

# The Spotlight



## What's Inside

- Natural Gas Safety
- Co-ops Obtain State Tax Refunds
- Capital Credit Refunds
- Pay Anytime Options



A Touchstone Energy Cooperative

July 2016

## 3 R'S OF NATURAL GAS SAFETY

Knowing how to recognize a natural gas emergency will help you react quickly.

### RECOGNIZE

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
- Dirt or dust blowing from a hole in the ground
- Flames, if a leak has ignited



### 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.



### REPORT

Once in a safe location, call PIE&G toll-free at **1-800-655-8565**, anytime 24/7. Please report any unusual activity near a natural gas pipeline or facility.



## Call MISS DIG BEFORE YOU DIG!

Know what's below.  
Call before you dig.

The MISS DIG System, Inc. is a statewide one-call excavation safety and utility damage-prevention company. Its mission is to safeguard the public, environment, property, and utility infrastructures and promote awareness of underground utilities.

Call the Miss Dig system at **1-800-482-7171** or simply dial **811**. You must call at least three (3) full working days in advance of any work. There is no cost for this service. PIE&G will work with you through the MISS DIG system to locate and mark the approximate location of underground utility lines and pipes.

If PIE&G's electric or natural gas lines are damaged, you must contact us immediately at **1-800-423-6634**. You may be held responsible for damages.

## Co-ops Obtain State Tax Refund for Members

*\$85,000 for Sales Tax on Margins Returned*

A few years ago, PIE&G, together with other Michigan electric co-ops, sought relief from the State of Michigan for certain sales tax. The cooperatives were successful. The State of Michigan now returns sales tax assessed on positive operating margins.

For 2015, PIE&G generated positive margins for both electric and natural gas operations. Thus, sales tax refunds of approximately \$40,000 will be given back to electric members and nearly \$45,000 will be refunded to natural gas members. The tax refunds will be reflected as a credit beginning with bills mailed in June 2016. Although the individual refund may be small, it reflects PIE&G's commitment to keeping members' services affordable.

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

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## PAY ANYTIME ONLINE OR BY PHONE

Want to save time and stamps? Use SmartHub to pay by credit card or check, report meter readings and check account balances! Create an account by logging in to [pieg.com](http://pieg.com) and select 'SmartHub/Manage My Account'. Or try our free pay by phone service (below). Either option is free, fast and available anytime!

### TO PAY BY PHONE:

- Call 1-866-999-4571.
- Have your account number ready.
- Follow the prompts for options:
  - Option 1: Check your account status
  - Option 2: Make a payment
  - Option 3: Enter your meter reading
  - Option 4: Create or change your PIN
  - Option 5: Update your phone number
- 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.
- Wait until you receive your payment confirmation number which tells you your payment was completed.



## SUMMER'S HERE! GIVE YOURSELF A BREAK



### SUPER FAST

Speeds up to 12 Mbps

### PROMPT & PROFESSIONAL

Installation

### RELIABLE

Customer Support 24/7

### AFFORDABLE

Service for about \$2 a day

**Kick off your summer with Exede High-Speed Internet and get super-fast surfing, music downloads, and movie and TV show streaming—all with NO activation fee and a \$10.00 discount every month for 12 months.** Don't miss out on the Internet service that delivers 140% of its advertised speed\* and is backed with the reliability and support of NRTC Rural Broadband, the organization dedicated to providing technology solutions to rural communities across the country.

**Call 888-256-8348 for member discount**



## PIE&G DIRECTORS RETURN \$1.225 MILLION TO MEMBERS

*Capital Credits from the 1980's to be Retired*



At their April meeting, PIE&G's board of directors authorized approximately \$1,225,000 in capital credit retirements. Members who received electric service in 1983-86 will receive an amount of the above in proportion to their energy use. Checks will be mailed in the fall of 2016.

As a member-owned, not-for-profit organization, when PIE&G revenues exceed expenses, "capital" is generated and "credited" to

individual members on a pro rata basis, depending on their purchases of electricity or gas.

Capital credits are used to build the facilities needed to serve members or may be retired and refunded whenever the board of directors determines that the co-op's financial condition will not be impaired. Since its inception, PIE&G has refunded approximately \$11 million in capital credits back to its members.

## 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.*