

CONTACT INFORMATION

Customer Assistance: 1-800-624-2019
Pay-by-Phone 1-800-624-2019
For Gas Leaks Call **1-888-GAS-1-GAS** (1-888-427-1427)
Web Site www.semcoenergygas.com
Customer Service E-Mail customer.service@semcoenergy.com

MAIL PAYMENT TO: SEMCO ENERGY GAS COMPANY
PO BOX 740812
CINCINNATI, OH 45274-0812

MAIL INQUIRIES AND COMPLAINTS REGARDING THE BILL OR THE SERVICE PROVIDED BY THE UTILITY TO:

SEMCO ENERGY GAS COMPANY
P.O. BOX 5004
PORT HURON, MI 48061-5004

BEFORE YOU DIG, CALL MISS DIG (Dial 811 or Call 1-800-482-7171).

MISS DIG is a free convenient method for anyone who is planning a digging or excavation project. The MISS DIG system will notify all utilities to mark their underground lines for free. You are responsible for locating "customer-owned" lines and exposing any piping by hand digging first. MICHIGAN PUBLIC ACT 53 requires a call to MISS DIG three (3) business days before digging.

CUSTOMER INFORMATION

The MICHIGAN PUBLIC SERVICE COMMISSION (MPSC) regulates SEMCO ENERGY Gas Company.

SEMCO CHARGES: Customer Charge, Main Replacement Program (MRP) Charge, Distribution Charge : Fixed and volumetric monthly charges for maintaining your meter, pressure regulator, service pipe, costs of preparing and transmitting your bill, and costs to maintain the distribution system.

SUPPLY CHARGES: Supplier Energy Charge: Cost of gas purchased from natural gas suppliers. **Balancing Demand Charge:** Cost of balancing customer consumption with actual gas deliveries and cost associated with pipeline capacity.

Rates may be subject to surcharges or credits.

ENERGY OPTIMIZATION CHARGE

This is a state mandated charge. The state has calculated that the average residential gas customer is expected to save \$2.48 each month of the Energy Optimization/Efficiency program life. For further information on the Efficiency United Program, call Efficiency United at 1-877-367-3191.

RATE CLASS

1- RESIDENTIAL CUSTOMERS
2- GS-1 0 – 6600 Therms
3- GS-2 6601 – 28500 Therms
4- GS-3 28501 Therms and above

A complete set of rules, regulations and rate schedules for gas service are available for review upon request.

RIGHTS OF RESIDENTIAL CUSTOMERS

- * You should make any inquiry or complaint about the bill before the due date. Call customer assistance or mail inquires and complaints directly to SEMCO ENERGY Gas Company.
- * You may make payment arrangements before the due date of the bill on an amount that is not in dispute and that you are unable to pay in full.
- * You have the right to file a complaint disputing the claim of the utility before your scheduled shutoff date.
- * You may request a hearing if the dispute is not resolved. You have the right to represent yourself, to be represented by counsel, or assisted by other persons of your choice. The service will not be shutoff pending the resolution of a complaint that is filed in accordance with the MPSC rules and regulations. Any undisputed amount of the bill must be paid within 3 days of a requested hearing.
- * You may be eligible for emergency economic assistance. Contact a social service agency immediately for help. Shut off of service may be postponed if a certified medical emergency exists at your residence.
- * A deposit and restoration charge may be required if service is shut off for nonpayment.
- * You may be eligible for the Winter Protection Plan between November 1st and March 31st.
- * Energy usage and or weather adjusted consumption data may be requested for the most recent 12 months

DEPOSITS

SEMCO ENERGY Gas Company will pay interest at a rate as ordered by the MPSC on all deposits. Interest will be credited semi-annually on the customer's gas bill. Upon termination of service or satisfactory payment by the customer for a period of 12 successive months, the deposit with remaining interest will be applied to the customer's current or final bill.

CUSTOMER PIPING

SEMCO ENERGY Gas Company does not inspect or maintain customer's piping past the meter. It is the customer's responsibility to:

- A)** Periodically inspect for leaks
- B)** Periodically inspect for corrosion
- C)** Repair unsafe conditions discovered

If a customer's pipe is not maintained, it may be subject to the potential hazards of corrosion and leakage. Private contractors can assist in locating, inspecting and repairing customer's piping.

IF THE GAS SERVICE HAS BEEN SHUT OFF, ANY EFFORTS OR ATTEMPT TO RESTORE GAS SERVICE BY ANYONE OTHER THAN AUTHORIZED GAS COMPANY EMPLOYEES IS UNLAWFUL AND DANGEROUS.

PLEASE RETURN THIS BILL STUB WITH YOUR PAYMENT.

IF PAYING MULTIPLE BILLS WITH A SINGLE PAYMENT, PLEASE RETURN THE BILL STUB FOR EACH BILL PAID TO ENSURE THAT YOUR PAYMENT IS PROPERLY APPLIED.

ALLOW 5 DAYS FOR PAYMENT TO REACH US BY THE DUE DATE WHEN PAYING BY MAIL.