

Natural Gas works for Michigan

1 Account Summary

This is an overview of your balance forward, current bill, and total amount due.

Amount owed if paid after the due date is displayed under total amount due.

Past due charges are subject to the original due date.

2 Account Information

A snapshot of your customer information including:

- Account Number The unique number used to identify an account.
- Account Name *Customer of record.*
- Service Address Address where service is provided
- Account Type Rate class and description of the account.

3 Graph - Usage History

Compare your historical energy use by month across a 13 month period. The green bar represents your current month's usage and the blue bars reflect previous month's usage.

4 Usage Comparison

Quick comparison of your current month's usage to last year's corresponding billed usage.

5) Message Center

Split into two message areas:

- Account Messages Important information pertaining to your account.
- SEMCO ENERGY News SEMCO messages, community news, and information regarding new products/services.

How to Read Your Bill

Each section has been broken down to provide a detailed explanation.

SEMCO ENGERY Gas Company is committed to its customers and providing best in class gas products and services.



Payment Stub

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Detach and return this portion with payment, or pay with one of the convenient methods highlighted on the back of your bill stub (see section 11).

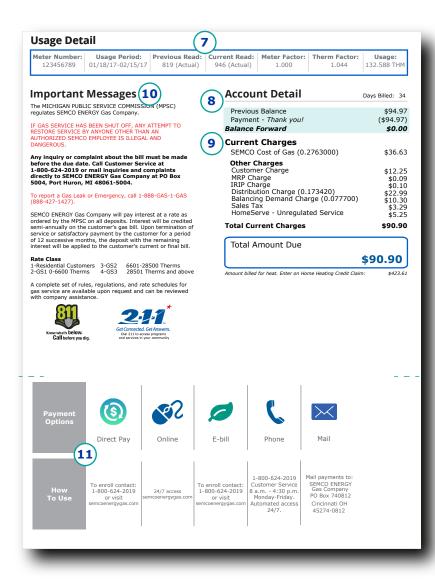


Back page of your bill - detail where you want it.

7 Usage Detail

Wondering how much gas you used in the billing period? Your usage has been calculated by taking the difference between the beginning and ending meter reads and multiplying that by the meter factor. Then multiply this amount by the therm factor to get your usage.

This section also displays information about the meter, including: meter number, usage period and dates, meter reads, type of reads, meter factor, therm factor, and usage.



8 Account Detail

Breakdown of account charges and previous activity including any payments, credits, adjustments, or fees (when applicable).

If your account is not current, your past due amount will be displayed here and is subject to the original due date.

9 Current Charges - explained

SEMCO Cost of Gas/Supplier Energy Charge This is the cost of gas purchased from natural gas suppliers or the cost of the natural gas supplied by an alternative gas supplier. SEMCO cost of gas is a direct pass through. SEMCO does not profit on the sale of gas.

Customer, MRP, IRIP and Distribution Charge These fixed and volumetric monthly charges are for maintaining the meter, pressure regulator, service lines, billing, and maintaining the distribution system.

Balancing Demand Charge

This is the cost of balancing customer consumption with actual gas deliveries and the cost associated with pipeline capacity.

Unregulated Charges

Includes charges such as appliance coverage. Failure to pay for unregulated services may result in termination of the coverage, but not in the discontinuance of gas service. Partial payments are credited first to any outstanding gas balance.

10 Important Messages

This section outlines SEMCO regulatory information. This includes information regarding our shut off policies, gas leaks, deposits, and a description of the rate classes.

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

11 Payment Options

SEMCO offers several convenient ways to pay your gas bill so you are able to pay with your preferred method. If you have not already set up an online account, visit myaccount.semcoenergygas.com to register.

Looking for a way to help the environment? Receive your bill electronically by enrolling in the eBill program!

Contact Customer Service by phone at 1-800-624-2019 with any questions.