



LRES

NATURAL GAS

A subsidiary of Lake Region Electric Cooperative

New Customer Guide

Welcome to Lake Region Energy Services!

Since it's inception in 2017 as a subsidiary of Lake Region Electric Cooperative, the purpose of Lake Region Energy Services (LRES) has been to provide natural gas as an affordable, safe, and reliable energy option to homeowners in our electric service area.

In a time when the future of our industry seems uncertain and costs continue to rise, natural gas rates remain financially favorable. We're confident you'll be happy with the decision.

After 8 years and more than 1,200 installations later, we remain committed to the same high standard of customer support our electric cooperative members receive. The lessons we've learned over our 88 years delivering power combined with employee cross-training opportunities ensures our team — in the office and the field — is able to provide the answers, assistance, and guidance you might need as you begin your natural gas service with us.

In addition, this guide contains need-to-know information - from safety tips and recommendations to account service features available through our SmartHub app — we hope will be helpful.

Should you have questions or concerns, please don't hesitate to contact our office. Our employees stand ready to help in any way possible.

We're glad to have you on board!
Joel Janorschke, CEO



In the Know, On the Go

Have a question but not the time to call?

Text us at (218) 853-5737 during regular business hours and we'll message the information you need - ready to read now or later.

Contact Us

Customer Service Hours

7:30am to 4:00pm
Monday to Friday

Phone

(866) 367-5732

Emergency

(888) 295-8976

Email

lres@lrec.coop

Website

www.lakeregionenergy.com

(online chat available)

Mailing Address

Correspondence:

*Lake Region
Energy Services
P.O. BOX 643
Pelican Rapids, MN 56572*

Bill Payment:

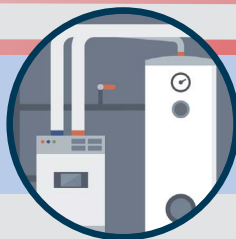
*Lake Region Energy
Services
P.O. BOX 650
Pelican Rapids, MN 56572*



Natural Gas

Need-to-Knows

At least 18 inches of clearance should be left around your gas furnace and water heater — and at least six inches around gas stoves and clothes dryers.



To help protect your household from potential gas leaks, it's important to have a combination gas and carbon monoxide detector installed near living and sleeping areas. These detectors can alert you to the presence of gases like natural gas, methane, and propane, providing an early warning and helping you keep your family safe.



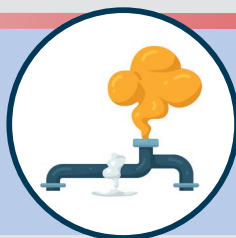
Keep your natural gas meter free of ice and snow in winter, using a soft-bristled broom or your hand to remove buildup and ensure proper ventilation.



Make sure any unused gas lines in your home previously used to provide gas to an appliance or furnace are securely capped and no gas will leak from the unused line.



If you smell gas — which often smells like rotten eggs or sulfur —leave the area immediately without using lights, appliances, or phones. If the smell is near your meter or outside, stay clear and report it right away. Never try to find the leak yourself.



Your Natural Gas Account Payment Options

Lake Region Energy Services offers many ways to pay your bill and each one accepts a number of payment methods.



Pay by phone

Call (866) 367-5732 to make a payment anytime using our secure, automated system. You can pay by check or credit card. *You will need your account number.*



Pay online or with a smartphone

Use [SmartHub](#) to pay your bill online or with your smartphone. You can also see an account summary, access your billing and payment history, and change your contact information.



Pay with a one-time payment

Make a one-time payment using our [PayNow](#) option. You don't need to register for a SmartHub account and banking information is not saved. Only an *account number* and *name* are required in order to make a payment.



Pay by mail

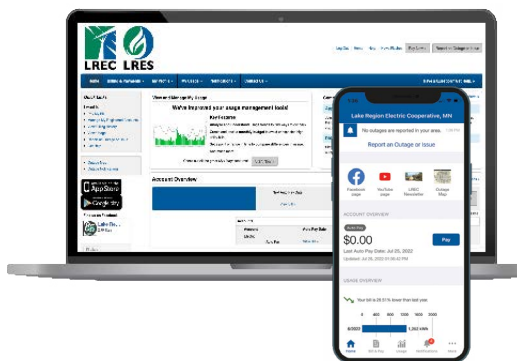
Mail your payment with bottom portion of your billing statement.

SmartHub

Use [SmartHub](#) to pay your bill and access other important account information. SmartHub is available online or through a free app which can be downloaded to your phone or mobile device.

SmartHub provides secure access to make payments, maintain your account information, view bills, see payment history, and gives you the option to choose to receive bill notifications from LRES by text or email.

To sign up for SmartHub, click on the SmartHub icon on the LRES home page at www.lakeregionenergy.com, or you can scan a QR code which will take you to your preferred app store to download the SmartHub app. First time users will need their LRES account number to register.



iOS



Android

Easy-Pay Financing



Designed to assist customers to convert to natural gas when the cost of conversion might otherwise be a barrier. The maximum amount funded is \$1,500. To be eligible for Easy-Pay for natural gas a customer must:

- ✓ Pass a credit check. SSN required.
- ✓ Provide LRES with two quotes for services when submitting application form.

Apply for
EASY-PAY

Loan Terms:

- Interest rate will be 0%; fixed for the term of loan (valid for 2026)
- Payment term is 36 months; billed monthly on gas statement
- No early payment penalty

Energy Assistance

The Energy Assistance Program helps low-income households pay their home heating bills. Payments are made directly to the household's fuel dealer. To receive assistance, household income for the most recent month must be below guidelines which can be found on our website at www.lrec.coop/energy-assistance

Note: there are no deductions from income. Households must provide proof of income when they apply.

To request an application call one of the numbers below:

Detroit Lakes: (218) 847-1385	Mahnomen: (218) 935-5022	Wadena: (218) 632-3600
Fergus Falls: (218) 739-3011	Park Rapids: (218) 732-7204	Toll-free: (888) 458-1385

Cold Weather Rule

The Minnesota Cold Weather Rule (*MN Statute, Ch. 235, Sec. 216B.097*) protects residential utility customers during the cold winter months. Under this rule, your electric service will not be disconnected from October 1st through April 30th because of non-payment provided you meet ALL of the following conditions:

- You declare an inability to pay.
- Your total household, not individual, income is less than 50% of the state median income. You must provide the necessary documentation to support this condition.
- You enter into and make reasonable, timely payments under a payment agreement that considers the financial resources of the household.
- You receive referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

Residential customers who cannot qualify for winter shut-off protection, yet cannot pay their full bill may make special payments over an extended period of time. To arrange for scheduled payments, call (800) 552-7658.

Natural Gas Safety

Safety starts with you. Think safety first.

Natural gas is completely safe when it's sealed inside pipes and used in the right way. The danger occurs when gas leaks out or doesn't combust properly in an appliance.

Learn to recognize and report a gas leak. Keep your home and family safe from potential hazards with regular maintenance and inspections.



Natural gas is flammable — *fortunately, natural gas leaks are very rare.*

Explosions are even more uncommon—the mixture of gas and oxygen in the air must be at a precise proportion for a spark to set it off.

Natural Gas Emergencies

If you suspect a natural gas leak, react like it's an emergency. Although rare, natural gas leaks can be dangerous and result in an explosion.

Signs of a Leak

- Do you smell an unusual odor, like rotten egg?
- Do you hear blowing or hissing?
- Do you see unexplained dead or dying vegetation?
- Do you see bubbles coming from the ground — land or water?

Take Action

- Do not try to find/repair the leak.
- Leave the area immediately and keep everyone away.
- Do not start vehicles, turn on lights, or use telephones.
- Call LRES' emergency number at **(888) 295-8976** from a safe location.
- If you can hear gas hissing or blowing, call 911.

If you smell gas, have everyone leave the building.
Then call our emergency number
(888) 295-8976
from a remote location.

THERE IS NO CHARGE FOR A LEAK INVESTIGATION.

Gopher State One Call

*Call Gopher State One Call at 811
before digging in your yard.*



Whether you're trenching in a field, planting a tree, or digging a foundation, Minnesota law requires everyone to locate underground utilities before digging.

First, contact Gopher State One Call to begin the discovery process, then wait 48 hours (excluding Saturday, Sunday and legal holidays) before any digging begins.



GSOC

811.
It's FREE.
It's the
LAW.

**Protect your
property and your
pocketbook.**

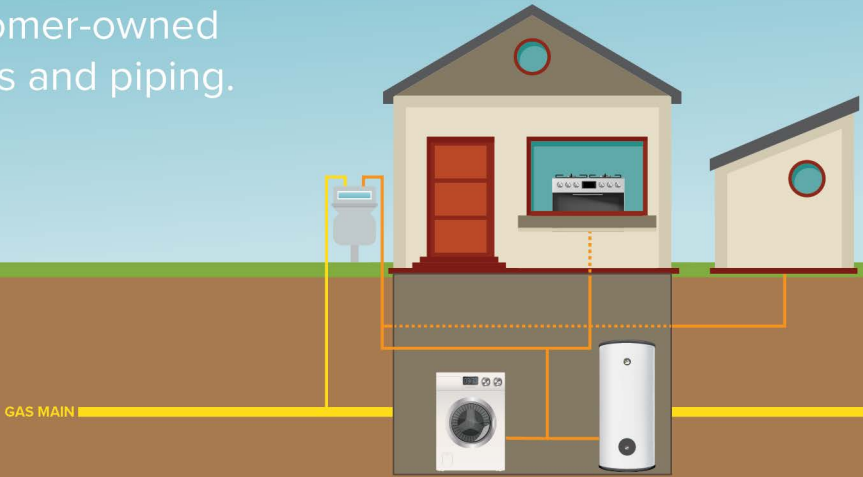
Damages caused by
customers who did not
call before digging are
paid for by that
customer.

**Calling first makes all
the difference.**

Customer Owned Gas Lines

NOTICE: It is the responsibility of the customer to maintain all customer-owned gas lines and piping.

- Customer-Owned and Maintained
- LRES-Owned and Maintained



What are customer owned lines?

Customer-owned service lines include all pipe beyond the meter serving your home and appliances. It also includes lines beyond your meter, above or below ground, to any other buildings on your property. Some examples may include natural gas barbecue, detached garage, or shed.

To properly care for your pipe, we recommend periodic inspection for leaks and corrosion (if you install metal pipe).

What if I find corrosion or leaks?

If unsafe conditions are found, they should be repaired immediately. Your local plumbing/heating contractor can do this inspection and any repairs.

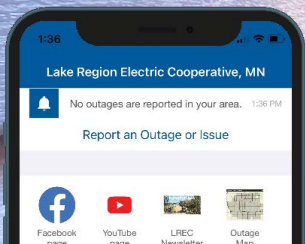
If you plan to add a line extension, we recommend having a licensed contractor do this work and complete pressure tests to ensure your safety and the safety of your property.

QUESTIONS?

Call us toll-free: (866) 367-5732

Visit our website: www.lakeregionenergy.com

What are you waiting for?



ENROLL TODAY!



SmartHub.
Fast. Convenient. Easy.

Learn more about
Lake Region Energy Services at
www.lakeregionenergy.com
LRES is an equal opportunity employer and provider.

Connect with us!

