

Broker Contact – Matrix

Gas Major Account Services (Gas MAS) – Services Provided

The Account Manager is the primary point of contact for the customer and its broker. The Account Manager has a thorough understanding of [MichCon's Tariff](#), policies, procedures, processes and associated systems that relate to handling of both gas transportation service and general service and enforcement of such rules and regulations on a consistent basis.

All service requests and inquiries not addressed by MAB or Gas Noms should be directed to the Account Manager assigned to the account.

- The Account Manager will assist customers and their brokers with any inquiries, requests, problems or issues that arise in a timely manner, including but not limited to:
 - Billing errors
 - ACQ and MDQ review or adjustments
 - Unregistered gas
 - Aggregation and/or allocation of account review
 - Rate/service selection
 - EUT Service requests/analysis
 - Return to General Sales requests/analysis
 - MichCon Tariff inquiries and information
 - Marketer/Supplier list
 - Construction (add load) projects
 - Coordinates construction cost estimates
 - Coordinates gas facilities service installation/construction
 - New/expansion of services
 - Elevated Pressure requests
 - Meter turn on's or disconnects
 - Service Cut and Cap requests
 - Termination of service or transfer of service
 - Storage transfers requests
 - Assist with Collections/Arrearage activities

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- Electronic Remote Metering requests
- Online Billing requests

Major Account Billing (MAB) – Services Provided			
<p>NOTE: A valid Agency Authorization Form must be on file to obtain information</p>			
<p>❖ <u>Handle Billing Inquiries</u></p> <ul style="list-style-type: none"> ✓ Provide copies of bill statements ✓ Provide 12 month consumption history* ✓ Provide month end meter readings and/or consumption ✓ Provide Meter change information (stop/start read & consumption, etc.) ✓ Discuss and process late fees ✓ Handle missing payment investigations (copy of check required) ✓ Process Mailing Address Changes (written request on company letter head required) ✓ Handle other billing inquiry items as needed <p>*Please allow 3 to 5 business days for processing</p>			
<p>❖ <u>Process Service & Meter Orders (non emergency)</u></p> <ul style="list-style-type: none"> ✓ Low Pressure Orders ✓ Basic Meter Repair Orders ✓ Meter Investigate Orders ✓ Meter Change Orders 			

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<ul style="list-style-type: none"> ✓ Miscellaneous Read Orders ✓ Other non emergency orders as needed 			
<ul style="list-style-type: none"> ❖ Provide associated Assigned Account Analyst & Account Managers name and phone# for contact purposes 			

<p>Gas Nomination Services (GNS) – Services Provided</p> <p>NOTE: A valid Agency Authorization Form must be on file to obtain information</p>			
<ul style="list-style-type: none"> ❖ <u>Handle Nomination Inquiries</u> <ul style="list-style-type: none"> ✓ Provide current MDQ/ACQ ✓ Provide Delivery Point (Map) numbers ✓ Provide preliminary month-end consumption reads ✓ Generate and distribute nomination reports ✓ Handle other nomination issues as needed 			
<ul style="list-style-type: none"> ❖ <u>Process Storage Transfers</u> <ul style="list-style-type: none"> ✓ Provide most recent storage balance available ✓ Provide Storage Transfer forms ✓ Process storage transfers 			
<ul style="list-style-type: none"> ❖ <u>Administer EUT Agency Forms</u> 			

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<ul style="list-style-type: none">✓ Provide Agency Forms to brokers✓ Process forms by loading into eNominator✓ Fax copies of forms to MAB for their records and handling (only when customer checks box marked “Review and receive customers’ billing information...”)			
<ul style="list-style-type: none">❖ <u>Administer eNominator Security Rights/Handle Logon Issues</u><ul style="list-style-type: none">✓ Assign and terminate eNominator login ids and passwords✓ Assist with logon and printing problems			
<ul style="list-style-type: none">❖ <u>Provide MAB and Major Account Representative Contact Info</u>			