

# The Spotlight

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



A Touchstone Energy Cooperative

## What's Inside

- 3 R's of Natural Gas Safety
- Shop SMART: Use Up To 75% Less Energy
- Capital Credit Allocation
- How To Pay Your Energy Bill By Phone 24/7

July 2013

## 3 R'S OF NATURAL GAS SAFETY

**1. RECOGNIZE** - Knowing how to recognize a natural gas emergency will help you react quickly.

**Signs of a natural gas leak may include:**

- "Rotten egg" smell
- Blowing or hissing sound
- Dead or discolored vegetation in an otherwise green area
- Bubbling in wet or flooded areas
- Direct or dust blowing from a hole in the ground
- Flames, if a leak has ignited

**2. REACT** - Leave the area immediately, being careful not to ignite the gas by following these warnings:

- Do not use an open flame, matches or lighters
- Do not start vehicles
- Do not use any electrical device, such as light switches or telephones (including cell phones), or appliances such as garage door openers. They could cause a spark and ignite the gas
- Do not try to shut off any natural gas valves or gas appliances
- Do not re-enter the building or return to the area until our employee or a qualified utility representative says it is safe to do so
- Do not try to put out the flames if natural gas ignites. Burning gas will not explode
- Do not try to locate the source of the gas leak



**3. REPORT** - Once in a safe location, call PIE&G toll-free at **(800) 655-8565** anytime 24/7. Please report any unusual activity near a natural gas pipeline or facility.



### ENERGY STAR® appliances: Feel-good purchases

Washing machine on the fritz? Need a new refrigerator? Dryer not working? Take advantage of \$10-\$50 Energy Optimization rebates on qualifying energy efficient appliances. View incentives online.

# shop SMART

Online: [michigan-energy.org](http://michigan-energy.org)

Phone: 877.296.4319



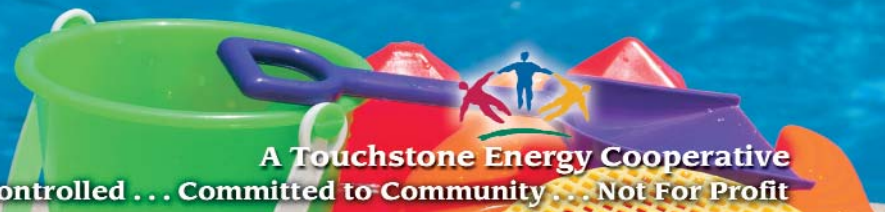
Energy Optimization programs and incentives are applicable to Michigan service locations only. Other restrictions may apply. For a complete list of participating utilities, visit [michigan-energy.org](http://michigan-energy.org).

Owned By Those We Serve . . . Locally Controlled . . . Committed to Community . . . Not For Profit

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## 2012 CAPITAL CREDIT ALLOCATION

Member-owners are assigned a credit of capital (sometimes called patronage capital) if the cooperative's revenues exceed expenses at yearend. The assignment of this excess revenue or margin is called a "capital credit allocation". The allocation is in proportion to the amount of revenue a member has contributed to the cooperative through their energy purchases.

In 2012, PIE&G's electric operation did not produce a margin but our power supplier (Wolverine Power Supply Cooperative) did. Thus Wolverine allocated a margin of nearly \$1.57 million to PIE&G. This margin was then allocated to you, the member-owner, as a capital credit. In addition, PIE&G's natural gas division produced an overall margin of about \$355,600. Your proportionate share of these combined capital credit allocations depend on whether you have electric, gas or both services and will be noted on your June, July or August statement.

These capital credit allocations will eventually be returned (or "retired") to members. Capital credits are retired at the discretion of the board of directors, when doing so will not adversely affect the financial condition of the co-op. Until then, these allocated, unretired margins represent a contribution of operating capital by the membership to the cooperative. This capital allows PIE&G to finance its operations – including new construction and system improvements – while reducing borrowing and interest expense until the capital is retired and repaid to members in later years.

## HOW TO PAY YOUR ENERGY BILL BY PHONE 24/7

Paying your energy bill just got easier! We now offer a secure pay-by-phone system available 24 hours a day to pay by credit card or check, to enter meter readings and to check account balances.

You can also manage your account online 24 hours a day by logging in to [pieg.com](http://pieg.com) to access E-bill to pay by credit card or check. If you prefer, you may continue paying by check either by mail or at our office. Or, you can call your bank to enroll in automatic payments. Our customer service reps are available to help you work through the details, whichever method of payment you feel most comfortable with.

Try our free pay-by-phone option to save time, stamps and to protect your credit card security.

### TO PAY BY PHONE:

1. Call **1-866-999-4571**
2. Have your account number ready.
3. Follow the prompts you'll hear for options:
  - Option 1: Get your balance
  - Option 2: Make a payment
  - Option 3: Provide a meter reading
  - Option 4: Create or change your PIN
  - Option 5: Change your phone number.
4. If you choose to pay from your checking or savings account, you'll be prompted to create a 4-digit PIN (personal identification number). Please contact our Member Service Reps to set your PIN for the first time.
5. Wait until you receive your confirmation number which tells you your payment was complete.

✂ CLIP & SAVE • CLIP & SAVE ✂

### Presque Isle Electric & Gas Co-op

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**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.*