

The Spotlight

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

June 2025



♥ THANK YOU TO OUR MEMBERS, CREWS, STAFF, FAMILIES, VOLUNTEERS, AND COMMUNITY. ♥



What Makes a Co-op Different?

At a glance, all utilities may seem the same—power on, gas flowing, Wi-Fi connected. But as a member of PIE&G, you're part of something more: a not-for-profit, member-owned cooperative that puts people before profits.

Unlike for-profit utilities that serve shareholders, co-ops reinvest in the system or return revenue to members as capital credits. Every member has a voice, and our decisions are guided by the Seven Cooperative Principles:

-  1. Voluntary and Open Membership
-  2. Democratic Member Control
-  3. Members' Economic Participation
-  4. Autonomy and Independence
-  5. Education, Training, and Information
-  6. Cooperation Among Cooperatives
-  7. Concern for Community

The recent ice storm showed these values in action. Crews from other co-ops answered the call through mutual aid, and PIE&G employees—many without power themselves—worked with determination and heart to restore service.

These principles guide everything we do at PIE&G, from local leadership to community support. That's the co-op difference.

Storm Recovery Reminder

While we've completed the initial response to the unprecedented ice storm, our work continues. Crews are now focused on clearing debris, rebuilding fiber lines, and making permanent repairs to damaged electrical infrastructure.

Here's what to expect in the weeks ahead:

- Crews and contractors will be removing broken poles, damaged transformers, and other debris
- Some materials may still be hazardous—our trained teams will handle these safely and according to regulations

How you can help:

- Please don't try to move or dispose of any damaged equipment or debris
- Cleanup will take time and will be done in stages—thank you for your patience

If you see anything that looks dangerous, call us at 1-800-423-6634.

We appreciate your continued support!

Here are four easy ways to enroll in Autopay with PIE&G:

1. Online at PIEG.COM/PAYMENT-OPTION
2. The free MYPIE&G app is available on Google Play or the Apple Store. If you choose automatic payments through your bank account, please complete the ACH form on our website and mail it to PIE&G, P.O. Box 308, Onaway, MI, 49765.
3. You can also reach us via our automated phone system at 1-855-939-3541.
4. In-person at our office located at 3149 Main Street, Onaway, MI 49765.

Enrolling in Autopay provides PIE&G members with the convenience of hassle-free payments, ensuring your bills are paid on time, every time. It's a simple and effective way to avoid late fees and service interruptions. Plus, enjoy the peace of mind knowing your payment will be processed on the due date and appear on your monthly bank or credit card statement. PIE&G Connect members also receive a \$5 discount on their monthly bill by signing up for Autopay. Simplify your bill payments and start saving today by joining Autopay. Please note that if you have more than one account, each account has to be enrolled for Autopay individually.

5 STEPS FOR SAFE DIGGING

Working on an outdoor project? Always call 8-1-1 first, because you never know what's below. Here are five easy steps for safe digging:

Source: call811.com

1. NOTIFY

Call 8-1-1 or make a request online two to three days before you start.



2. WAIT

Wait two to three days for a response to your request. Affected utilities will send a locator to mark any underground utility lines.



3. CONFIRM

Confirm that all affected utilities have responded by comparing the markers to the list of utilities the 8-1-1 call center notified.



4. RESPECT

Respect the markers provided by the affected utilities. They are your guide for the duration of your project.



5. DIG CAREFULLY

If you can't avoid digging near the markers (within 18-24 inches on all sides, depending on state laws), consider moving your project.



Office Closed for Fourth of July

Please note that our office will be closed on Friday, July 4, 2025. We will resume regular business hours on Monday, July 7, 2025.

Need to make a payment? You can still pay using these methods:

- Our secure dropbox
- By phone at 1-855-939-3541.
- Online at pieg.com
- Through the MYPIE&G app

In case of an emergency, please call 1-800-423-6634. Thank you and have a safe holiday!



Presque Isle Electric & Gas Co-op

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- Not for Profit •

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