phone. Enclosed in this envelope, you will find a brochure that explains the features of our DirectLink e-Services. **Please note that this phone number will not be activated until July 1, 2007.**
- ***New Monthly Bill & Account Number.*** In July, you will receive a redesigned monthly bill and account number. You will find the new bill to be easier to read, with more details, including bar graphs that show historical

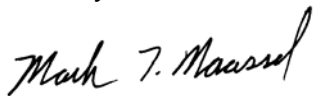
temperatures and usage data. Your first bill will include a complete explanation on how to read the new bill.

- **Convenient Bill Payment Options.** Our commitment to enhancing customer service also includes providing a number of new bill payment options such as access Pay Stations that provide you with more locations to pay your bill. Other bill-payment options include ZapCheck, CheckFree, and BudgetPlan. A brochure explaining these options will be included in your next bill.
- **Enhanced Web Site.** More up to date information will be available to you from our web site at [www.kokomogas.com](http://www.kokomogas.com).
- **Electronic Transfer of Funds.** When you pay your utility bill by check, the amount is electronically debited immediately from your checking account. Funds could be debited as early as the day after we receive your payment. Your banking institution does not return your check; however, the transactions are reflected on your bank statement.
- **Meter Re-routes to Better Serve You.** As part of our goal to read every customer meter every month, the date on which we read some customers' meters will be changing. As a result, your payment due date, beginning in July or August, may change. Once a new due date has been established, your future bills will be due approximately the same time each month. On the top of your new bill, we will provide you with a three-day window when you can expect us to read your meter.

Inside of this envelope, we have included a question and answer sheet on these changes, a DirectLink brochure and a handy refrigerator magnet with Kokomo Gas & Fuel's new toll-free telephone number. We hope that these materials will help to answer your questions and provide you with more information regarding these exciting new customer service options, all of which will become effective July 1, 2007.

We hope you will find these customer service enhancements and new tools to be of value and real time savers. We look forward to continuing to provide you with safe and reliable natural gas service, with convenient and flexible customer service options.

Sincerely,



Mark Maassel  
President  
Kokomo Gas & Fuel