

The Spotlight



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August 2023



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.



MARK THE DATE!

The PIE&G annual meeting is scheduled for Friday, October 27th 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, **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.
- Better system monitoring to isolate problems for prompt repairs and maintenance.
- More accurate billings (no estimates) or large 'catch up' bills.
- Automated outage detection for faster response and restorations.
- Lower costs related to sending employees to obtain in-person manual meter readings.



2023 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 2022, PIE&G's electric operation did not produce a margin, but its natural gas division did produce a margin of \$749,801. In addition, PIE&G's power supplier, Wolverine Power Supply Cooperative, also allocated a margin of approximately \$1,543,116 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



Connected. Trusted. Reliable.

August 2023

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OPTIONS TO PAY YOUR BILL AND REPORT METER READINGS

PIE&G offers several free and convenient ways to pay your bills and submit meter readings. No additional fee is charged for any of these options. *Note: If your electric bill states "Reading(s) obtained by PIE&G", you no longer need to submit readings for that account.*

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. Download PIE&G's free Smart Hub app from the App Store or Google Play.
Automatic Monthly Payments (EFT from your credit card, bank or credit union)	Enroll online at www.pieg.com/Manage My Account in Smart Hub to set up monthly electronic fund transfers from your credit or debit card. Call Member Services at 1-800-423-6634 for instructions to enroll in Auto Pay from your bank or credit union. Form available at www.pieg.com/payment-options . Sign and mail or drop off with your monthly payment, and include a voided check.
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)	Inside Lobby: Monday – Friday 8 a.m. – 4:30 p.m. Outside Dropbox (anytime): Checks or money orders only (no cash). Payments are processed only during business hours.



MAKING HOME IMPROVEMENTS?



Increase the comfort and efficiency of your home and earn cash incentives when you purchase qualified equipment.

ENERGY STAR® Room Air Conditioner	\$30
ENERGY STAR Refrigerator	\$50
ENERGY STAR Room Dehumidifier	\$30
ENERGY STAR Clothes Washer	\$40
ENERGY STAR Clothes Dryer	up to \$200
Induction Range/Stove	\$500
ENERGY STAR Whole-Home Dehumidifier	\$700
and much more!	

Visit pieg.com/eo to learn more!



HOLIDAY CLOSING

PIE&G's office will be closed on Monday, Sept. 4th 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. 5).

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.*

