



# Customer Connection

www.michiganutilities.com

WINTER 2007



## 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 [michiganutilities.com](http://michiganutilities.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 website, or a touch-tone phone to use our automated phone service.

Functions you can complete quickly, easily, securely and all on your own include:

### 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.

### Manage meter readings

Find out when your next meter reading is, arrange to read your own meter every month, or if you regularly read your own meter, submit a meter reading.

All online and automated telephone services are completely secure, and are available 24-hours a day, 7 days a week. Go to [michiganutilities.com](http://michiganutilities.com) or call **800-401-6402** to become a Michigan Gas Utilities do-it-yourselfer.

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# HELP US HELP OUR NEIGHBORS



For many, winter is a difficult time, especially the elderly, disadvantaged or disabled. At Michigan Gas Utilities, we believe we have a responsibility to help those in need in our communities – in winter and all year long. Through THAW, the Heat and Warmth Fund of Michigan, we provide assistance to residents who are struggling with their energy bills or emergency energy-related expenses.

Would you like to help? Make your tax-deductible\* donation to THAW today, and we'll do our part by matching your gift at 50 cents on the dollar.

### Here's how to contribute:

1. Contribute year-round by simply completing the form below and enclosing it with your utility stub and payment check.
- OR
2. Make a one-time contribution by mailing a check, money order or cashier's check payable to: **The Heat and Warmth Fund**

**1212 Griswold Street, 10th Floor  
Detroit, MI 48226**

**Remember:** You must first complete and return the contribution form before any dollars can be directed to the THAW program. Money added to your utility bill without first completing and returning the form will be credited to your next utility bill.

### I would like to include my monthly contribution to THAW on my utility bill.

**My monthly contribution is:**  \$1  \$3  \$5  \$10  \$20  Other

My utility account # \_\_\_\_\_

Street address \_\_\_\_\_

I authorize Michigan Gas Utilities to add my monthly contribution to my utility bill.

I understand that my contribution amount will be separately detailed on my bill and that I may revoke it at any time by calling Michigan Gas Utilities at **800-401-6402**.

Signature \_\_\_\_\_

Name (please print) \_\_\_\_\_

Date \_\_\_\_\_

Phone (home) \_\_\_\_\_

(work) \_\_\_\_\_

### Thank you for helping your community.

\*Please retain a record of your contributions for tax purposes.

# A LITTLE CHANGE REALLY ADDS UP

*Though natural gas is a significant portion of your energy charges each month, there are plenty of ways you can keep control over how much you spend on heating this winter. Try these energy-saving tips and you could see the savings add up.*

## Save \$22

by lowering your thermostat just 5°\*

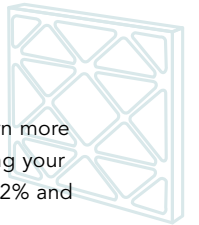
Typical homes stay warm and comfortable when their thermostats are set between 65° and 68°. If yours is set higher, you may be using more natural gas than you need. For every degree you reduce your thermostat and keep it lowered, you save more than \$4 per month. Lower your thermostat 5° and you'll cut about \$22 from each monthly bill.



## Save \$9

by cleaning or replacing furnace filters\*

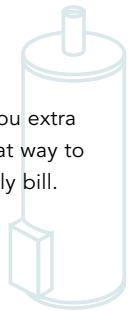
Dirty furnace filters make furnaces work harder and cause them to burn more natural gas to produce the same amount of heat. Replacing or cleaning your furnace filter monthly improves efficiency and can help save between 2% and 5% of your winter energy costs – as much as \$9 off each month's bill.



## Save \$2

by keeping your water heater at 120°\*

If your natural gas water heater is set too high, it may be costing you extra money without any added benefits. Keeping yours at 120° is a great way to save from 7% to 11% on your energy costs, or about \$2 per monthly bill.



\* Savings are based on an average home with average energy use.

## \$33 IN SAVINGS ALTOGETHER...NOT BAD!

## try these to save even more energy:

**Insulate, insulate, insulate!** Adding insulation to attic, wall and sill box areas, and using special insulation made to go inside power outlets, are a few of the most effective, affordable ways to cut energy costs.

**Tune up your heating system.** Just like your car, your furnace needs to be tuned up to run at peak performance. Annual inspection can improve efficiency by 1-2%.

**Caulk and weatherstrip.** Heat often escapes through older windows and doors. Caulk around the edges of windows and weatherstrip around door edges to significantly reduce that loss.

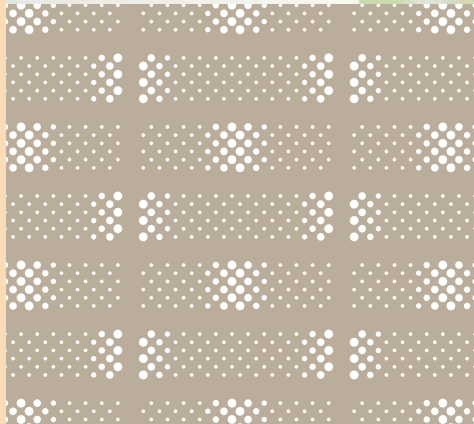
**Turn on your ceiling fans.** They increase air movement and warmth while saving money. Reversing the fan direction in winter pulls warmer air down to where people are.

**Take advantage of the heat from the sun.** Open shades on the southern and eastern windows during the day. Close these shades when the sun goes down to keep the heat from escaping.

**Watch that thermostat.** For every degree you lower it, you'll take about 1% off your bill. You'll stay comfortable at 65° to 68° during the day, and 60° at night.

**Find even more Energy-Saving Tools & Ideas at [michigangasutilities.com](http://michigangasutilities.com)**

*Note: If you feel you'll have problems paying your monthly Michigan Gas Utilities bills, contact us as soon as possible before your charges become too great. We'll work with you to see if we can come to an agreement that satisfies your needs. Call 24-Hour Customer Service at **800-401-6402**.*





## convenient payment options

Pay your Michigan Gas Utilities bill the way that's most convenient for you. Choose from these options:

### Mail

Use the reply envelope in your monthly bill.

### Automatic Payment

Sign up to have your bill paid automatically from your checking or savings account.

### Quick Payment

When you want to pay quickly, use your credit card, debit card or checking account to pay by phone or online.

### Walk-In

To pay in person, visit a Michigan Gas Utilities payment office or one of our authorized pay stations.

For more information on these options, call 800-401-6402 or visit us at our Web site: [michigangasutilities.com](http://michigangasutilities.com)

## 8 WAYS TO MAKE YOUR FURNACE SAFER

This 8-Point Furnace Safety Check can protect you and yours from the dangers of carbon monoxide poisoning.

1. Inspect furnace and remove any chimney obstructions and soot build-up.
2. Replace rusty vent pipes.
3. Check flame for proper blue color.
4. Check for soot in burning areas and vents.
5. With electricity off, clean burner area and remove debris.
6. Replace or clean air filters.
7. Replace cracked or frayed blower belts.
8. Lubricate motors, blowers and water pumps according to manufacturer's instructions.

If you are unfamiliar with this type of maintenance, please contact a qualified professional to perform it.

For more safety information, visit [michigangasutilities.com](http://michigangasutilities.com) or call 800-401-6402.



**MICHIGAN  
GAS UTILITIES™**

Customer Connection is published quarterly by Michigan Gas Utilities. Questions or comments can be sent to:

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## Important Numbers

24-Hour Customer Service  
800-401-6402

24-Hour Gas Emergency  
800-401-6451

Call Before You Dig  
811

## On the Web

[www.michigangasutilities.com](http://www.michigangasutilities.com)