

TYLEX HISTORY AND MARKETING STRATEGY

Tylex, Inc. was founded in 1983, the same year in which it started selling natural gas in Illinois. In over 30 years in business, Tylex, Inc. has grown from its initial four customers to over eight hundred customers by providing gas services to businesses, schools, hospitals, and industrial plants of all sizes. As of May 2019, Tylex, Inc. provides natural gas to over 1150 meters behind Ameren Illinois and 9 customers outside the state of Illinois.

Tylex has been marketing natural gas in the Ameren territory since 1984 when open access began. Tylex is proud of the long-term relationships we have maintained with our customers, some for more than thirty years. Tylex's success is predicated on our ability to deliver reliable gas management and services to our customers. We market natural gas primarily in the Ameren Illinois territory using local sales representatives. Tylex also works with a number of consultants to supply gas to their customers.

H.T. Hyde started the company in 1983, Robyn Eitel has been with Tylex since 1996 and Todd joined the company in 2004.

Tylex provides an exceptional level of service to our customers by focusing on each customer's unique needs to provide services that best fit their gas requirements. We don't just sell our customers gas; we assist our customers with managing their gas needs. We handle the complete nomination process and the monitoring of our customer's gas consumption. Tylex's number one goal is customer satisfaction. Daily nominations are based on anticipated needs using historical data and weather conditions. Our scheduling process for each individual customer takes into account several factors, including bank balancing, daily operations, and shut downs.

Tylex has FIRM transportation agreements in place with Panhandle Eastern Pipeline (PEPL), Natural Gas Pipeline of America (NGPL), and Trunkline Gas Company (TRK). We provide full-service gas purchasing and management on a monthly, annual and multi-year basis, which includes a variety of pricing options, including fixed pricing, NYMEX and Gas Daily pricing. Also, we do provide risk management customized to meet each customer's particular need, based on hedging customer's gas purchases to help minimize price volatility. This can be accomplished by various pricing options that are discussed with the customer.

Our buying options are tailored to best fit the needs of each customer which include the following:

- 1) Indexed Pricing which is a variable pricing option that ties the gas supply price to a monthly national index.
- 2) Trigger pricing based on a pre-determined pricing goal.
- 3) Fixed Pricing which locks in pricing on as much or as little of the customers anticipated gas usage they desire.
- 4) Spot Pricing uses short-term pricing to take advantage of market dips.

All of these are coordinated with the customer to determine the degree of involvement the customer wants to participate in.

WEBSITE: tylex.com