

MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



9.15

During the oral communication section of the agenda for Tuesday, March 16, 2010, Lucy Argueta spoke regarding deregulation of energy.

**ATTACHMENTS FILED WITH
CLERK OF THE BOARD**

**AGENDA NO.
9.15**

Tiger Natural Gas

Tiger Natural Gas, a start-up company that literally started in a spare bedroom, grew from \$2.1 million in sales its first year of business, 1991, to \$278 million in 2000.

Tiger's amazing growth rate looks as if it will continue. "Our gross sales through June were \$174 million," says Lori Burris Johnson, founder and CEO. "We're blessed."

She always says "we're blessed" with a smile; God's blessing runs as a theme through her company. She founded Tiger, named after her mother, a Creek Indian, on biblical principles and is proud of it. A key one for Johnson is "So in everything, do to others what you would have them do to you" (Matt. 7:12).

Well, this biblical principle works, as Tiger's phenomenal 10-year growth and profits show. "I treat people and companies the way I would like to be treated," says Johnson, 38.

Johnson's success may well be one of the most amazing tales in modern Oklahoma business. She started out in oil and gas as a clerical worker. She remembers sidelining high-powered meetings while fast-talking men cut deals rallying millions. "I'd sit in the back and take notes. If there were terms I didn't understand, I'd go home and look them up. You had better believe that I knew them in the morning."

Federal programs offering contract initiatives to minorities and women brought her opportunities. She took a proposal to her boss. "I told him I knew how to do the business because I'd listened and seen it done. I said, 'I'll make the decisions, and you back me with money.' We split 51/49. I bought him out two years later," she smiles.

Johnson bid on government contracts in California. "We got all of them! We were in business!" she exclaims.

Tiger still works mainly with the government. "The government was so surprised that we didn't come in with a rip-off attitude. We treated the government the way we would like to be treated," Johnson says.

For example, Tiger seeks cost-cutting measures and looks at a client's



Lori Burris Johnson.

energy needs and expenditures. "We found a way to save a government facility in Florida \$6,000 a month in energy costs," Johnson says. "That client was buying more line than it needed."

As a lone woman in a tough man's tough field, Johnson has had "to be twice as good and work twice as hard just to be even with them." She notes she faces and overcomes gender obstacles daily.

In all Tiger's business dealings, Johnson encourages her employees—18 in Tulsa and two each in Denver and Pittsburgh—"to do above and beyond what the client expects. I tell them that what we put off is what we get back."

During any company crisis, the business falls back on biblical principles. The phones switch to recordings, someone locks the doors, and the employees meet for prayer. "We've done that a number of times," Johnson says.

Knowing full well what it's like working for others, Johnson makes a commitment to treat her employees like family. Tiger's corporate culture includes a playroom for kids, an employees' exercise room and shower facilities, and

the famous Wednesday lunch. "Tiger pays for the food, but everybody is on a rotation to cook," Johnson says. Evidently word is out because clients "just happen" to come by on Wednesdays shortly before noon.

Flextime prevails, too. "Around here, you're likely to get fussed at if you *don't* go to your kid's play or soccer match," Johnson says.

She frequently quotes Malachi 3:10 as the reason for Tiger's phenomenal corporate gains: "Bring the whole tithe into the storehouse, that there may be food in my house. Test me in this, says the Lord Almighty, and see if I will not throw open the floodgates of heaven and pour out so much blessing that you will not have room enough for it."

Tiger's growth took off in 1996 for two reasons, Johnson recalls. Tiger received certification from the Small Business Administration for its 8a Program for minority businesses, "and we stepped up our corporate tithing. It was then that 'windows of heaven' were opened on us. We're blessed. We're blessed."



Zurvita Choice
BY **mXenergy**

TIGER
Natural Gas, Inc.

VISTA
ENERGY MARKETING

Lucy & Esteban Argueta
Business Consultants
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arguetaconsulting@gmail.com
www.THENEWBEGINNING.ZURVITA.biz

Your First and Only Choice In Natural Gas Utility Savings!

www.TigerNaturalGas.com

ABOUT TIGER: Tiger Natural Gas (“Tiger”) was founded in 1991 and has over 400 years of collective experience in all areas of the natural gas business. This vast, in-depth knowledge allows Tiger to provide the highest level of customer service and support and has led to a solid reputation through applying the basic principles of integrity, honesty and reliable customer service. Tiger excels at supplying natural gas and natural gas management services to commercial customers throughout all of California. Our current customer base consists of tens of thousands of facilities including national retail chains, restaurants, manufacturers, hospitals, hotels, city, state and federal facilities.

KEY SELLING POINTS:

- Cost Savings** – Customers still buying their natural gas from SoCal Gas can expect to save up to 3%+ on their annual natural gas costs, depending on their actual usage.
- Fixed Price** – Tiger offers our customers the ability to lock in a fixed price for their natural gas for an extended time period. This enables our customers to hedge their natural gas costs as well as budget and forecast their expenses.
- Customer Service** – Tiger’s success has been built on providing unsurpassed Customer Support Services for every client. At Tiger we provide our customers with the highest quality natural gas supply and management services available. Tiger’s strong emphasis on maintaining superior customer service and customer relations are key elements to our success.
- Seamless Transition** – You will experience no downtime and there are no start up, connection, or transfer fees.

PROGRAM OVERVIEW: The natural gas market in California has been deregulated since 1991 but unfortunately most business owners are unaware that they have any other options regarding their natural gas purchases. This deregulation allows you the ability to select who you wish to purchase your natural gas from. Tiger is able to pool our customer’s usage together and get a much better rate for our natural gas purchases. Since we are able to buy our gas at prices less than SoCal Gas we then pass those savings on to our customers and provide them with a cost savings over what SoCal Gas would charge them. In your case we can save you up to **3%+** off your annual natural gas bill depending on your usage.

It only takes a few signatures to transfer your account from being supplied by SoCal Gas to being supplied by Tiger and there are no start-up, connection, or transfer fees of any kind. Additionally, you will incur no downtime and there are no additional risks involved with having Tiger as your natural gas supplier. If you have an emergency or a pipeline problem you will still deal directly with SoCal Gas and you will not be charged extra because you buy your natural gas from Tiger. However, if you have a problem with your billing or another customer service issue you can easily call your Tiger representative and be quickly taken care of because we are much more flexible and customer service oriented than SoCal Gas. In addition to the superior customer service, Tiger will also offer you the ability to lock in a fixed price for any amount of your usage for as little as one month or as long as 3 years. This allows you to be able to budget and forecast your natural gas expenses as well as hedge against future price increases.

Please go to our website (www.TigerNaturalGas.com) for more information and look us up on the Better Business Bureau website (BBB.org). **We have been in business since 1991 and have over 22,000 accounts nationwide without ever receiving one complaint.** This is because Tiger’s strong emphasis on maintaining superior customer service and customer relationships are key elements to our success.

Expected Cost Savings in SoCal Gas Service Area

Southern California Gas Co. (SoCal Gas): 2% - 3%

BBB® Serving Eastern Oklahoma
1722 S. Carson Ave. Suite 3200
Tulsa, OK 74119
(918) 492-1266
www.tulsabb.org

BBB Reliability Report for

Tiger Natural Gas, Inc.

A BBB Accredited business since 05/01/2008.



BBB Rating A+

BBB issues Reliability Reports on all businesses, whether or not they are BBB accredited. If a business is a BBB Accredited Business, it is stated in this report.

BBB Accreditation

This company has been a [BBB Accredited business](#) since May 2008. This means it supports BBB's services to the public and meets our BBB Accreditation standards.

BBB Rating

Based on BBB files, this business has a BBB Rating of A+ on a scale from A+ to F.

[Click here for an explanation of BBB Ratings](#)

Business Contact and Profile

Name: Tiger Natural Gas, Inc.
Phone: (918) 491-6998
Address: 1422 East 71st Street
Tulsa, OK 74136
Website: <http://www.tignaturalgas.com>

Original Business Start Date: May 1991

Principal: Lori Nalley, Owner/President

Customer Contact: Lori Nalley, Owner/President - (918) 491-6998

Entity: Corporation

Incorporated: January 1991, OK

Employees: 21

Type of Business: Gas Co

BBB Accreditation: This organization is a BBB Accredited business.

909-641-2205
arguetaconsulting@gmail.com

Lucy & Esteban Argueta
Business Consultants

LocalAdLink

www.THENEWBEGINNING.ZURVITA.biz

Growing Your Profits Is Our Only Business!

Business Management

<http://www.bbb.org/tulsa/business-reviews/gas/tiger-natural-gas-in-tulsa-ok-33000688?nos...> 2/11/2010

Additional company management personnel include:

Mr. Johnathan Burris - Manager

Additional Locations and Phone Numbers

Additional Phone Numbers

Tel: (888) 875-6122

Licensing

This company is in an industry that may require licensing, bonding or registration in order to lawfully do business. BBB encourages you to check with the appropriate agency to be certain any requirements are currently being met.

Customer Complaint History

BBB processed a total of 0 complaints about this company in the last 36 months, our standard reporting period.

BBB Program Participation

This company has agreed to use special procedures including arbitration, if necessary, to resolve disputes through their participation in the following programs: BBB Identification, BBBOnLine.

Government Actions

BBB has no information regarding government actions at this time.

Advertising Review

BBB has no information regarding advertising review at this time.

BBB Copyright and Reporting Policy

As a matter of policy, BBB does not endorse any product, service or business.

BBB Reliability Reports are provided solely to assist you in exercising your own best judgment. Information in this BBB Reliability Report is believed reliable, but not guaranteed as to accuracy.

BBB Reliability Reports generally cover a three-year reporting period. BBB Reliability Reports are subject to change at any time.

If you choose to do business with this business, please let the business know that you contacted BBB for a BBB Reliability Report.

ID: 33000688

Report as of February 11, 2010 07:38

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Customer Choice/Gas Suppliers/Energy Service Suppliers (ESP's)

Customers

- [Gas Suppliers for noncore customers](#)
- [Energy Service Providers \(ESPs\) for core customers](#)
- [Signup, billing and cancellation instructions for CAT](#)
- [Sample CAT Bills with Explanations](#)
- [Links to Tariffs](#)
- [Contact Information](#)

Suppliers

- [Envoy](#)
- [Links to Tariffs](#)
- [Customer Load Profiles: Residential, Small Commercial, and Commercial](#)
- [The Supplier's Role](#)
- [Sample CAT Bills with Explanations](#)
- [Important Documents for ESPs](#)
- [Contact Information](#)

Core Aggregation Transportation (CAT)

At SoCalGas, we believe that customer choice can result in lower prices and better service. That's why we want to be sure you are aware of your natural gas purchase options. The CAT program provides core customers using 250,000 therms or less per year, residential customers, and natural gas vehicle customers the option to purchase gas from gas marketers, also known as aggregators.

SoCalGas will continue to provide the same high-quality transportation services for gas purchased from aggregators. Participating customers will pay the aggregator's gas commodity charges and SoCalGas' transportation charges.

Aggregators are individuals, companies, or consortiums that arrange for the procurement of natural gas on behalf of customers. Aggregators purchase gas from producers, arrange transportation of the gas (with SoCalGas for the intrastate transportation), and balance gas delivery, storage, and consumption. CAT customers may or may not realize cost savings depending on the contract terms negotiated between the customer and the aggregator compared with SoCalGas' core customer rates. See the [Monthly Savings Estimator](#) for a quick tool that allows customers to estimate the financial outcome in a given month that may be realized from participating in CAT.

SoCalGas' [Monthly Gas Procurement Rates](#) may serve as a useful benchmark in evaluating your natural gas procurement options.

Customer Choice at a Glance

- Customer Choice is available to all customers.
- Participating in Customer Choice allows core customers to shop and compare gas suppliers (ESPs) and services.
- Although ESPs are not regulated by the CPUC, they must meet certain CPUC-approved requirements.
- Customer Choice participants have more flexibility to negotiate specific terms and rates for their gas supplies and other services.
- Customer Choice participants may or may not realize savings, depending on terms negotiated with the ESP.
- Customer Choice participants continue to receive reliable Gas Company non-procurement services

For information regarding becoming an ESP and being included on this list, please contact Carol Wade at (213) 244-5073 or cwade@semprautilities.com.

These programs are approved by the California Public Utilities Commission (CPUC) and may be modified or terminated at any time. The CAT Program is subject to [Tariff Rule No. 32](#) and other applicable tariffs and CPUC decisions that are in effect from time to time.



List of Gas Suppliers

For Noncore Transportation Customers
(Last Revision 01/20/2010)



Southern California Gas (SoCalGas) Company customers have the option of purchasing their natural gas from a gas supplier. This list of natural gas suppliers is provided by SoCalGas solely as a convenience to noncore customers. This list will be updated periodically. Natural gas suppliers who would like to be included on future lists, or those with changes or corrections to this list may contact Carol Wade by phone at (213) 244-5073 or by email at CWade@semprautilities.com.

Neither the Commission's regulation of this list nor SoCalGas' publication thereof constitutes any statement, recommendation, endorsement, approval or guaranty (either express or implied) of the financial stability or service quality of any service providers, of any product or service, or of any other matter respecting the product, service and/or provider, whether or not listed. Moreover, neither the Commission nor SoCalGas shall be responsible for errors or omissions in this list, for claims or damages relating to the use thereof, or for continued publication thereof, provided that SoCalGas will comply with all Commission directives respecting services provider lists. Users of this list should understand that it is offered as a convenience only and that in utilizing resources on this list, they should always independently determine the quality and suitability for their purposes of all products and services they wish to obtain, and carefully select a service provider on the basis of their own judgment regarding cost, capability and reliability.

ABQ Energy Group, Ltd. Contact: Scott A. Kominiak Phone: (505) 341-9069 Fax: (505) 341-0618 Email: scott@abqenergy.com	<u>Role¹</u> <input checked="" type="checkbox"/> Agent
--	---

Accent Energy California LLC Contact: Anita Vergits Phone: (614) 408-1044 Email: anita@ae2.com	<u>Role</u> <input checked="" type="checkbox"/> Contracted Marketer <input checked="" type="checkbox"/> Agent
Best way to contact us: <input checked="" type="checkbox"/> Phone <input checked="" type="checkbox"/> Email	

State of Calif. – General Services³

Contact: Marshall Clark

Phone: (916) 375-5990

Fax: (916) 375-4550

Email: Marshall.Clark@dgs.ca.gov**Role** Contracted Marketer AgentBest way to contact us: Phone Email**Summit Energy**

Contact: Mike Seibold

Phone: (713) 554-1618

Fax: (713) 554-6618

Email: mike.siebold@summitenergy.com**Role** AgentBest way to contact us: Phone Email**Tiger Natural Gas**

Contact: Tracy Phillips

Phone: (918) 491-6998 ext. 202

Fax: (918) 491-6659

Email: Tphillips@tigernaturalgas.com**Role** Contracted Marketer AgentBest way to contact us: Phone Email**Titan Gas LLC**

Contact: S. Kennedy Gebhard

Phone: (832) 251-7400

Fax: (832) 251-7405

Email: kgebhard@titannatgas.com**Role** AgentBest way to contact us: Email Phone

TIGER NATURAL GAS PARTNERSHIP WILL DELIVER SAVINGS TO CALIFORNIA RESTAURATEURS

Sacramento, Calif -- The California Restaurant Association (CRA) has chosen Tiger Natural Gas as its preferred natural gas supplier. The partnership will provide significantly discounted pricing for CRA members, as well as a free cost-savings analysis for restaurant operators to make an informed decision before they switch suppliers.

"We are thrilled to team up with Tiger Natural Gas and provide yet another opportunity for our members to save on ever-rising operating costs," CRA President + CEO Jot Condie said. "The economic climate is tougher than anything we've seen in recent history. Any opportunity we can find to assist members in securing reputable, service-oriented vendors that provide excellent value and savings is our utmost priority. Tiger Natural Gas is known for its commitment to deliver flexible and responsive service while maximizing savings to its customers, making it the perfect choice for CRA members."

Tiger Natural Gas, based in Tulsa, Okla., currently serves more than 13,000 customers in California – discounting annual natural gas costs by as much as 12 percent for operators previously served by Pacific Gas and Electric Co., Southern California Gas Co. and San Diego Gas and Electric Co.

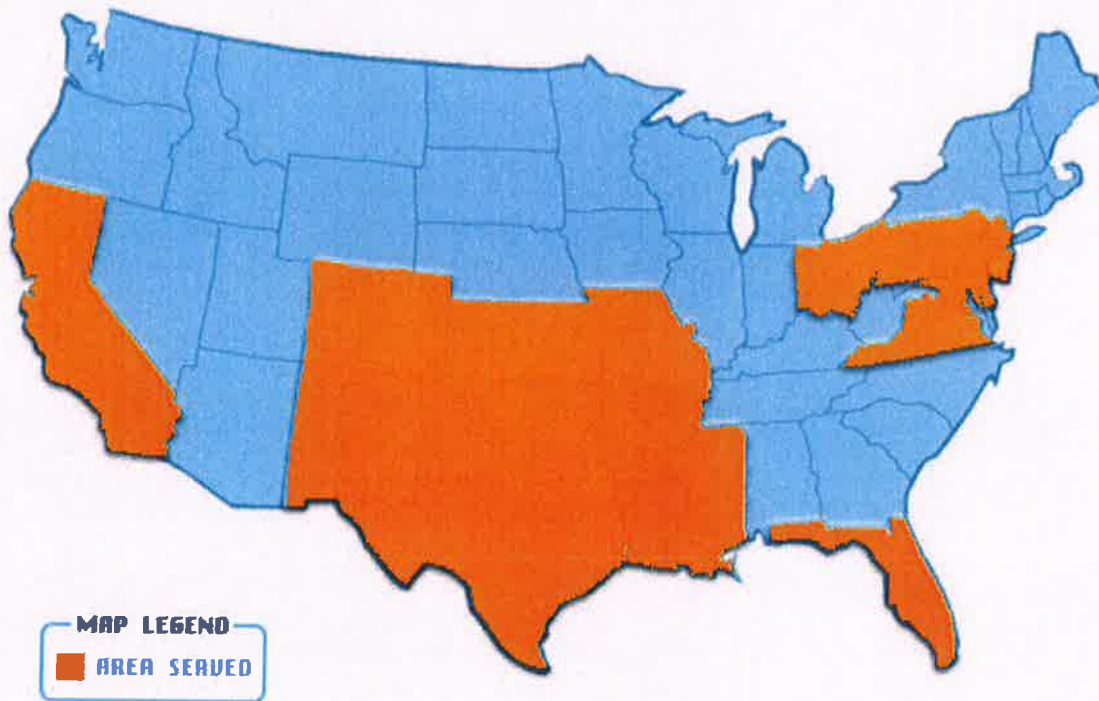
The company's natural gas purchasing program also offers the ability to lock in a fixed price for gas, so customers can budget the expense for an extended period of time.

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Service Area :

Although your state may not be highlighted within our service area, we still may be able to satisfy your natural gas needs. We are always open to establishing service in any area if it is advantageous for your facility and also Tiger. Please Contact Us so we may personally examine your specific request.



The following are the utility companies through which we currently distribute.

Residential Service:

State :	Local Distribution Company:
CA	Pacific Gas and Electric (PG&E)

Commercial and Industrial Service:

State :	Local Distribution Company:	State:	Local Distribution Company:
AR	Arkansas Western	MO	Missouri Gas Energy
AR	ArkLa	MS	Gulf South
CA	City of Long Beach	NJ	PSE&G
CA	Pacific Gas and Electric	NM	Public Service of New Mexico
CA	San Diego Gas and Electric	OH	Columbia Gas of Ohio
CA	Southern California Gas Co.	OH	Dominion East Ohio
CO	Atmos Energy	OH	Duke Energy Ohio (Cinergy)
CO	SourceGas	OK	Center Point Energy
CO	XCel Energy	OK	Oklahoma Natural Gas
DC	Washington Gas and Light	PA	Columbia Gas of Pennsylvania
FL	Gulf South	PA	Dominion Peoples
KS	Black Hills Energy (Aquila)	PA	UGI Utilities
KS	Atmos Energy	TX	Atmos Energy
KS	Kansas Gas Service	TX	Gulf South
LA	Gulf South	VA	Virginia Natural Gas
MD	Washington Gas and Light	VA	Washington Gas and Light
MO	LaClede	WY	Cheyenne Light and Fuel (Cheyenne only)



Testimonials:

Please note that some company names have been omitted to protect our competitive interests.

"Tiger's attention to detail has helped Frito-Lay to control overhead costs. Additionally, their pricing is consistently competitive and they provide flexibility in their contract terms."

Daniel P. Lopez
PepsiCo Energy Team

"I wanted to mention that working with Tiger is truly a pleasure. We have worked with many gas marketing firms across the country and have yet to find one that has been as knowledgeable and direct in addressing questions as those who represent Tiger."

"We look forward to a long-term business relationship with Tiger."

Melanie Anthony

"TNG (Tiger Natural Gas) is the best.. And we are proud to work with the best!"

Mickey Patel

"Timely on delivery, there have been no service interruptions. Tiger has been very responsive to our queries, usually with the same day replies, and the responses properly address our queries. The management of this company comes across as highly competent with a substantial knowledge of their area of expertise that allows us to receive good service on a consistent basis without a significant effort on our part to drive them to perform. They are self-starters and serious about providing good service."

Carol Burnside
Contracting Officer, NASA
John C. Stephens Space Center

"Tiger's dedication to customers has resulted in customers being loyal to Tiger. Going out of the way to make certain customers are satisfied has earned Tiger Natural Gas the reputation of dependability."

Ralph Schaefer
Managing Editor
Tulsa Business Journal

"Congratulations on being named in the top 500 women-owned businesses in the U.S.! You are a wonderful business woman and an asset to the City of Tulsa. It is through your efforts that Tulsa will continue to thrive and prosper."

Kathy Taylor
Mayor
City of Tulsa

"Thank you for the special help with our natural gas. Tiger's rates are certainly a help to us and we appreciate it."

Billy Joe Daugherty
Pastor
Victory Christian Center

"Throughout the contract period, our facilities report that Tiger Natural Gas provided very good service in the delivery of natural gas and in executing related services (invoicing and supply management). Tiger Natural Gas, a small, 8(a), Women-Owned and Disadvantaged Business entity provided services comparable to their large business contemporaries. They executed seamless customer service activities, often going out of their way to ensure that customers received timely and accurate natural gas supplies. They also submitted timely and accurate payment invoices, followed through on problematic situations, and established a harmonious rapport with its customers. Tiger Natural Gas demonstrated that they are highly professional, flexible, and reliable."

"During the contract period, the Government had a requirement to increase natural gas quantities for its customers in the state of Colorado. Although the quantities were nominal, Tiger Natural Gas was able to accommodate these customers without effecting a change in the overall contract price. Throughout the contract period, customers continued to receive their natural gas supplies in a timely fashion without disruption of service or incurring any penalties. The customers also reported that they were very satisfied with Tiger Natural Gas."

"Tiger Natural Gas met or exceeded the terms and conditions of the contract and demonstrated that even though they are a small business, they possess the business savvy to become a large player in the natural gas industry. Their actions proved that they are responsive, responsible, and conscientious in the execution of their duties."

Christina L. Young
Contracting Officer
Defense Energy Service Center



Awards

Awarded for Year 2010

- **DiversityBusiness.com's** 10th Annual Multicultural Awards

Ranked #1 Top 50 Woman Owned Businesses in Oklahoma
Ranked #2 Top 100 Native American Owned Businesses in the USA
Ranked #2 Top 50 Privately-Held Businesses in Oklahoma
Ranked #18 Top 500 Women Owned Businesses in the USA
Ranked #40 Top 500 Diversity Owned Businesses in the USA
Ranked #40 Top 50 Diversity Owned Businesses in Oklahoma
Ranked #60 Top 100 Large Businesses in the USA

- **Feature** appearing in Vision Tulsa, January 2010

Awarded for Year 2009

- Selected "The Outstanding Minority Supplier of the Year, Class 4" by the **Oklahoma Minority Supplier Development Council**

Awarded for Year 2008

- **DiversityBusiness.com's** 9th Annual Multicultural Awards

Ranked #2 Top 100 Woman Owned Businesses in Oklahoma
Ranked #3 Top 100 Minority Owned Businesses in Oklahoma
Ranked #4 Top 100 Native American Owned Businesses in the USA
Ranked #29 Top 500 Woman Owned Businesses in the USA
Ranked #61 Top 500 Diversity Owned Businesses in the USA

For three consecutive years: 2004, 2005, and 2006

- Named Energy Supplier of the Year by **Frito-Lay North America**

Awarded for Year 2006

- Awarded the Vendor Excellence Award by the **Defense Logistics Agency**
- **DiversityBusiness.com's** 7th Annual Multicultural Awards

Ranked #2 Top 100 Woman Owned Business in Oklahoma
Ranked #4 Top 50 Diversity Owned Business in Oklahoma
Ranked #4 Top 100 Native American Owned Business in USA
Ranked #17 Top 500 Woman Owned Business in USA
Ranked #35 Top100 & 500 Women Owned Businesses in USA

Awarded for Year 2005

- **DiversityBusiness.com's** 6th Annual Multicultural Awards

Ranked #1 Top 10 Woman Owned Business in Oklahoma
Ranked #2 Top 50 Diversity Owned Business in Oklahoma
Ranked #3 Top 100 Native American Owned Business in USA
Ranked #21 Top 500 Women Owned Businesses in USA

Awarded for Year 2004

- **DiversityBusiness.com's** 5th Annual Multicultural Awards

Ranked #2 Top 100 Diversity Owned Business in Oklahoma
Ranked #2 Top 100 Small Businesses in Oklahoma
Ranked #14 Top 500 Women Owned Businesses in USA

- Named one of Fifty Influential Minorities in Business by **Minority Business & Professionals Network, Inc.** at their 7th Annual Awards Event
- Ranked #1 Women-Owned Business in Tulsa by the **Tulsa Business Journal**

Awarded for Year 2003

- Received the Lewis B. Ketchum Excellence in Business award presented at the **Greater Tulsa Area Indian Affairs Commission's** 6th Annual Awards Banquet
- Named to the Top 150 Suppliers for 2003 list by the **United States Postal Service**

Awarded for Year 2002

- Named 2002 State Business of the Year by the **American Indian Chamber of Commerce of Oklahoma**
- Recognized as a Technology All-Star at the Women of Color Government and Defense Technology Awards Conference

Awarded for Year 2001

- Selected as Supplier of the Year by the **Oklahoma Native American Business Development Center**
- Named one of the Tulsa 50 fastest growing companies in the Tulsa metropolitan area by the Oklahoma Business Monthly
- Ranked No. 3 in the Oklahoma 100 fastest growing companies in Oklahoma by Oklahoma Business Monthly

Minority / Women-Owned & Other Certifications

Oklahoma Minority Supplier Development Council (MBE)

Women's Business Enterprise National Council (WBE)

City of Tulsa - Minority/Women/Disadvantaged Business (M/W/DB)

Cherokee Nation - TERO (Tribal Employment Rights Office)

Chicago Minority Supplier Development Council

NCTRCA - North Central Texas Regional Certification as a Women Owned Business Enterprise.

United States Department of Interior, **Bureau of Indian Affairs** Letter of Acceptance.

U.S. Small Business Administration Program - Graduated Sept.

Tiger Natural Gas, Inc. is a National Council Member of the **Women's Business Enterprises (WBENC)** and the **National Minority Supplier Development Council (NMSDC)**.



California Commercial and Residential Frequently Asked Questions:

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

[Question: How can Tiger be able to offer me a lower rate than my utility?](#)

[Question: How are you able to get the natural gas to me?](#)

[Question: What if I have an emergency?](#)

[Question: What are the risks involved with switching?](#)

[Question: How will you bill me for the natural gas we use?](#)

[Question: Is there a chance that Tiger would cost me more overall than my Utility.](#)

[Question: Can I buy my electricity from a program like this?](#)

[Question: What about the transportation cost of my natural gas service?](#)

[Question: Can I be your customer while receiving rebates and other savings through my utility?](#)

[Question: How is my index rate price actually determined each month?](#)

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 the utilities existing pipelines to transport the natural gas to your facility or residence. There are no setup fees or connection fees and your utility will not charge you additional transportation costs. So we are able to pass on the savings from the actual natural gas you use.

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 you 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 annually 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 you 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 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 18 years and has over 22,000 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 18 years of business. Look us up on the Better Business Bureau website (BBB.org). We have been in business since 1991 and have over 22,000 accounts nationwide without ever receiving one complaint. This is because Tiger's strong emphasis on maintaining superior customer service and customer relationships are key elements 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 \$.05 per day customer fee included as well.

If you are a Commercial Tiger Customer in the PG&E area you would be eligible to receive your charges attached to your current PG&E bill, just as outlined above. You would also have the option to receive a separate bill from Tiger for the natural gas you used. This option has no customer fee.

If you are a Commercial Tiger Customer in the SoCal or SDG&E area you would receive a separate bill from Tiger listing your charges for the natural gas you use each month.

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 Tigers price can sometimes be more than the utilities price is because the utility actually lags behind were 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 markets 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. Essentially, if their prices are less than ours in one month then that difference is likely to be made up in subsequent months.

Question: Can I buy my electricity from a program like this?

The deregulated electricity program in California has been suspended and is not available to those who are not already buying their electricity from an alternative provider. However, we plan to offer electricity services to our California customers as soon as the program is back up and running. By being a natural gas customer you will have the first available opportunity to switch your electricity service when that option is available.

Question: What about the transportation cost of my natural gas service?

Your Utility will still charge you for the transportation of the natural gas to your facility or residence. You are already paying them for the transportation of the gas right now and when you become our customer your utility will not charge you anything additional for the transportation. So you can take the transportation out of the equation and whatever we can save you on the natural gas is what you can expect to save overall. You must use Natural Gas to save money with this program, the more you use the more we can save you.

Question: Can I be your customer and participate in this program while receiving rebates and other savings program incentives through my utility?

Yes, you can purchase your Natural Gas at a discount from us and still be eligible for all the savings and rebate programs your utilities offer. This even includes California's Care customers. Even if you signed a contract for a rebate you will remain a customer of your utility and still be eligible for the rebate and be able to participate in our program.

Question: How is my index rate price actually determined each month?

In California the index's we use to determine your price each month is either the Natural Gas Intelligence (NGI) or Inside FERC (IF) index. These indexes are third party organizations that look at all the transactions happening at a particular geographical delivery point and assign an index value for that delivery point each month. Both of these indexes are independent third party organizations, are highly respected and industry standards in the areas we use them. Essentially, they are determining the market based rate for your area each month.

Coral

**Riverside County Board of Supervisors
Request to Speak**

Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Lucy ARGUETA

Address: 1440 BEAUMONT AVE. #3
(only if follow-up mail response requested)

City: BEAUMONT **Zip:** 92223

Phone #: 909-641-2205
Date: 3-16-10 **Agenda #** _____

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

_____ **Support** _____ **Oppose** _____ **Neutral**

Note: If you are here for an agenda item that is filed
for "Appeal", please state separately your position on
the appeal below:

_____ **Support** _____ **Oppose** _____ **Neutral**

I give my 3 minutes to: _____

3-16-10 9.15