



GET A DISCOUNT on First Alert CO alarms

We work hard to ensure our 4,400-mile natural gas delivery system is safe and reliable, and we want your home to be safe too.

That's why we've partnered with First Alert to offer you a 10% discount on all their carbon monoxide (CO) and combination smoke-CO detectors.

To take advantage of this offer, visit our Web site at minnesotaenergyresources.com and click on the CO safety message on the home page.

winter SAFETY TIPS

Winter brings freezing temperatures, icy buildup and a blanket of snow. To help you stay safe and warm at home this winter, Minnesota Energy Resources offers the following tips:

- **Clear snow and ice from intake and exhaust vents.** Blocked vents can cause improper burning and possibly lead to a buildup of carbon monoxide in the home. Check all outside vents regularly to make sure they are not covered with snow or ice.
- **Install carbon monoxide detectors.** If you already have detectors in your home, please check that the batteries are working. A yearly change of batteries is recommended.
- **Keep your gas meter clear of snow and ice.** Your regulator needs to breathe in order to function properly. Where possible, use a broom instead of a shovel to clear snow off regulators, meters and piping. Icicles that form above the meter can cause meter damage and potential service interruption if they break and fall onto the meter.

CONNECTING with us

visit us online
www.minnesotaenergyresources.com

24-hour customer service
800-889-9508

24-hour gas emergency
800-889-4970

call before you dig
811

home services
800-889-3479



CUSTOMER CONNECTION is published monthly by Minnesota Energy Resources. Questions or comments can be sent to: Customer Communications Department
Customer Connection
P.O. Box 19001
Green Bay, WI 54307-9001

WPS-40-I-MERCC

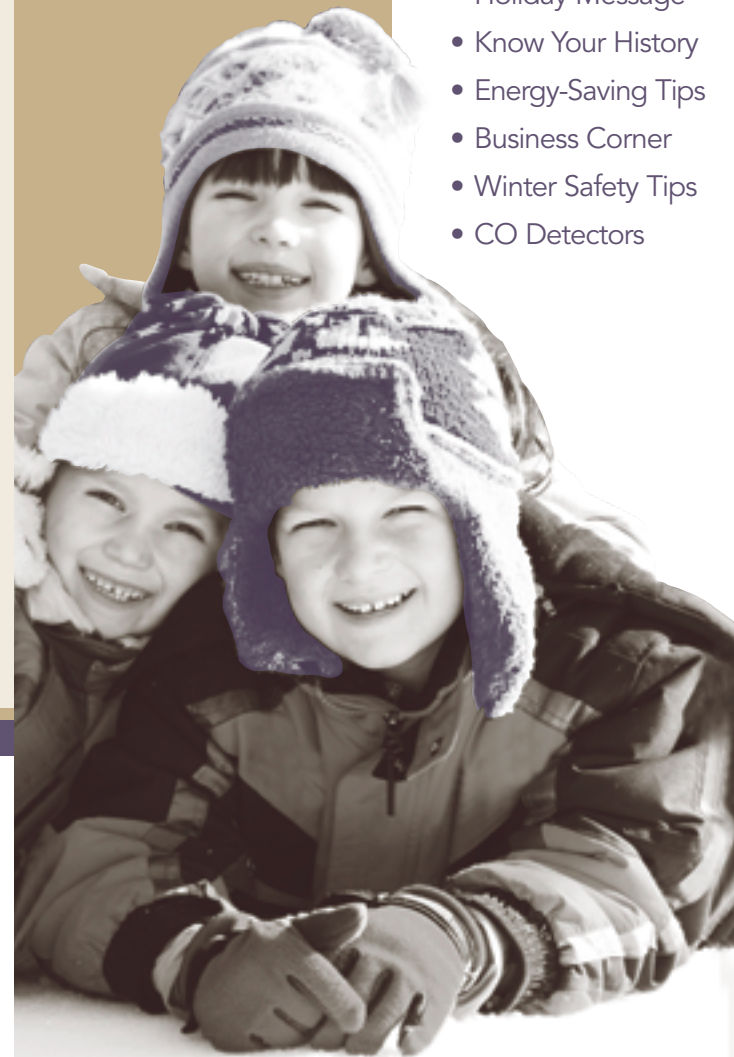
CUSTOMER connection

Ideas, Advice and News from Minnesota Energy Resources

December 2008

inside:

- Holiday Message
- Know Your History
- Energy-Saving Tips
- Business Corner
- Winter Safety Tips
- CO Detectors



www.minnesotaenergyresources.com

HOLIDAY message



warmest wishes

Happy holidays from everyone here at Minnesota Energy Resources. May the joy of the season bring you peace and happiness now and throughout the coming year.

As we extend our cheerful wishes to you and your loved ones, please also accept our sincere appreciation of your business. We're truly grateful to provide service and support to each and every customer in this community we share, and we look forward to continuing our relationship in 2009 and beyond.

Have a safe and happy holiday season.

Chuck Cloninger
President



know YOUR HISTORY

Viewing your billing history can help you understand and manage your natural gas usage. You can access up to 24 months of billing and usage information in easy-to-read charts and graphs. You can also find information on a variety of factors that affect your bill.

Your **Account Summary** shows gas usage, total gas charges and total current charges. Each chart is accompanied by a graph showing the trends of your natural gas bill throughout the year.

Your billing history is then broken down further into a **Service Summary**, **Usage Detail** and **Cost Detail**. Again, each of these sections feature graphs that show your billing history. Utilizing all of these tools allows you to fully understand your bills and can also help you prepare for higher billing months.

To find your billing history online, simply visit minnesotaenergyresources.com, go to **All About My Bill** and then **View Bill History**.

Please note that you must have at least two billing statements for an account in order to access your billing history.

winter ENERGY-SAVING TIPS



Minnesota Energy Resources is constantly thinking of ways to help you save money and energy. As part of our monthly Energy-Saving Tips section, here are a few ways you can be more energy-efficient this winter season.

- **Don't let heat go up the chimney.** If you have a fireplace, make sure the flue is closed when you're not using it. Leaving it open will let warm air out of your home and cause your heating system to work harder.
- **Distribute the heat evenly.** In winter, your ceiling fan blades should rotate clockwise. Check to see if your fans are reversible to collect warm air from the ceiling and pull it downward. Setting the fan at its slowest speed can also avoid creating a breeze. This tip will allow you to lower your thermostat a few degrees, saving energy and money during the winter months.
- **Seal leaks.** Big or small, every home has leaks. Your windows, air ducts, door jams and even your electrical outlets can let cold air into your home. Sealing these areas of your home will allow your heating system to work more efficiently, saving dollars every month.
- **Insulate properly.** Make sure your walls and attic are properly insulated. Adding insulation in your attic is one of the most cost-effective, energy-saving measures and one that you can do yourself.

Visit minnesotaenergyresources.com for more tips on being energy-efficient this winter season.

BUSINESS corner

energy-efficient heating at the office

Having a plan for energy-efficient heating will help lower your monthly bill and conserve natural resources this winter. When heating your office, take a closer look at these areas to start saving money and energy during the cold season.

Keep your thermostat consistent. Try not to adjust the thermostat every time someone is chilly or warm during the workday. Keeping the temperature consistent will save energy compared to a heating system that is running to accommodate fluctuating temperatures. We recommend 68 degrees during winter months. A one-degree difference can mean a 3-5% change on your monthly bill.



Upgrade to a programmable thermostat. Easily control the temperature of your office space during different times of the day or when you are away. Plus there is no need to wait for the office to heat up in the morning.

Keep it clean. Stay on top of heating system maintenance at the office. Replace or clean air filters, ducts and vents regularly to prevent your heating system from working harder than needed.

Let the sun shine in. Take advantage of natural daylight whenever and wherever you can.

Get everyone involved. Hold a staff meeting to outline energy-saving objectives and goals. Track your efforts and savings monthly. Encourage employees to be energy-conscious, especially during the peak energy hours of 5 to 9 a.m. and 4 to 7 p.m.

Visit minnesotaenergyresources.com for more business heating tips and energy-saving information.