

CUSTOMER connection

Ideas, Advice and News from Michigan Gas Utilities

RECOGNITION OF community need

our commitment TO COMMUNITY AND THE ENVIRONMENT

CONNECTING with us

visit us online
michingasutilities.com

24-hour customer service
800-401-6402

24-hour gas emergency
800-401-6451

call before you dig
811

April 2011

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South Haven, Michigan, residents know that healthy communities result from quality recreational programs for children and adults. So a group of real people—coaches, parents and community leaders—decided to make a difference. They formed the South Haven Area Regional Park (SHARP) Committee in 2002. The committee's current plans include a 96-acre site with baseball and softball diamonds, soccer fields, a football field, tennis courts, concessions, playgrounds for young children, a walking and cross-country ski path, restrooms and parking.

Michigan Gas Utilities made a corporate contribution to the recreational park. And Michigan Gas Utilities customer relations manager Gregg Griffin made a personal contribution.

For more information about SHARP, visit www.south-haven.com/sharp.html.

Michigan Gas Utilities' support for the SHARP Committee is part of our larger commitment to organizations that are making a real difference in the communities we serve. Sponsorships focus on five areas: Economic Development; Community and Civic; Human Services and Health; Arts and Culture; and Environment.

You can read more about community and environmental programs supported by Michigan Gas Utilities in *Real Differences*, a report available at michingasutilities.com.



EFFICIENCY UNITED wants to save you money!

Michigan Gas Utilities is one of eleven Michigan utilities working with the Michigan Public Service Commission in a partnership known as Efficiency United. This partnership provides energy-efficiency programs to customers that help save energy and money.

Current programs include:

- Residential rebates for natural gas HVAC upgrades, qualifying ENERGY STAR® purchases, weatherization improvements and more
- Low-income, energy-efficiency assistance
- Commercial and industrial rebates for energy-efficient improvements
- Online audits and educational tools
- **FREE** energy-savings kits for natural gas

Efficiency United programs are available only while supplies last.

More information on Efficiency United and the programs that are available can be found by visiting efficiencyunited.com and clicking the Michigan Gas Utilities logo. Interested customers may also call **877-367-3191** to speak to a customer service representative.



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Questions or comments can be sent to:
Customer Communications Department
Customer Connection
P.O. Box 19001
Green Bay, WI 54307-9001

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michingasutilities.com

Buried Lines, We've Got Your Number.

Call 811 to find out where buried power and gas lines are BEFORE you dig. It only takes a moment and could save a life.



Think Spring Safety! April is National "Call Before You Dig" Month

Take a second for safety.



FLOOD WATCH

With the large amount of snow that fell this winter, the ground in our area is saturated with moisture. With spring rains on their way, make sure you know how to stay safe should flooding occur in your home:

- **Safety First.** Avoid going into a flooded basement or stepping into the water. Be sure to have the natural gas and electricity turned off, preferably at the meter, by calling your utility companies or your local fire department.
- **Dry Up.** Drain the area using either a gasoline-powered water pump located outside your home or an electric pump connected to an electrical source not impacted by the flood waters.
- **Use Your Nose.** If you smell natural gas, leave immediately. Leave doors and windows open, do not operate gas or electric appliances and call Michigan Gas Utilities' 24-Hour Gas Emergency number at 800-401-6451.
- **Check It Out.** Hire a contractor to inspect everything exposed to floodwater. This is especially important for gas or electric appliances such as furnaces, hot water heaters and dryers. Utilities will usually not restore service unless these items have been inspected and are safe for your use.

For more safety tips and resources, visit us online at michigangasutilities.com.



ANSWERS AT YOUR FINGERTIPS

Michigan Gas Utilities is committed to providing customers with quick and efficient service. That's why we offer various options to help you get the answers you need or perform the tasks you want, without having to wait for a customer service representative.

Go to michigangasutilities.com or call our automated phone service system at 800-401-6402. Both are at your fingertips 24 hours a day, 7 days a week. All you need is access to a computer to log on to our Web site, or a touch-tone phone to use our automated phone service.

Complete the following functions quickly, easily, securely and all on your own:

review your account

Review past payments made to Michigan Gas Utilities and check your current amount due.

sign up for payment arrangements

Get all the information you need regarding convenient payment options, such as **Automatic Payment** and **Budget Billing**.

pay your bill

If you need to make a payment right away, do it with **Quick Payment** using a credit card, debit card or checking account.

start, stop or transfer service

If you're moving, you can take care of everything you need to open, close or transfer your account.

All online and automated telephone services are completely secure, and are available 24 hours a day, 7 days a week. Go to michigangasutilities.com or call 800-401-6402 to become a Michigan Gas Utilities do-it-yourselfer.

BUSINESS corner

ONLINE RESOURCES

to help your business manage energy use

Using natural gas efficiently can help businesses manage energy use, but finding information about energy efficiency can sometimes be difficult.

That's why Michigan Gas Utilities has posted business-specific tips and suggestions on our website at michigangasutilities.com/business. Business owners and managers can find a wide range of resources there about energy management, including:

Business-specific advice. Spring and summer are great times to make property improvements that will boost energy efficiency next winter. To make it easy, we've organized information on our website by specific business segments. Look under **Saving Energy** for a section called **Business-Specific Advice**, where you'll find information for grocery stores, retail establishments, restaurants, schools, congregations and other businesses and organizations.

Equipment advice. In addition to general tips, customers will find specific information about equipment. Information is available on purchasing insulation, HVAC equipment, lighting and more. There's also information about keeping existing equipment running efficiently.

