

# The Spotlight



## What's Inside

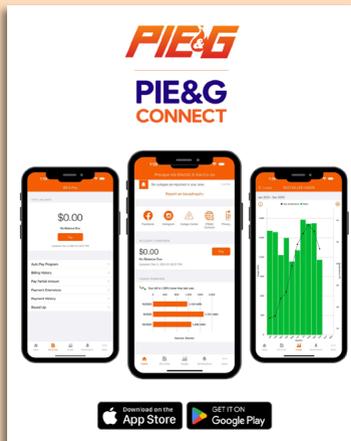
- EASILY MANAGE YOUR PIE&G ACCOUNT
- SPRING STORM CHECKLIST
- WHO OWNS WHAT



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

March 2026

## Easily Manage Your Account with SmartHub & the MYPIE&G Mobile App!



The best way to manage your account and pay your bill is through SmartHub, which is available 24/7 online and on mobile.

### Online Access (Web Browser)

Log in to SmartHub, where you can securely pay your bill using a check or credit card (Visa, MasterCard, Discover, or American Express) and submit meter readings. If

you have multiple accounts, verify each account number and payment amount before submitting. New users can register directly on the SmartHub landing page. Learn more by visiting [pieg.com/payment-options](http://pieg.com/payment-options).

### MYPIE&G Mobile App

For the most convenient experience, download the new MYPIE&G mobile app from the Apple App Store or Google Play Store. The mobile app is free and lets you manage your PIE&G account, set up automatic payments, view your energy use, report outages, and receive mobile alerts for updates and important notifications.

## Spring Storm Prep Checklist

**Update Contact Info:** Call Member Services if your phone or email has changed: 800-423-6634

**Prepare an Emergency Kit:** Flashlights, batteries, water, food, and first-aid supplies.

**Charge Devices:** Keep phones and power banks ready.

**Secure Outdoor Items:** Prevent wind damage.

**Check Your Generator:** Ensure it's working and follow your generator's safety guidelines.

**Unplug Electronics:** Protect against power surges.

**Know Your Safe Spaces:** Stay away from windows.

Be storm-ready! Visit [pieg.com/outage-center](http://pieg.com/outage-center) for updates.



"I can't say enough good things about our WiFi connection! Andrea did the actual inside connection & was a very hard worker. She spent time showing & helping my husband with how to set up his new email address & password, and answered every question we had. She even took the time to print our info. WiFi is super fast & we are very pleased we chose PIE&G Connect." - Sherry K.



## PIE&G Connect Update

We continue to make strong progress expanding fiber service across our community.

To date, we have completed 7,335 total services and 2,022 miles of fiber. Phases One and Two are now 100% complete, and Phase Three is 80% complete.

Phase Three includes the following areas: Posen, Grand Lake, Alpena, Hillman, and Avalon.

**Here is how you will know when your Phase Three zone opens:**

- You will receive automated emails and phone calls when your zone opens
- All members receive a postcard when their zone opens
- Zone openings are announced on Facebook and Instagram

You can also find your zone information in the top right corner of your bill.

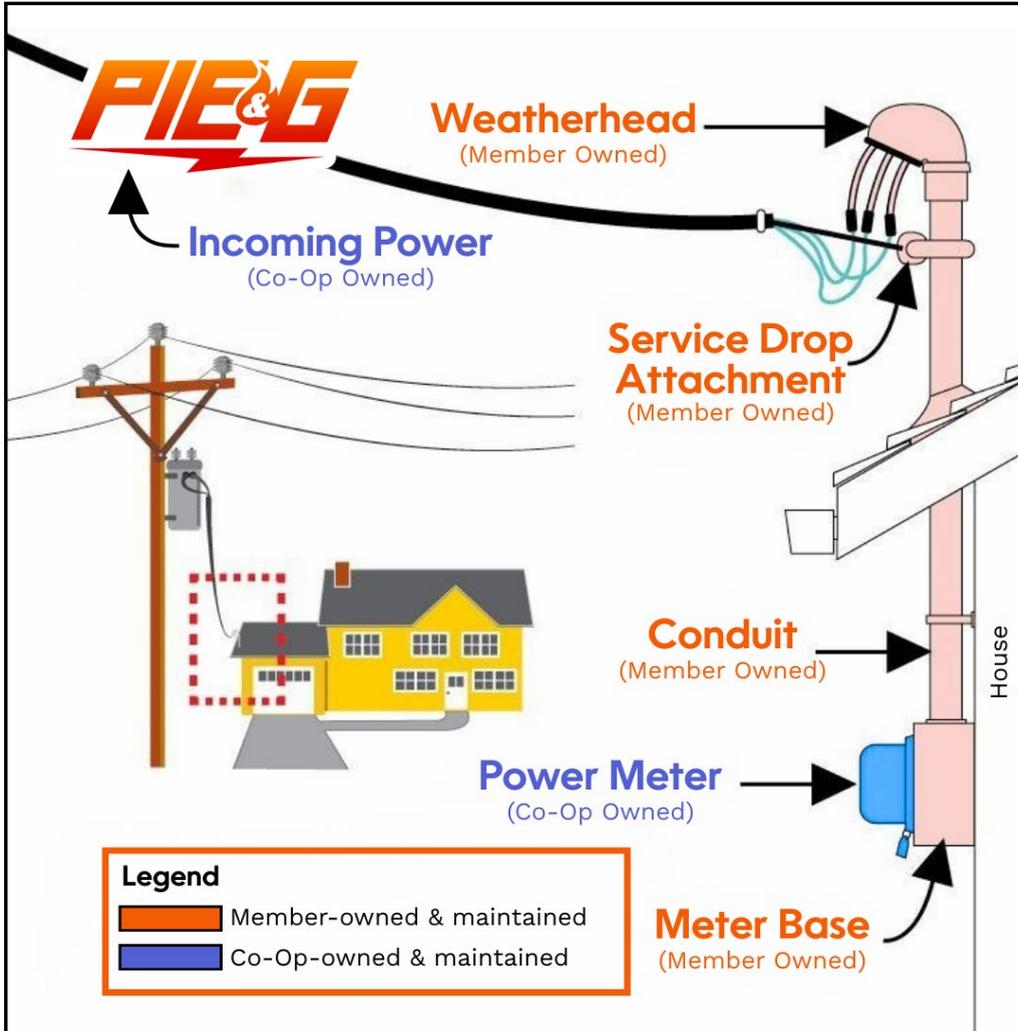
Visit [piegconnect.com](http://piegconnect.com) to learn more about our plans, check availability, and sign up online.

## Meter Reading Notice

Our team will conduct seasonal gas meter readings throughout our service area until the end of March. All personnel will carry a PIE&G identification badge for verification.

To facilitate this process, please ensure that pets are leashed and kept away from the meter location or kept indoors. Additionally, ensure the area around your meter is clear of obstructions and easily accessible. Thank you for your cooperation and understanding.

## Who Owns What



If you have any questions about your electrical equipment, we're here to help. Please contact PIE&G at 800-423-6634.

## Missdig811.org

Before digging like Fido, ensure you don't end up in the doghouse!

Unlike your curious pup, you're legally required to call MISS DIG 811 before breaking ground.

Every six minutes, a utility line is damaged in the U.S. because someone didn't call first—and we're guessing it wasn't the dog.

Thinking of a spring project, remember that whether you're planting a tree, building a fence, or just inspired by your four-legged friend, take the right step.

Call 811 at least three business days before you dig. It's fast. It's free. And it keeps tails wagging and neighborhoods safe.



Know what's below.  
Call before you dig.

## Holiday Office Closures

PIE&G will be closed on April 3, 2026, for Good Friday.

Report outages or natural gas emergencies at any time by calling 800-423-6634.

Access your accounts anytime at [pieg.com](http://pieg.com), on the MYPIE&G mobile app, or by paying by phone at 855-939-3541.



## Presque Isle Electric & Gas Co-op

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- Locally Controlled •
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[www.pieg.com](http://www.pieg.com)

**GAS EMERGENCY ONLY**  
800-655-8565

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No additional charge for using your credit card.

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