



SEMCOENERGY
GAS COMPANY

Connectivity

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MY ACCESS ONLINE – THE SIMPLE WAY TO MANAGE YOUR ACCOUNT ONLINE

To sign up for My Access Online, go to www.semcoenergygas.com, click the My Account link at the top of the page, then click Create Account.



My Access Online offers you more than just a way to pay your bill. Register today and start enjoying these services:

- Enroll in the **Direct Payment Plan** and have your payment automatically deducted from your designated checking or savings account each month on the bill due date.
- Enroll in the **eBill program** to receive your bill by email each month and have the option of using your checking or savings account to make a one-time payment for free.
- Make or schedule a **payment online** using your credit card or checking/savings account (a fee may apply).
- Review your account and **payment history**, including natural gas usage, at your convenience.
- Handle **routine tasks**, such as requesting service turn-offs or transfers and updating your mailing address quickly and easily.
- **SEMCO GO:** Download the SEMCO GO app, you can manage your account and pay your bill through the new mobile app. If you already have a My Access Online account, you can use that to log in, if not, you can create an account using the app.

If you have questions about My Access Online, or any SEMCO ENERGY Gas Company service, contact Customer Service by email at customer.service@semcoenergy.com or call 1-800-624-2019. Don't delay, enroll in My Access Online today.

CALL 811 BEFORE YOU DIG – IT'S FREE

It's easy to contact MISS DIG 811 before you dig, either by phone or via the internet.

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**.

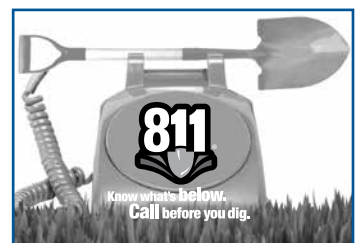
The 800 MISS DIG number for Michigan – **1-800-482-7171** – can still be used to contact the state program. 811 is an additional, easy-to-remember access number for MISS DIG 811. The 811 number can be called from most phones – land-line, cell, or cable phone. You can also go online at www.missdig811.org to file a locating request.

Why call MISS DIG 811? Michigan law requires property owners and professional excavators to contact MISS DIG 811 at least 72 hours, but not more than 14 calendar days, before beginning any project involving digging. This helps avoid possible injuries or damage to natural gas and oil lines, electric, telephone, TV cable, water, or sewer facilities. Failure to call MISS DIG 811 could leave you facing costly repair bills for damaged utility-owned lines.

What MISS DIG 811 does not cover. Also be aware that if you have buried "customer-owned" lines in a project area, you are responsible for locating and marking those lines before your project begins.

Customer-owned lines are typically the lines between the meter and your appliance. These may include lines to yard lights, pool and spa heaters, garages, workshops, and similar areas.

To learn more about the MISS DIG 811 program and 811, visit www.missdig811.org or www.call811.com.



KEEP METER CLEAR

SEMCO ENERGY Gas Company would like to remind you about the gray meter mounted to the outside of your home or business. It is owned and maintained by SEMCO.

In an effort to maintain the equipment, we ask that customers assist us by keeping a clear path to the meter. It is important that there are no obstacles such as fences, brush, bushes, or anything that would make access to the meter difficult. Not only is this necessary for routine maintenance, but it may also be critical in the case of an emergency, where an authorized SEMCO employee may need to turn off the gas to your premises.

ENERGY TIP



WANT A GREAT WAY TO INVEST YOUR TAX REFUND?

How about switching from electric to gas hot water? A gas water heater can save you more than \$400 per year! Learn about rebates for water heaters and other energy efficient upgrades to your home at www.encyclopedia.com. Natural gas works for Michigan.

IDENTIFYING GAS LINE MARKERS



Natural gas pipelines are usually underground, which is why it is so important to contact MISS DIG 811 before beginning any project involving digging.

In some situations, SEMCO ENERGY Gas Company is required to permanently mark its pipeline locations.

The pipeline markers typically used by SEMCO (as shown) include a number for MISS DIG 811 (1-800-482-7171 or 811). MISS DIG 811 must be contacted at least 72 hours, but not more than 14 calendar days, before

beginning any project involving digging so that all utility lines, including natural gas pipelines, can be marked. This is not only for your safety, but you can be held liable for damage to unmarked lines.

SEMCO gas line markers also list a 24-hour emergency number: **1-888-GAS-1-GAS (1-888-427-1427)**. This number should be used ONLY to report emergencies.

If you have questions about this information, contact SEMCO Customer Service at 1-800-624-2019.

Note To Professional Contractors: Third-party contractors are subject to Michigan Occupational Safety and Health Administration (MIOSHA) requirements. MIOSHA cites in its "Construction Safety Standards" possible regulatory enforcement action that could be taken against excavation contractors who place their employees at risk by not utilizing proper damage prevention practices. The lack of adequate damage prevention could subject the excavator to MIOSHA regulatory enforcement.

HOW TO REACH SEMCO ENERGY

GAS LEAKS AND OTHER EMERGENCIES

1-888-GAS-1-GAS (1-888-427-1427)

CUSTOMER SERVICE

1-800-624-2019 or
customer.service@semcoenergy.com

www.semcoenergygas.com