



SEMCOENERGY
GAS COMPANY

Connectivity

May / June 2020 | www.semcoenergygas.com

SAVING IS SIMPLE WITH THE SEMCO ENERGY WASTE REDUCTION (EWR) PROGRAM

SEMCO EWR offers a variety of rebates and services to help you use less and save more.

SEMCO
Energy Waste Reduction
 Save Energy. Save Money.

SEMCO ENERGY Gas Company's Energy Waste Reduction Program provides natural gas saving resources and rebates to SEMCO residential, commercial and industrial customers. From residential water heaters to industrial boilers, when you save energy you can save money.

Replace your non-programmable thermostat with a programmable or Wi-Fi thermostat to save up to 10 percent on heating and cooling costs by adjusting your home's temperature based on a pre-set schedule (according to the U.S. Department of Energy). SEMCO customers can save up to \$70 on Wi-Fi thermostats and \$20 on programmable thermostats.

Visit www.semcoenergygas.com, and click on Save Energy for the latest information on program offerings and rebates for energy-efficient products.

DOG SAFETY



Your family pet could be an on-the-job safety issue for SEMCO ENERGY Gas Company employees. While SEMCO appreciates your family pets and encounters them every day, it is difficult to determine which pets are friendly and which ones are unfriendly. Our workers experience several dog attacks every year. Please keep all dogs indoors when SEMCO crews are working on your property.

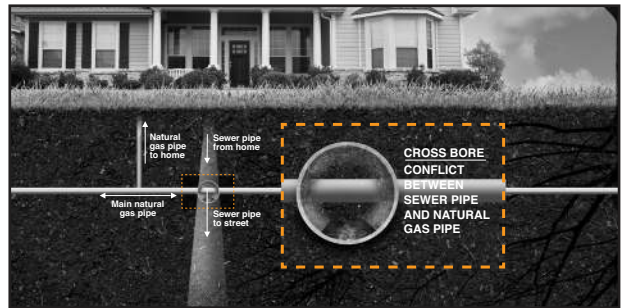
ENERGY TIP



Using electricity for drying clothes is shrinking your wallet and in these tough times, every penny counts. On average, consumers can dry two loads of laundry with natural gas for the same cost as drying one load with electricity. By switching your dryer to natural gas, you could save up to \$150 per year.*

** Based on EIA data for average residential electric rates in Michigan.*

SEWER CLOGS AND UTILITY LINES - CALL 811 BEFORE YOU CLEAR



That Clog Just Might Be a Utility Line

A blocked sewer line may be the result of another utility line (gas, electric, cable TV, or communications) having been accidentally drilled through the sewer line.

Attempting to clear this type of blockage can result in a serious accident involving loss of life, injuries, and significant property damage. Please call Miss Dig (811) and request an emergency ticket. In addition, follow the precautionary measures detailed on SEMCO's website www.semcoenergy.com in the Safety Section under Sewer and Cross Bore Safety to help prevent such accidents.

With the current COVID-19 pandemic, disinfecting wipes are helping people combat the spread of germs, but some individuals are not properly disposing of the wipes. Many wipes may be labeled "flushable" or "septic safe", however they are leading to sewer blockages all across the U.S., requiring consumers to have their drains cleaned and increasing the risk of "activating" existing cross bores. Please avoid flushing disinfectant wipes and dispose of these types of wipes in waste bins.

BUDGET PLAN 2020 ENROLLMENT NOW OPEN

Enroll in SEMCO ENERGY Gas Company's budget program and help manage the seasonal variances in your energy bills. The budget program averages your gas usage over the last year and allows you to pay the same amount each month. Enrollment is FREE and open to eligible residential customers during May, June, and July of each year. To be eligible, your account must be up to date.

PROGRAM DETAILS

- **Your budget payment is based** on the previous 12 months of consumption at your address, current gas rates, and then is adjusted for weather variances.
- **Your monthly bill** will show your budget payment amount, along with your actual usage and the current cost of gas. Any other charges billed to your account, such as a HomeServe Plan, must be paid in addition to your budget payment.
- **Your consumption** is monitored and your budget may be adjusted to help ensure that you do not face any unexpected high energy bills in the future.
- **You will remain enrolled** in the program unless you request to be removed or make a late payment. If you are removed from the program, the entire balance on your account will become due. To re-enroll, you must meet all the enrollment requirements.

Reconciliation month: In the 12th month of the budget, your actual gas usage is compared with the amount you paid. If you paid for more gas than the

actual usage, the overpayment will appear on your bill as a credit. Any credit balance will be applied to future payments or refunded at your request. If you paid for less gas than the actual usage, your bill will show a balance due. The entire amount must be paid, in addition to your current charges, for continued participation in the budget program.

The commercial budget program is open to eligible commercial customers during May and June. For eligibility requirements, please contact Customer Service at 1-800-624-2019.

Are you looking to reduce clutter and simplify your life? Make the Natural Choice, choose **Paperless Billing** today! By enrolling in **eBill** you can view and pay your bill online. Visit us at www.semcoenergygas.com to get started.

The budget program also works great with the Direct Payment Plan. The **Direct Payment Plan** is a **FREE** service where your monthly payments are automatically withdrawn from your designated checking or savings account on your bill due date each month.

Contact Customer Service at 1-800-624-2019 or customer.service@semcoenergy.com.
You also may visit www.semcoenergygas.com.

CALL 811 BEFORE YOU DIG – IT'S FREE

It's easy to contact MISS DIG 811 before you dig. All Michigan residents must dial 811 before beginning any digging and excavating 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**.



TAKE OUR GAS PIPELINE SAFETY SURVEY

SEMCO ENERGY Gas Company is currently surveying customers on their basic knowledge of gas pipeline safety programs, including MISS DIG. The survey is quick, easy, and conducted over an automated telephone system that can be contacted at your convenience.

Your responses will help SEMCO create a more effective and far-reaching safety message for all our customers.

If you are willing to give about five minutes to help with this survey, please call 1-866-409-4488, anytime.

We appreciate your help and look forward to hearing from you.

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

