

Helpful information

Billing questions or complaints

If you have any questions or concerns about your bill, please contact us prior to the bill due date, so we can help.

You also can contact us for any of the following:

- Rate options and explanation of rates
- How to calculate or verify the accuracy of your bill
- Evaluating your energy use
- Energy efficiency efforts
- Financial assistance
- Updating your account information
- Billing and payment options
- A free customer information booklet

Contacting us

Phone: 800-401-6402
 Email: customerservice@michigangasutilities.com
 Mail: PO Box 19001, Green Bay, WI 54307-9001
 Web: michigangasutilities.com

Late payments

Your bill is considered delinquent when a balance remains unpaid at least five days after the due date. Once it becomes delinquent, a late payment charge, not to exceed 2%, will be added to any past-due amount.

Safety reminder

- If you smell natural gas, leave the premise immediately and call our 24-hour emergency service at **800-401-6451**.
- Call 811 at least three working days before you dig to have lines marked.

Michigan Public Service Commission

As a natural gas utility, MGU is regulated by the Michigan Public Service Commission (MPSC). You can learn more about the MPSC at www.michigan.gov/mpsc, or by calling 800-292-9555.

*Importante: Esta información se refiere a su servicio y tarifas.
 Es posible que quiera una traducción.
 Llame al 800-401-6402 para pedir una traducción.*

Explanation of billing terms

Usage

CCF (100 Cubic Feet) – The volume of gas measured by your meter.

Charges

Commodity Charge – The actual cost of the natural gas used.

Daily Customer Charge – A monthly charge that helps cover the fixed costs of providing service to customers. This includes equipment, billing and programs.

Distribution Charge – The charge for the safe and reliable delivery of gas to customers.

Gas Pressure Factor – A factor applied to your gas usage when it is delivered at higher than normal pressure.

Main Replacement Program – A fixed charge that helps recover costs not included in base rates for infrastructure improvement projects to maintain reliability and safety.

Rate Realignment Adjustment – A charge or credit, as approved by the MPSC, that adjusts Distribution charges to cost-of-service-based charges for General Service and Transportation customers.

Reservation Charge – A charge to customers to ensure adequate service on peak demand days.

Financial assistance

Energy Assistance Program (EAP) – Provides heating assistance grants to eligible customers. For assistance, call your county's department of human services.

Winter Protection Plan – Protects eligible seniors and low-income customers from service shutoff during the winter months. For assistance, call your county's department of human services, or MGU at 800-401-6402.