

The Spotlight

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November 2025

Balancing Reliability and Inflation to Protect our Future

If 2025 has taught us anything, it's that reliability and preparedness are essential. At PIE&G, we've carefully analyzed our response to the spring ice storm and other recent outage events to determine where to invest in our system to prevent outages and how to restructure our outage response to minimize downtime when it occurs. This includes improving our right-of-way clearing processes, enhancing grid monitoring capabilities and identifying ways to better engineer the electric grid for future stability.

The challenge is that these needed investments in reliability come at a time when the cost of maintaining our infrastructure and keeping your lights on continues to rise. Just as rising costs are hitting your own households, unrelenting inflation and supply chain issues are increasing our cost of doing business.

This combination — rising costs and the need for system improvements — means our Board of Directors has

ELECTRIC RATE ADJUSTMENT	PHASE 1		PHASE 2	
	EFFECTIVE DATE FEB. 1, 2026		EFFECTIVE DATE FEB. 1, 2027	
	Increase to Base Fee \$/Month	Increase to Distribution Charge \$/kWh	Increase to Base Fee \$/Month	Increase to Distribution Charge \$/kWh
RATE CLASS				
Monthly Residential	\$0.00	\$0.02159	\$0.00	\$0.02160
Seasonal Residential	\$9.80	\$0.00000	\$9.80	\$0.00000
General Service (1 phase)	\$0.00	\$0.01585	\$0.00	\$0.01584
General Service (3 phase)	\$0.00	\$0.01585	\$0.00	\$0.01584
Large General Service	\$0.00	\$0.01105	\$0.00	\$0.01106
Large Power Time of Day	\$0.00	\$0.03177	\$0.00	\$0.03176
Primary Service		\$0.00640		\$0.00641
Outdoor Lighting - Monthly Charge				
40W LED T5	\$3.30		\$3.31	
70W LED T3/T5	\$4.20		\$4.20	

reviewed a long-term forecast and approved a phased rate adjustment. The rate increase will occur in two steps: February 2026 and February 2027. This approach balances two goals: continuing to invest in the reliability you expect while keeping bills as low as possible.

Generator Safety Reminder

Portable generators are helpful during outages but can be dangerous if not used correctly. Follow these safety tips:

DO

- Turn off your main breaker before using a generator.
- Install carbon monoxide (CO) detectors.
- Keep children and pets away.
- Place generators at least 25 feet from your home.
- Use grounded generators with GFCI protection.
- Use heavy-duty, three-pronged extension cords and check for damage.

DON'T

- Never use a generator indoors or in enclosed spaces.
- Don't open windows near a running generator.
- Don't overload the generator—only power essentials.

Questions? Call PIE&G at 1-800-423-6634.

Director Election Results Notice

Due to our early printing schedule for the Spotlight, the Annual Meeting director election results will be included in our December Spotlight and online at pieg.com.

PIE&G Connect 24/7 Technical Support

Our PIE&G Connect fiber internet members have access to 24/7 technical support! If you're experiencing any issues, please call us at 1-888-803-3453. We're here to assist you.



Update Contact Information

Please call our office at 1-800-423-6634 to confirm we have your most up-to-date contact information. Having your current phone number, mailing address, and email on file are crucial for power outage updates, emergencies, and billing information. It also ensures you receive our monthly eNews.



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November 2025

Call MISS DIG Before You Dig

Before starting any excavation project, always contact MISS DIG 811 to have underground utilities marked. This free service helps protect you, your property, and the community.

If your equipment comes into contact with a utility line, immediately stop work and notify PIE&G. This applies even if the damage seems minor—such as a nick, dent, gouge, cut, scrape, or scratch to the pipeline coating. Notifying PIE&G allows us to investigate and make any necessary repairs.

Remember, damage isn't always limited to the visible contact point. A utility line that has been bumped or pulled may break at another location. Failure to report the damage can lead to future corrosion or failure of the line (Public Act 53, Section 12).

If you have questions, please call PIE&G Member Services at 1-800-423-6634. In a gas emergency, call 1-800-655-8565.

Stay safe—know what's below. Call 811 before you dig.



Cashless Collections Notice

Beginning January 1, 2026, we will no longer accept cash payments in the field. Field Representatives will still be able to accept payment by check or money order in the field. You may also pay online at pieg.com, by phone at 1-855-939-3541, by mail, or in person at our office.

Before You Report a Power Outage, Please Check the Following

You can perform a quick self-check to save time for yourself and PIE&G.

1. If it appears you have no power to your house, flip your main breaker off and turn it back on.
2. If you have power in some of your house, check all your breakers. We often have outages reported when only a circuit breaker has tripped.
3. Check your meter display for any error codes or blank screens.
4. Ask your neighbors if they have power.

If everything checks out and you're still experiencing an outage, you can report it using the MYPIE&G mobile app or by calling **1-800-423-6634**.

We must confirm your service address to ensure we send the correct crew.

For more information, visit our outage center at pieg.com/outage-center.



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Presque Isle Energy Optimization programs and rebates are applicable to Presque Isle Electric & Gas Co-op electric service locations only. Rebate applies to qualified items purchased and installed between January 1, 2025 and December 31, 2025. Other restrictions may apply. For complete program details, visit pieg.com/eo.



Holiday Closure

PIE&G will be closed on November 27 and 28 for the Thanksgiving Holiday. Report outages or natural gas emergencies anytime by calling 1-800-423-6634.

Access your accounts anytime at pieg.com on the MYPIE&G mobile app or pay by phone at 1-855-939-3541.

Presque Isle Electric & Gas Co-op

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