



# The Spotlight

**PIE&G**  
PRESQUE ISLE ELECTRIC AND GAS CO-OP



## What's Inside

- 2015 Youth Leadership Summit
- Right of Way Clearing Areas
- Keep Your Contact Info Current
- Survey Results Are In
- Downed Power Line Safety

A Touchstone Energy Cooperative

February 2015

## HEY, CO-OP TEENS!

*Take a chance on fun and you might win a free trip to D.C.*

The Michigan Electric Cooperative **Youth Leadership Summit** is designed to help young adults grow as leaders. This unique, high-energy event revolves around team-building and group learning.



The Youth Leadership Summit (YLS) takes place on April 22-24, 2015 at the Spring Hill Camp in Evert (12 miles south of Cadillac). As a participant, you will take your team-building skills to the next level with a combination of hands-on classroom exercises and a high-ropes challenge (over 30 feet in the air) that will mentally and physically test your team! Plus, you will learn how to respond in an emergency situation, explore diverse careers in energy,

test your decision-making skills as an elected official, and ask a university representative what to expect as you prepare for life after high school.

YLS is the first step towards an even greater adventure – all participants will be considered for a once-in-a-lifetime Washington, D.C. experience with the National Rural Electric Youth Tour. Learn more about YLS and Youth Tour at [miYLS.com](http://miYLS.com).

If you are a sophomore or junior (ages 16 and 17 in 2014) and your family receives service from PIE&G, you are eligible to apply to the Youth Leadership Summit. Visit [miYLS.com](http://miYLS.com) or contact Sharon at 800-423-6634, ext. 813 for an application. Applications are due by **March 13, 2015**.

## EMERGENCY NOTIFICATIONS

### *Please Call to Update Your Phone Number*

During emergencies, it is critical for utilities to respond immediately and shut down services to prevent catastrophic property damage or serious injury. That's why it's necessary that PIE&G has a current daytime phone number to quickly reach you for emergency notifications.

Of particular concern is a natural gas emergency. It may be necessary for PIE&G to enter the home to shut down service inside. If you leave the home for winter or any extended length of time, please call to provide a phone number and name of a local contact in case of emergency.

If your phone number has changed, or you cancelled your land line and switched to a cell phone, please contact us to update your records.

## RIGHT OF WAY CLEARING

PIE&G will soon begin its 2015 vegetation management program in selected areas. Private contractors will be removing trees and limbs to prevent interference with overhead power lines. Keeping trees and brush cleared within power line rights of way (ROW) helps PIE&G maintain safe and reliable electric service.

Members residing in Hawks, Hillman, Lewiston and Millersburg will be notified by letter for ROW clearing work in their area. PIE&G will also continue to work on removing dead, dying, or diseased trees, especially trees that may impact three-phase power lines. These trees were identified last year and are scheduled for removal in 2015. Please call 800-423-6634 to speak to a Member Services Representative if you have any questions.



## MEMBER SATISFACTION REMAINS HIGH

PIE&G has conducted an American Customer Satisfaction Index (ACSI) survey to measure overall member satisfaction.

Over 300 member households were randomly selected from our electric and natural gas customers. The responses to ACSI satisfaction questions is now 85 overall, which is slightly lower than in previous years (89 in 2010, 87 in 2004). PIE&G compares to other notable companies as follows:

Apple	84
Coca-Cola	83
CMS Energy	78
Municipal Utilities Avg	76
Investor Owned Avg	75
Cable/Satellite TV	65

CEO Brian Burns stated "The survey provides a way to measure how the co-op is seen by our members. Although I am pleased with the ratings, it allows for improvement."

## SAFETY AND DOWNED POWER LINES



- Call 911 and PIE&G immediately!
- Stay away from power lines. A power line does not need to be sparking or arcing to be energized. Lines that appear to be "dead" can become energized as crews work to restore power.
- Assume all low hanging and downed lines are energized and dangerous.
- If a person or object is in contact with a power line, don't touch the person, object or line. The electric current could flow through you.
- If your vehicle is in contact with a power line, stay inside the car. Warn others not to touch the car or the power line.
- Never drive over a downed line as snagging a line could pull down a pole or other equipment and cause other hazards.
- Only if you must leave your vehicle, jump clear to avoid being in contact with the car and the ground at the same time. Once you are out, shuffle your feet so both remain in contact with the ground as you move away or roll away from the car.

**REMINDER:**  
Scholarship applications due  
by March 31st.

**WITHIN REACH**

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LED lighting uses 90% less energy than incandescent bulbs. Last 20 years, LED lighting has become more popular.

ONLINE LED lighting is available at PIE&G. Visit our website at [www.pieg.com](http://www.pieg.com) to learn more about our LED lighting options.



### Presque Isle Electric & Gas Co-op

19831 M-68 Hwy • P.O. Box 308 • Onaway, MI 49765 • 989-733-8515 • 800-423-6634 • [www.pieg.com](http://www.pieg.com)

**GAS EMERGENCY ONLY 1-800-655-8565**

*We will gladly accept your Visa, MasterCard, Discover or American Express. No additional charge for using your credit card.*



Most natural gas rates and charges are not regulated by the Michigan Public Service Commission. TWN, long distance phone service is not regulated by the Michigan Public Service Commission.