SEMCOENERGY GAS COMPANY

Connectivity

July / August 2026 | www.semcoenergygas.com

GAS PIPELINES ARE RELIABLE

SEMCO utilizes an extensive network of underground pipelines to deliver natural gas to its customers.

The purpose of these pipelines is to transport the natural gas from pipeline supply points to residential, commercial, and industrial customers. SEMCO is committed to ensuring these pipelines are operated safely and reliably.

According to National Transportation Safety Board statistics, **pipelines are the safest method for transporting natural gas.** Pipelines have a safety record unparalleled by any other mode of transporting energy products.

As part of SEMCO's continuing effort to maintain the reliability and integrity of its pipelines, prevent incidents from occurring, and respond to emergencies, SEMCO has developed and maintains good communication networks with state and local emergency officials in Michigan. SEMCO meets with emergency officials in your area to discuss emergency preparedness and response plans to prepare for various scenarios. SEMCO provides natural gas emergency training and specialized equipment to a majority of emergency response organizations and, when necessary, participates in joint response planning with local, state, and federal emergency responders.

BUDGET ENROLLMENT

Budget Billing enrollment is **FREE** and open to eligible customers during **May 1st thru September 30th.** To enroll, your account balance needs to be current.

Call Customer Service today to get enrolled!

1-800-624-2019

SEMCO's Budget Billing enables you to manage your household budget and avoid seasonal spikes in energy costs. You'll have predictable monthly payments– minimizing the ups and downs of energy costs impacted by weather.

YOUR TIME IS PRECIOUS AND SO IS THE EARTH!

Sign up for Direct Payment (Automatic payments from your checking or savings account) and Paperless Billing (eBill) to save time and reduce paper waste.

Visit www.semcoenergygas.com and click on "My Account" to create your account now.

It's not just easy– it's secure, timesaving, and good for the enviornment!

Can We Talk?

SEMCO has a **quick and easy** way to connect with you. A live agent is available Monday - Friday from 8:00AM to 4:00PM.

Go to semcoenergygas.com and sign in to "My Account" to start a conversation.

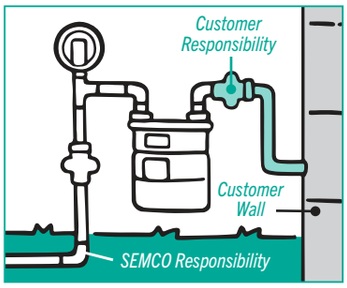
LINE SAFETY AND MAINTENANCE

SEMCO maintains all gas and service lines that connect our gas distribution system to your home.

You are responsible for "customer-owned lines" or the lines after the meter into your home and to your appliances. This includes underground lines on your property to yard lights, pool and spa heaters, garages, workshops, and similar areas. Please make it a routine to have all gas lines checked for leaks or corrosion.

Here are some signs to look for when you suspect a leak:

- Blowing or hissing sounds
- Brown patches of vegetation on or near a right-of-way
- Bubbling water at a pond, creek, or river
- Gas odor
- Dry spot in moist earth



If you suspect a leak or a safety hazard, leave the area and then call SEMCO immediately at **1-888-GAS-1-GAS (1-888-427-1427).** A trained technician will check for leaks and shut off your gas supply if a safety hazard exists.

SEMCO technicians do not perform repair service on customer-owned lines. After you have a qualified heating or plumbing contractor make the necessary repairs to your customer-owned lines, a SEMCO technician will restore your gas service if required.

NATURAL GAS SAFETY FACTS

As part of our ongoing education efforts, SEMCO offers these facts about natural gas safety:

- **Natural gas is colorless, odorless, and tasteless.** To help you recognize the presence of natural gas, an odor similar to rotten eggs is added.
- **Natural gas is lighter than air, rises quickly, and disperses harmlessly in open areas.** However, in an enclosed area, natural gas displaces air at ceiling level and fills the room from the ceiling down. As gas fills an enclosed space, it displaces air and suffocation may occur.
- **Natural gas is not Liquefied Petroleum Gas (LPG).** Liquefied petroleum gases, such as propane, are heavier than air and, unlike natural gas, will collect in low places.
- **Natural gas is not toxic or poisonous.**
- **Natural gas cannot burn without oxygen.** For natural gas to burn, it must be mixed with air and must have an ignition source, such as a pilot light or electric arc from a light switch, electric motor, doorbell, or telephone.
- **Burning natural gas will not explode.** In many cases, it is better to let the natural gas burn than to extinguish the fire. If the fire is extinguished prior to stopping the flow of gas, the gas has the potential to build up to an explosive level.

WHO IS CALLING OR KNOCKING ON MY DOOR?

Customers periodically call SEMCO to ask who called or knocked on their door regarding their natural gas service.

Typically, phone calls and home visits about your natural gas service come from one of the following parties:

1. SEMCO

SEMCO does not frequently call or visit customers. However, you may be contacted in the following cases:

- To discuss payment arrangements,
- To schedule maintenance on the gas meter or gas service, or
- If there is a service interruption in your area

If you receive a call or visit from someone claiming to be from SEMCO, be sure to verify that they actually are from SEMCO.
Feel free to ask to see their identification or call Customer Service at 1-800-624-2019 to verify.

2. Alternative Gas Suppliers (AGS)

An AGS representative ("Suppliers") may contact you to encourage you to switch your natural gas purchases from the **regulated** SEMCO rate to an **unregulated** AGS rate. These Suppliers do not represent SEMCO.

In some cases, they request specific account number and consumption information. Please be advised that in order to switch your account from the regulated SEMCO rate to an unregulated AGS rate, the Supplier needs your SEMCO account number. Please do not give the Supplier your SEMCO account number unless you are making the switch.

Before choosing a new natural gas supplier, consider the following:

- Visit https://gaschoice.apps.lara.state.mi.us/.
- Shop and compare rates from various suppliers and SEMCO.
- Ensure you understand the rate you are committing to pay.
  - For example: Is it just an introductory rate? Will the price remain constant (a "fixed rate") or change periodically (a "variable rate")? Are the Supplier's prices lower compared to SEMCO's prices historically?
- Visit semcoenergygas.com for a rate comparison calculator.
- Ensure you understand the contract.
  - For example: What are the cancellation penalties, if any?

If you have signed up with an AGS, you must contact them directly to discuss the rates or cancel your participation with the Supplier. For further information, you should visit the Michigan Public Service Commission Website:

https://www.michigan.gov/documents/mpsc/mpscca_naturalgaschoice_211932_7.pdf

It is important to remember that even if you choose a Supplier, you should still call SEMCO at 1-888-GAS-1-GAS (1-888-427-1427) for any natural gas related emergency.

3. SEMCO Energy Waste Reduction (EWR)

SEMCO offers several EWR programs to its customers, offering incentives and initiatives to promote EWR. SEMCO works with certain contractors to offer these programs. Occassionally, those contractors will contact SEMCO customers directly. Feel free to ask the contractors for their identification or call SEMCO at 1-800-624-2019 to verify they are working on behalf of SEMCO.

WHY IS SOMEONE FROM SEMCO IN MY YARD?

SEMCO owns and maintains natural gas underground pipelines that run from the road to your home or business.

SEMCO is required by law to periodically inspect these pipelines to look for signs of damage or potential issues and verify that no natural gas leaks exist.

- Sometimes these inspections are done by using a van or truck that uses specially-designed equipment to detect natural gas. The driver may also look for any signs of damage or potential problems.
- Other inspections may require an employee walking near SEMCO lines with a hand-held detector. The employee visually inspects the meter and other above-ground facilities with the detector to check for natural gas leaks.

Dog Safety Alert – Please keep all dogs indoors while our crews are working on your property. We like dogs and encounter them daily, however, it is difficult to determine which dogs are friendly and which pose a threat to our workers.

All SEMCO employees wear clothing with the SEMCO logo prominently displayed and are required to carry company identification. If you are concerned about a SEMCO employee in your yard, feel free to ask to see his or her identification or call **1-800-624-2019.**

HOW DEEP ARE THE GAS PIPELINES?

Unlike water, natural gas doesn't freeze so the natural gas pipes are not buried as deep as water pipes.

The depth of the natural gas pipes may be less than 12 inches due to grade changes, erosion, and frost. However, you should not assume the depth of a gas facility. It's critical to call the free service, MISS DIG (811), before any digging is performed.

CALL 811 BEFORE YOU DIG – IT'S FREE

It's easy to contact MISS DIG 811 before you dig. Call 811 before beginning any hand digging or mechanical excavation project to have utility lines located. 811 is the toll-free nationwide "Call Before You Dig" number. Simply dial 811 and your call will be routed to the MISS DIG Call Center in Michigan. MISS DIG 811 will notify affected member utility companies to send crews to mark underground lines for FREE.

HOW TO REACH SEMCO ENERGY

CUSTOMER SERVICE
1-800-624-2019 or
customer.service@semcoenergy.com

GAS LEAKS AND OTHER EMERGENCIES
1-888-GAS-1-GAS (1-888-427-1427)

www.semcoenergygas.com