

The Spotlight

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- 2021 Annual Meeting in Posen
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August 2021



WHAT'S YOUR CURRENT PHONE NUMBER?

Do you have a new cell phone? Have you moved or eliminated your land line? If so, PLEASE be sure to call us with your current daytime number or address change so we can reach you for important service updates or in an emergency such as a power outage or natural gas leak.

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LOBBY TO RE-OPEN AUGUST 2, 2021

PIE&G's current office, at 19831 M-68 Hwy., will re-open to members on Monday, August 2, 2021.



MARK THE DATE

The PIE&G annual meeting is scheduled for Friday, October 22nd at the Posen High School.

Your next issue of Country Lines will include your meeting notice, mail-in ballot, information on director candidates, and the annual report.

We look forward to seeing you there!

BENEFITS OF AMI TECHNOLOGY

PIE&G is improving your electric and natural gas service with Advanced Metering Infrastructure (AMI) technology.

After full implementation (expected early 2022), **MEMBER BENEFITS INCLUDE:**

- No longer need to read the meter.
- Access to usage history and billing information to help you manage energy and save money.
- More accurate billings (no estimates) or large 'catch up' bills.
- Automated outage detection for faster response and restorations.
- Better system monitoring to isolate problems for prompt repairs and maintenance.
- Lower costs related to sending employees to obtain in-person manual meter readings.



2020 CAPITAL CREDIT ALLOCATION

When the cooperative's revenues exceed expenses at year end, the excess revenue or margin is assigned to members as capital credits, in proportion to the amount of revenue contributed through energy purchases. **The assignment of this excess revenue or margin is called a "capital credit allocation"**.

In 2020, PIE&G's electric operation produced a margin of over \$477,000 and its natural gas division produced a margin of \$607,000. In addition, PIE&G's power supplier, Wolverine Power Supply Cooperative, also allocated a margin of approximately \$1,244,000 to PIE&G for its energy purchases made on behalf of PIE&G members. PIE&G then allocated these margins to you, the member, as capital credits, depending on the services you receive (electric, natural gas or both). Capital credit allocations will be noted on your June, July or August bill. **The allocations cannot be deducted from your bill. They are held in reserve on your account until the board authorizes a retirement and refund.**

Capital credits are retired and refunded to members when the board of directors determines that the financial condition of the co-op will not be impaired. Until then, allocated, unretired margins represent a member contribution of operating capital that allows PIE&G to finance its operations – including new construction and system improvements – while reducing borrowing and interest expense.

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

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OPTIONS TO PAY YOUR BILL AND REPORT METER READINGS

PIE&G offers several convenient ways to pay your bills and submit meter readings. No additional fee is charged for any of these options.

Choose Your Way to Pay

How to Pay Your Bill

By Phone (24/7 – 365 days)

Call **1-866-999-4571** with your account number(s) and credit/debit card ready. For first time check payment by phone, please call PIE&G Member Services at 1-800-423-6634 to request a Personal Identification Number (PIN) to set up your account.

Online (24/7 – 365 days)

Go online to **www.pieg.com**. Click on Manage My Account in Smart Hub to set up access. Smart Hub is also available for your smart phone or tablet (first download PIE&G's free Smart Hub app from the App Store).

Automatic Monthly Payments (EFT from your bank/credit card)

Enroll online at **www.pieg.com/Manage My Account** in Smart Hub to set up monthly electronic fund transfers from your bank, credit or debit card.

By Mail (Allow 7 business days)

Enclose your payment and bill stub (with account number and current meter reading) in the return envelope with postage stamp. Make check or money order payable to PIE&G.

At Office (Onaway) (*Lobby re-opening 8-2-2021)

Inside Lobby*: Monday – Friday 8 a.m. – 4:30 p.m.
Outside Drop Box (anytime): Checks or money orders only (no cash). Payments are processed only during business hours.



HOME ENERGY-SAVING SOLUTIONS

- ▶ improve energy performance
- ▶ better manage electric use
- ▶ reduce electric bills

CONTACT US TODAY FOR PROGRAM ELIGIBILITY INFORMATION.
michigan-energy.org • 877.296.4319



HOLIDAY CLOSING

PIE&G's office will be closed on Monday, September 6th for Labor Day holiday. Payments will post to accounts the same day if made using Smart Hub (available online at **pieg.com** or on our mobile app), or if using our Pay By Phone service at 1-866-999-4571. Drop box payments will be posted to account on the next open business day (Sept. 7).

Report emergencies anytime by calling 1-800-423-6634 or 989-733-8515.

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.*

