



Thank You!

Thank you for being a customer of Lake Region Energy Services!

Lake Region Energy Services (LRES) continues to grow and expand. We added 42 new customers throughout our service area in 2023 and now have a total of 1,196 customers since the business started in 2017! The success of LRES is attributable to all of you and the hard-working team that is here to serve you.

As always, one of the goals of LRES is to provide previously unserved areas with another safe, reliable and cost-effective energy source option. LRES is here to help families, farms, businesses, and communities save money at a time when so many other things are at all time high prices.

In 2024, we will continue focusing on adding customers within our current service area. Although LRES has no new projects planned at this time, we continue to evaluate potential locations and areas, and please look for updates on the LRES website at www.lakeregionenergy.com, and please follow us on Facebook [@lakeregionenergyservices](https://www.facebook.com/lakeregionenergyservices).

We hope you enjoy the safety, reliability, and affordability of the natural gas service you receive from LRES.

Happy New Year!

Tim Thompson, LRES CEO

Tim Thompson



Have a question?

You can simply send a text to initiate a chat with our customer service team:

(218) 853-5737



LRES Rate Changes

Effective January 1st, 2024, LRES implemented rate changes across all rate classes. In each rate class, the average customer will experience an increase of approximately 5%. There were no increases made to any facility charges at this time.

LRES rates have remained the same since going into business in 2017, and since that time, we have managed costs to continue to provide you stable rates while experiencing significant general inflation and increases in the following areas:

- Over a 20% increase in operational costs since 2019
- A 38% increase in average material costs since 2017
- A 13% increase in wholesale natural gas prices since 2018

The rate stability experienced by LRES and its customers since the beginning can no longer be sustained. It is necessary to increase rates to generate the revenue needed to operate and to continue provide you with the safe and reliable natural gas service you deserve.

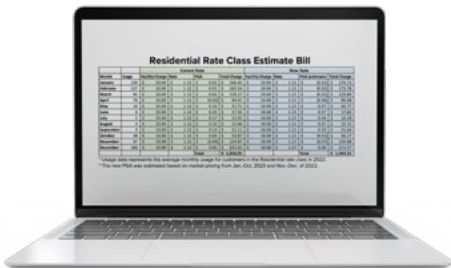
Even with the rate increase effective January 1st, 2024, LRES natural gas is still below the price of propane. We will continue to make every effort to keep rates as low as possible for our customers. Thank you for allowing us to serve you.

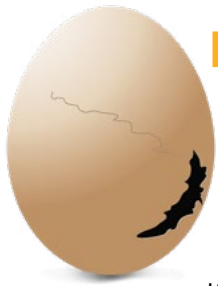
As noted to the left, your annual bill will reflect an estimated increase of 5%. This 5% increase is attributable to a 7.9%-8.7% rate increase across all rate classes, but 2.9%-3.7% of the increase should be offset by an anticipated decrease in the *Purchased Gas Adjustments (PGA)* amount you have previously seen on your bills.

The PGA enables LRES to adjust the amount you are charged each month to reflect the actual cost of the natural gas you used. Depending on the conditions of the wholesale market, this value can be an adder or a subtractor to your bill.

View an annual bill comparison of the old rates and new rates at lakeregionenergy.com/ratechange

Rate	Facility Charge	Current Rate	New Rate (Effective Jan. 2024)
Residential & Small Commercial	\$10.00	\$1.12/therm	\$1.21/therm
Large Commercial, Agriculture, & Non-Interruptible	\$45.00	\$0.92/therm	\$1.00/therm
Interruptible	\$50.00	\$0.81/therm	\$0.88/therm





Natural Gas Safety: Smell

Natural gas leaks usually smell like *sulfur* or *rotten eggs* – but not always. So don't rely on your nose alone. Look and listen for other signs: a hissing or roaring sound, dirt spraying into the air, continual bubbling in water, or vegetation dying for no apparent reason.

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. Alert everyone nearby and leave the area immediately to an upwind location. Do not try to find or repair the leak.

Do not use anything that could be a source of ignition, including cell phones, flashlights, light switches, matches, or vehicles – even the tiniest spark could ignite the gas! Once you are in a safe location, call LRES at **(888) 295-8976**. If you can hear gas hissing or blowing, call 911.

THERE IS NO CHARGE FOR A LEAK INVESTIGATION. Safety is a priority at Lake Region Energy Services. As a trusted natural gas supplier, we take steps to protect the safety of our customers, employees, and the communities we serve. You can help us by learning how to recognize dangerous situations and take proper action.

EMERGENCY NUMBER

(888) 295-8976

Keep Meters/Vents Clear of Snow

Keep the area around gas meter equipment clear of snow and ice. Remove heavy snow and ice from above that could fall on and damage the meter and cause a gas leak. *Carefully* move snow and ice by hand to avoid damaging equipment.

Blocked vents can cause furnaces and water heaters to shut down, a potential build-up of carbon monoxide, or a costly service call. Use a long screwdriver to clear snow and ice from the end of the pipes.



Earn a \$50 bill credit through our Referral Rewards program! For every new customer referred, both the current customer and new customer will receive a credit!



Always Call Before You Dig!

Spring may seem far away now, but before long it will be time to start planning your spring projects! Remember, before you start digging—whether it's yard work, landscaping, or a new construction project—make sure to call *Gopher State One Call* (GSOC) a minimum of two business days in advance! Buried utility lines could exist just about anywhere you dig. To prevent damage to underground utilities please call GSOC at **(800) 262-1166** or the *Call Before You Dig* hotline at **811**. Report any damages to LRES immediately.

Call **(800) 262-1166** or **811**

Manage Your Account with SmartHub



SmartHub provides secure access to **make payments, update your account information, view bills, see payment history, and manage how you receive bill notifications.**

Join hundreds of other customers using SmartHub! To sign up, click on the logo in My Account Center at www.lakeregionenergy.com. For mobile devices, visit your app store and download the *SmartHub* app.

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 gas 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 your energy bills.

If you do not meet all of the above conditions, then you do not qualify for the winter shut-off protection. However, you still can continue to receive gas service if you call us to make a mutually acceptable payment arrangement.

Residential customers who cannot qualify for winter shut-off protection and who cannot pay their full bill may make special payments over an extended period of time. To arrange for scheduled payments, call (800) 528-2392 (toll free) or (800) 498-6116 (toll free), or (218) 863-1171.

Go Paperless & Get A \$5 Bill Credit

Help us save money with paperless billing. You can choose to receive your monthly bill via email. Your account information is always available online. Go paperless and receive a one time **\$5 bill credit!**

1. Visit *SmartHub* by clicking *View & Pay Bill* on our website.
2. Log in or register for SmartHub.
3. Click on *My Profile*.
4. Choose *Update My Printed Bill Settings*.
5. Change your printed bill status to *Off*.