SEMCOENERGY
GAS COMPANY

Connectivity

SPECIAL ASSISTANCE EDITION

November / December 2026
www.semcoenergygas.com

SEMCO ENERGY GAS COMPANY PAYMENT ASSISTANCE PROGRAMS

SEMCO ENERGY Gas Company coordinates with agencies throughout the state who offer assistance programs to help customers with their gas bills.

Contact SEMCO as soon as you believe you may not be able to pay your gas bill as payment plan options are available or you may be eligible for assistance from various agencies in your area.

Local agencies may be able to assist with other household needs, as well as heating assistance. One of the best ways to find assistance in your area is to call 2-1-1, which is a free phone service providing you with information about assistance and resources available in your area.

STATE EMERGENCY RELIEF (SER) PROGRAM

CONTACT: Michigan Department of Health and Human Services (MDHHS) at www.michigan.gov/mdhhs

SER is a crisis intervention program that provides assistance for energy-related expenses such as heating fuel, electricity, and home repairs. SER is supported by the Federal Low-Income Home Energy Assistance Program (LIHEAP).

Eligibility is based on the following:

- Demonstration of immediate need (past due balance)
- Declared need for a deliverable fuel such as propane (less than 25% remaining)
- Verified need for energy-related home repair
- 150% of Federal Poverty Level (FPL)
- Cash and non-cash asset limit is $15,000

Apply online using MI Bridges http://michigan.gov/mibridges

Need help applying? https://newmibridges.michigan.gov/s/isd-find-community-partners

HOME HEATING CREDIT (HHC)

ADMINISTERING AGENCY: Michigan Department of Treasury

Apply for a HHC for the 2026 tax year to help pay winter bills if you meet the listed household income guidelines and exemptions. You may claim an exemption for yourself, your spouse, and other dependents. Additional exemptions may also be available. HHC is supported by the Federal LIHEAP.

Forms are generally available beginning in February and can be found on the SEMCO website, by contacting Customer Service, or where tax forms can be found. SEMCO can provide you with assistance in completing the form. HHC claims must be filed before September 30 each year. To find an agency assisting with tax preparation, contact 2-1-1.

Please contact SEMCO once you have filed for the HHC. Protection is available to allow time for the credit to be issued. Please keep a copy of your form with the number of exemptions claimed and the amount of the credit. You will be required to pay for the natural gas service used during the shutoff protection period.

Exemptions	Maximum Income
Zero – One	$17,556
Two	$23,804
Three	$30,052
Four	$36,300
Five	$42,548
Six	$48,796

For each exemption over six, add $6,248.

MICHIGAN VETERANS TRUST FUND EMERGENCY GRANT PROGRAM

CONTACT: Michigan Veterans Trust Fund

The Trust Fund provides temporary assistance to veterans and their families facing a financial emergency or hardship, including the need for energy assistance. Contact the Trust Fund at 800-MICH-VET (800-642-4838) or visit www.michigan.gov/mvaa for more information.

MICHIGAN 2-1-1

2-1-1 is a one-stop, around-the-clock, free phone and online service that links people with information or agencies that can help with utility assistance and other needs, such as rent payment help, child and elder care, emergency shelters, job training, counseling, etc. Simply dial 2-1-1 on your phone or visit mi211.org and select Search Resource Database to get connected to available services.

2-1-1 Get Connected. Get Answers

MEDICAL EMERGENCY PROTECTION

CONTACT: SEMCO ENERGY Gas Company

You can receive protection from shutoff of your natural gas service for up to 21 days if you or a member of your household has an existing medical condition that would be aggravated by the lack of natural gas service. Your condition must be certified by a physician or public health office on a Michigan Public Service Commission approved Medical Certification Form. The form must state the medical condition, medical equipment, and specific time period a shutoff of service would make the medical condition worse. If a shutoff occurred prior to a medical emergency approval, SEMCO will restore service at no cost for 21 days. You can obtain an extension of the shutoff protection for a total of 63 days (three separate medical holds) in a 12-month period per household member. Annually, SEMCO is not required to provide shutoff protection for more than 126 days per household. You can be granted a three-business day grace period from shutoff for time to have the form completed. SEMCO will not require payment for an after hours reconnect fee or deposit as a condition of restoring service. The Medical Certification form is available on the SEMCO website and at www.michigan.gov/mpsc.

CRITICAL CARE PROTECTION

CONTACT: SEMCO ENERGY Gas Company

You can receive protection from shutoff or have service restored if there is an identified critical care customer in your home and interruption of service would be immediately life threatening. A critical care customer is someone who requires home medical equipment or a life support system that must be certified by a physician or public health office on a Michigan Public Service Commission approved Medical Certification Form. You can be granted a three-business day grace period from shutoff for time to have the form completed. You will be contacted by SEMCO when any scheduled service interruptions occur. If the critical care status changes, you or a person in your household must inform SEMCO of the status change. If the critical care status does not change,

you must submit an updated form on an annual basis. The Medical Certification form is available on the SEMCO website and at www.michigan.gov/mpsc.

MICHIGAN ENERGY ASSISTANCE PROGRAM (MEAP)

ADMINISTERING AGENCY: Michigan Public Service Commission

Households with a past due balance may be eligible for MEAP assistance. Households are not required to apply for State Emergency Relief (SER) prior to applying for MEAP. To be eligible for MEAP Assistance, a household must be categorically eligible, or their income must be verified by the grantee as at or below 60% of the state median income (SMI). If a household participates in SER, the Home Heating Credit, TANF, SNAP, WIC, HeadStart, SSI or SDA programs, they may be considered categorically eligible for MEAP assistance, the Monthly Assistance Program, and for additional supportive services through MEAP grantees.

As of October 1, 2025, customers of investor-owned, municipal, or cooperative electric utilities that do not participate in the Low-Income Energy Assistance Fund (LIEAF) are not eligible for MEAP. Instead, the non-participating electric utility must provide a comparable program that offers assistance for both electric and heating needs and must notify residential customers of the available assistance. For a list of electric providers that have opted out of collecting the LIEAF, visit www.michigan.gov/energyassistance.

MONTHLY ASSISTANCE PROGRAM (MAP)

CONTACT: SEMCO ENERGY Gas Company at 1-800-280-2091, option 2

MAP is a low-income, 24 month budget program that provides eligible customers with the ability to make a reduced monthly payment. You may qualify for MAP if your household meets one of the following:

1. SER approved since Oct 1
2. Actively participate/receive support from one of the following programs:
   HHC, SNAP, TANF, WIC, Head Start, SSI, SDA
3. Income at or below 60% State Median Income (SMI)

Number of Household Members	60% SMI Annual Maximum Income
1	$37,372
2	$48,872
3	$60,371
4	$71,871
5	$83,370
6	$94,869

ACTIVE DUTY IN THE MILITARY

CONTACT: SEMCO ENERGY Gas Company

If you or your spouse is the customer of record with SEMCO and are called to full-time active military service by the President of the United States or the Governor of Michigan during a national or state emergency, or war, you may apply for shutoff protection for up to 90 days. You may also reapply for extensions of this protection. SEMCO may request verification of active duty status. You are required to notify SEMCO when your status changes. Contact SEMCO to set up a payment plan for any past-due amount to be paid within twelve months. You will still be required to pay for natural gas used while protected under the program.

WINTER PROTECTION PLAN (WPP)

CONTACT: SEMCO ENERGY Gas Company

The WPP protects enrolled seniors (65 years and older) and low-income customers whose household is at or below 150% of the federal poverty level from service shutoff and high bill payments during the heating season (November 1 - March 31). You may also enroll if you receive MDHHS cash assistance, Supplemental Security Income (SSI), Food Assistance Program (SNAP), or Medicaid.

If you are low-income, you must pay at least seven percent of your estimated annual bill each month during the protection period. If an arrearage exists at the time you apply for WPP, you must pay the arrearage in equal monthly installments between the date you apply and the start date of the next heating season. If you were shutoff prior to applying for WPP, you will not be required to pay a reconnect fee, security deposit, or an amount greater than one-twelfth of your arrearage in order to restore service and participate in the plan.

All customers age 65 or older are eligible regardless of income. However, you are responsible for all natural gas used. If you were shutoff prior to applying for WPP, your service can be restored during the heating season without payment. Although no payments are required during the heating season, you are encouraged to pay what you can to avoid large payments when the protection period ends.

Participation does not relieve you from the responsibility of paying for natural gas usage, but will prevent shutoff during the heating season. At the end of the protection period, if you have an outstanding balance the balance will be split into monthly installments to be paid from April - October along with your current bill. Winter shutoff protections do not apply if you are shutoff, or had a pending shutoff, for unauthorized service within the past two years at the current address until all charges are paid or satisfactory payment arrangements are made.

Winter shutoff protections do not apply if you are shutoff, or had a pending shutoff, for unauthorized service within the past two years at the current address until all charges are paid or satisfactory payment arrangements are made.

Household Members	Maximum Income
One	$23,940
Two	$32,460
Three	$40,980
Four	$49,500
Five	$58,020
Six	$66,540

Add $8,520 for each additional household member.

SENIOR PROTECTION

CONTACT: SEMCO ENERGY Gas Company

An account holder who is an eligible senior citizen, age 65 years and older, is protected from shutoff during the heating season (November 1 – March 31) at the customer's documented, personal residence. Although senior protection can be noted on an account at any time of the year, SEMCO will restore service without payment of the amount due, deposits, reconnect fees, or other charges during the heatin season. At the end of the heating season, the total bill will be due or the account may be placed on a payment plan.

CALL 811 BEFORE YOU DIG – IT'S FREE

It's easy to contact MISS DIG 811 before you dig. Dial 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. Just 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 www.semcoenergygas.com

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)