

# The Spotlight

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



A Touchstone Energy Cooperative

## What's Inside

- SmartHub Account Management
- Spring Storm Preparation
- Home Heating Credits
- Portable Generator Safety
- Energy Theft

March 2017



Manage your account(s) from your PC, Smartphone or tablet with

SmartHub. Go to [pieg.com](http://pieg.com) and click on Manage My Account. You can...

- Pay Your Bill
- Report Meter Readings
- Track Payment and Usage History
- Access Billing Statements
- Set up Notifications via email or text

## CONGRATULATIONS COMMUNITIES FIRST FUND WINNERS!

To promote and recognize participation in the PIE&G Communities First Fund, all current and newly enrolled members were automatically entered to win one of three prizes in a random drawing held February 6, 2017. The following lucky members were selected:

1<sup>st</sup> Prize – **Kyle Kowalewsky** (HP notebook computer)

2<sup>nd</sup> Prize – **John Fritzer** (Samsung Tablet)

3<sup>rd</sup> Prize – **Jacqueline Calhoun** (\$50 bill credit)

Thank you to everyone who participates in the Fund and for helping to support our local communities. Your small change adds up to make a big difference in northeast Michigan!

## BE PREPARED FOR SPRING STORMS

Lightning from thunderstorms kills more people each year than tornadoes or hurricanes, according to the American Red Cross. As spring arrives, make sure you're prepared to handle storms that come with the changing season. Follow these tips from the Red Cross to stay safe.



**Stay away from downed power lines.** Assume the lines are still energized. Report them immediately to PIE&G at 1-800-423-6634.

**Hear thunder? Head inside.** If you can hear it, you could be in danger from lightning. The National Weather Service recommends you stay indoors at least 30 minutes after the last

clap of thunder. If you're outside and can't seek shelter indoors, avoid high ground, water, tall isolated trees, and metal objects like bleachers or fences.

**Unplug your electronics.** Avoid using electrical items and telephones, which can carry power surges. Keep a battery-powered TV or radio on hand for weather updates.

**Delay outdoor activities.** If conditions are right for a thunderstorm, postpone the baseball game and stay inside – it doesn't have to be raining for lightning to strike.

### Assemble an emergency preparedness kit with:

- Water: one gallon per person, per day
- Non-perishable food
- Flashlight & fresh batteries
- Battery-powered or hand-crank radio (preferably NOAA weather radio) & extra batteries
- First-aid kit
- Seven-day supply of prescription medicines
- Copies of personal documents
- Cell phone with charger
- Emergency contact information
- Cash

Source: American Red Cross

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## HOME HEATING CREDITS

PIE&G accepts 'Energy Drafts' issued to members eligible for a Home Heating Credit if it is used to pay a *home heating bill* and the name on the energy draft matches the name on the account. If the draft is issued in two names, both parties must sign off to endorse payment.

Visit [www.michigan.gov/heatingassistance](http://www.michigan.gov/heatingassistance) and click on Home Heating Credit for more information.

## ENERGY THEFT IS ILLEGAL & DANGEROUS!

Energy theft is generally classified as any interference with a utility's ability to bill a customer. For example, if you are a tenant, it is important to transfer the account and take responsibility for service from the date you move in. Keeping service in the previous tenant's name is considered energy theft.

Unauthorized utility connections ("meter tampering") is the most dangerous kind of energy theft that poses serious safety risks resulting in fires, explosions, shock or burn injuries and even death. These illegal and hazardous connections endanger everyone – the person making the illegal connection and anyone nearby, including utility workers. Tampering may also cause damage to surrounding property.

Michigan legislation aims to deter unauthorized use or connections of electric and natural gas while protecting consumers from increased utility costs related to energy theft. It is a crime for any person to sell or transfer electricity or natural gas to another person, knowing or having reason to know that the product or service was obtained unlawfully.

Additionally, the legislation sets penalties for the assault or interference with a utility worker or contractor performing his or her duties. The offenses range from a misdemeanor to a felony punishable by imprisonment for up to 10 years and a \$5,000 fine.

PIE&G will take immediate action to shut off service where unsafe and unauthorized use of electric or natural gas service is found. Reconnection will be on hold until all costs are paid, and the Co-op may pursue criminal prosecution against the tenant or property owner where the energy theft occurred.

Source: [www.legislature.michigan.gov](http://www.legislature.michigan.gov)

## PORTABLE GENERATORS

*Please Do Not Put Someone's Life in Danger!*



Portable electric generators can provide a good source of power, but can become deadly if improperly installed or operated. Always take care when using generators. Do not connect generators

directly to household wiring. Power from generators can back-feed along power lines and electrocute anyone coming in contact with them, including utility line workers making repairs. A qualified, licensed electrician should install your generator to ensure that it meets local electrical codes. Other tips:

- Make sure your generator is properly grounded.
- Keep the generator dry (away from moisture or water).
- Make sure extension cords used with generators are rated for the load and are free of cuts, worn insulation, and have three-pronged plugs.
- Do not overload the generator.
- Do not operate the generator in enclosed or partially enclosed spaces. Generators can produce high levels of carbon monoxide very quickly, which can be deadly.
- Use a ground fault circuit interrupter (GFCI) to help prevent electrocutions and electrical shock injuries. Portable GFCIs require no tools to install and are available at prices ranging from \$12 to \$30.

## EASTER HOLIDAY HOURS

PIE&G will be closed April 14 in observance of Good Friday. The office will be open for business again on Monday, April 17.



Access your account anytime on your PC, tablet or smart phone at [pieg.com](http://pieg.com). You may also pay or report readings anytime by calling 1-866-999-4571.

## 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.*