

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 can also contact us for any of the following:

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

Contacting Us

Phone: 800-401-6402
 Email: customerservice@michingangasutilities.com
 Mail: PO Box 19003, Green Bay, WI 54307-9003
 Web: www.michingangasutilities.com

Late Payments

Your bill is considered delinquent when a balance remains unpaid at least 5 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 3 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.

Decoupling Adjustment – Within limits, allows for the recovery of lost revenue due to declining sales and requires credits in the event of excess sales.

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.

MI Energy Efficiency Charge – A fee that funds the state-required energy efficiency program.

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

Tax Cuts-Jobs Act Credit – A credit authorized by the Michigan Public Service Commission to reflect the impacts of the federal corporate tax reduction resulting from the Tax Cuts and Jobs Act of 2017.

Uncollectible Adjustment – A charge to pay for gas supply-related uncollectible accounts expenses.

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.