

The Spotlight

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- MYPIE&G MOBILE APP
- UNDERSTANDING YOUR UTILITY BILL
- DON'T GET SCAMMED



July 2026

- Owned by Those We Serve • Locally Controlled •
- Committed to Community • Not for Profit •



Get the MYPIE&G Mobile App

Managing your PIE&G account has never been easier with the MYPIE&G app. Designed specifically for PIE&G members, the app gives you convenient access to your account anytime, anywhere.

With the MYPIE&G app, members can:

- View account balances and billing information
- Make secure payments
- Monitor electric usage
- Report outages quickly and easily
- Receive important account and service notifications
- Manage account preferences in one convenient location

We also want members to be aware of an important change regarding the SmartHub app. Members who were using the SmartHub app before the MYPIE&G app was introduced may still be able to access their accounts through SmartHub. However, new users can no longer select PIE&G as a provider within the SmartHub app.

Additionally, if a member currently using SmartHub deletes the app or replaces their phone, they may not be able to reconnect their account through SmartHub. For this reason, we encourage all members to transition to the MYPIE&G app to ensure continued access to their account and the latest features.

If you have not already downloaded the MYPIE&G app, now is a great time to make the switch and take advantage of the tools and convenience designed specifically for PIE&G members.

Visit pieg.com or search for "MYPIE&G" in your device's app store to get started.



2 Months Free Promo

Built for our community.
By our community.

PIE&G Connect was created to bring fast, reliable fiber internet to the places we live, work, and call home, and right now, there is even more reason to make the switch.

NEW residential subscribers who sign up by July 5, 2026, can get their first

TWO months of base internet service FREE.

From busy households and home offices to farms, small businesses, and lake homes, this network was built for the way Northern Michigan lives.

Better technology. Reliable fiber to the home. A connection designed with our communities in mind.

Check availability and learn more at piegconnect.com. Terms and conditions apply.

Stay Vigilant Against Utility Scams

Your safety is important to us. Please do not allow anyone into your home unless they can provide proper identification. PIE&G employees and contractors will always identify themselves and scheduled in-home visits are arranged in advance. We do not make unannounced visits to homes.

Be cautious of phone calls, emails, text messages, or individuals requesting personal, banking, or credit card information. If you receive a suspicious email, do not click links, open attachments, or respond. Delete the message and contact PIE&G directly if you have concerns.

Remember:

- Always ask for identification before allowing anyone into your home.
- Verify unexpected communications by contacting PIE&G directly.
- Never provide personal or financial information to unverified sources.
- Report suspicious activity to local law enforcement and PIE&G immediately.

If you have questions or would like to verify a PIE&G representative, please call us at 800-423-6634.

Working together, we can help keep our communities safe from scams and fraud.



Connected. Trusted. Reliable.

July 2026

Understanding Your Utility Bill

The Base Fee on your bill helps cover the fixed costs of maintaining the infrastructure that delivers safe and reliable electric and natural gas service to your home or business. Previously called the Availability Charge, this fee was

renamed the Base Fee in September 2025. It supports essential equipment such as poles, wires, transformers, substations, pipelines, and other infrastructure that must be maintained regardless of energy usage.

All electric bills are issued monthly, giving members better visibility into energy consumption, more predictable budgeting, and improved account communication throughout the year.

For members with Advanced Metering Infrastructure (AMI), meter readings are collected continuously throughout the month. Members in C2 and C3 rate classes may not always see the most recent usage reflected on their bill due to normal billing cycle timing and data processing requirements.

Members can also simplify billing by enrolling in AutoPay, paperless billing, or budget billing.

Questions about your bill? Contact Member Services at 800-423-6634.

PIE&G CONNECT

DOWNLOAD THE MOBILE APP ON YOUR PHONE!

MYPIE&G

Check your account balance + pay your bill

View your usage and report outages

Contact us and sign up for notifications

Available on the App Store

Available on Google Play

Summer Energy Saving Tips

As temperatures rise, so can energy use. A few simple adjustments around your home can help improve comfort while lowering energy costs throughout the summer months.

- Keep blinds, curtains, and shades closed during the hottest parts of the day to reduce heat gain from sunlight.
- Set your thermostat as high as comfortably possible. When leaving home, raise the temperature a few degrees to reduce cooling costs.
- Use ceiling fans to help circulate air but remember to turn them off when leaving a room since fans cool people, not spaces.
- Schedule regular maintenance for your air conditioner or cooling system and keep vents clean and unobstructed for proper airflow.
- Seal air leaks around doors and windows with caulk or weatherstripping to prevent warm outdoor air from entering your home.
- Use energy efficient lighting and take advantage of natural daylight when possible while avoiding direct sunlight that can increase indoor temperatures.
- Run full loads in dishwashers and washing machines to maximize efficiency and reduce energy use.
- Set your water heater to 120°F to help reduce energy consumption while maintaining safe hot water temperatures.

Small changes can add up to meaningful savings while helping your home stay comfortable all summer long. Source: energy.gov

Presque Isle Electric & Gas Co-op

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GAS EMERGENCY ONLY
800-655-8565

We will gladly accept your Visa, MasterCard, Discover or American Express.

No additional charge for using your credit card.

We offer many convenient ways to pay! Learn more:



SCAN ME