



MISSOURI GAS ENERGY

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 360-5755

ROBERT J. HACK
Vice President, Pricing & Regulatory Affairs

January 13, 2006

Colleen M. Dale
Secretary
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

RE: Case No. GW-2006-0110

Dear Ms. Dale:

With this letter I am filing on behalf of MGE in this case information which has been requested about MGE's efforts to educate customers about the potential for higher heating costs and suggestions on how customers can mitigate those costs.

Specifically, the material includes:

- January 2005 bill insert with energy saving tips (Attachment A);
- February 2005 bill insert regarding the earned income tax credit (Attachment B);
- Text of radio spots placed from January – March 2005 including energy efficiency tips (Attachment C);
- August 2005 bill insert promoting Neighbors Helping Neighbors (Attachment D);
- Text of radio spots placed from September – December 2005 including price advisory, energy efficiency tips and promotion of ABC, MGE's budget billing plan (Attachment E);
- Information sheet provided to contact center and field employees to assist in responding to customer inquiries regarding high gas prices (Attachment F);
- October 2005 cold weather rule bill insert, which is included in disconnect notices beginning November 1 (Attachment G);
- November 2005 bill insert on high gas prices (Attachment H); and
- Gas conservation tips found on MGE's website (Attachment I).

Additionally, beginning late in the summer of 2005, MGE personnel participated in a number of TV and radio programs, and responded to media inquiries, regarding high gas prices and promoting conservation and energy assistance.

Sincerely,

Cold Weather Energy Tips

HAVE YOUR GAS FURNACE CLEANED AND SERVICED REGULARLY. The air filters on forced-air systems should be cleaned or replaced monthly.

ADJUST YOUR HOT WATER HEATER. Every degree counts and setting your temperature to 120 degrees Fahrenheit (F) is recommended.

RAISE SHADES TO ALLOW SUNLIGHT IN. Allow the light in during the day and close the shades at night or on overcast days. Make sure storm windows are closed.

CLOSE DAMPERS ON UNUSED FIREPLACES. If not used for long periods, add insulating material around perimeter or damper. According to the U.S. Department of Energy air escapes in the following common places: floors, walls, ceiling, ducts, fireplace, plumbing, doors, windows, fans and vents, and electric outlets.

KEEP YOUR THERMOSTAT AT A LOW BUT COMFORTABLE SETTING. Consider the recommended 68 degrees Fahrenheit and wear several light layers of clothing instead of one thick one.

KEEP IN TOUCH WITH FRIENDS OR RELATIVES. During cold weather, check on your older friends or relatives to see how they're feeling. Call or visit them daily.

For more information about getting ready for winter, visit our website at:

www.missourigasenergy.com

Jan. 05

Important Notice Concerning Insufficient Fund Checks

We at MGE recognize that errors sometimes happen that can result in a check being returned for insufficient funds. We want to let you know that, in accordance with federal regulations, any time a check is returned to MGE because of insufficient funds, the company has the right to collect the check electronically by debiting the check writer's checking account without further notice. We also will continue to assess a charge of \$15 for processing an insufficient funds check.

We urge our customers to visit our website at www.missourigasenergy.com to learn how they can quickly and easily pay their MGE account by check or credit card without ever leaving home.

Whether you pay online, through a bank payment plan, by mail or in person at one of our convenient payment stations, we want you to know that we're proud to provide you with safe, clean, reliable natural gas service.



Need A Little Extra Cash?

Find Out If You Owe Less In Taxes And Have Some Cash Coming Back

The Earned Income Credit (EIC) is a special federal tax benefit for people who work full or part-time. If you qualify, you'll owe less in taxes and you may get cash back. Even if you don't owe any income tax, you can still qualify for the EIC.

If You Are Eligible For The EIC, You Can Get:

- ✓ **UP To \$4,300**, if your income is under \$34,458 and you have two or more qualifying children (or you are married with joint income under \$35,458).
- ✓ **UP TO \$2,604**, if your income is under \$30,338 and you have one qualifying child (or you are married with joint income under \$31,338).
- ✓ **UP TO \$390**, if you have no qualifying children, are between 25 and 64 years of age and your income is under \$11,490 (or you are married with joint income under \$12,490).

(Please See Other Side)

Here's How You Can Get The Earned Income Credit:

If you were raising children in 2004, file federal Tax return Forms 1040 or 1040A, not Form 1040EZ. Be sure to attach Schedule EIC. If you weren't raising children in 2004, just file any federal tax return.

There Are Other Cash-Back Options, Too

The Child Tax Credit (CTC) is a federal tax credit worth up to \$1,000 per child in 2004. Families who earned more than \$10,500 and claim dependent children under age 17 on their 2004 Federal tax return may qualify for a refund through the CTC. Follow the tax form instructions to find out if you are eligible for a credit. You must file Form 8812 to claim a CTC refund.

Need More Information About Your Taxes?

To find out how you can get your tax forms filled out for FREE, call the Internal Revenue Service toll-free at:

1-800-829-1040



MGE MISSOURI GAS ENERGY

2-05

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thru
March

This is Pam with Missouri Gas Energy. Did you know that natural gas is a clean burning fuel? and that's good for the environment. Natural gas is also a best buy when it comes to energy efficiency and reliability. Even during stormy weather, natural gas hot water heaters, ranges and fireplaces can keep you warm and comfortable. Discover the advantages of natural gas at www.missourigasenergy.com.

Brought to you by Missouri Gas Energy. The most affordable energy choice for decades is safe, clean, reliable natural gas...compare the difference.

This is Pam with Missouri Gas Energy. Did you know that you can view on-line your latest natural gas bill or account history, pay your gas bill with a check or credit card, sign up for our level bill payment plan called ABC or sign up for electronic bank draft? So go ahead, it's easy - go to missourigasenergy.com and get things done when it's convenient for you without leaving your home.

Brought to you by Missouri Gas Energy. The most affordable energy choice for decades is safe, clean, reliable natural gas...compare the difference.

This is Pam with Missouri Gas Energy.

Energy prices continue to be high all over the country and that includes natural gas. At Missouri Gas Energy we want you to know that there are things you can do to prepare for this winter. It is never too late to weatherize - whether its upgrading your windows, insulation, doors or whatever. Also, look for energy efficiency ratings when buying new gas appliances. These tips and other good information are available by visiting our website at missourigasenergy.com.

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Winter can be a great time if you enjoy being outside in the cold in the snow. But keep the cold air out and the warm air in and it will make a difference in your energy bill. Here are some helpful tips:

- Seal leaks around doors and windows**
- Remove window a/c units when not in use**
- Turn the thermostat down to 68 degrees**
- Change your furnace filter at least once a month**
- Close doors and vents in unused rooms**
- ~~Make sure the dampers are closed on unused fireplaces~~**

For more conservation tips visit our website at missourigasenergy.com

Brought to you by Missouri Gas Energy. The most affordable energy choice for decades is safe, clean, reliable natural gas...compare the difference.

I Want To Help My Neighbors By Contributing Monthly To
Neighbors Helping Neighbors

I authorize Missouri Gas Energy to add to my monthly gas bill:

☐ \$3 ☐ \$5 ☐ \$10 ☐ \$15 ☐ Other _____

Name (As It Appears On Your Bill)

MGE Account Number

Street Address

City

State

Zip

Signature

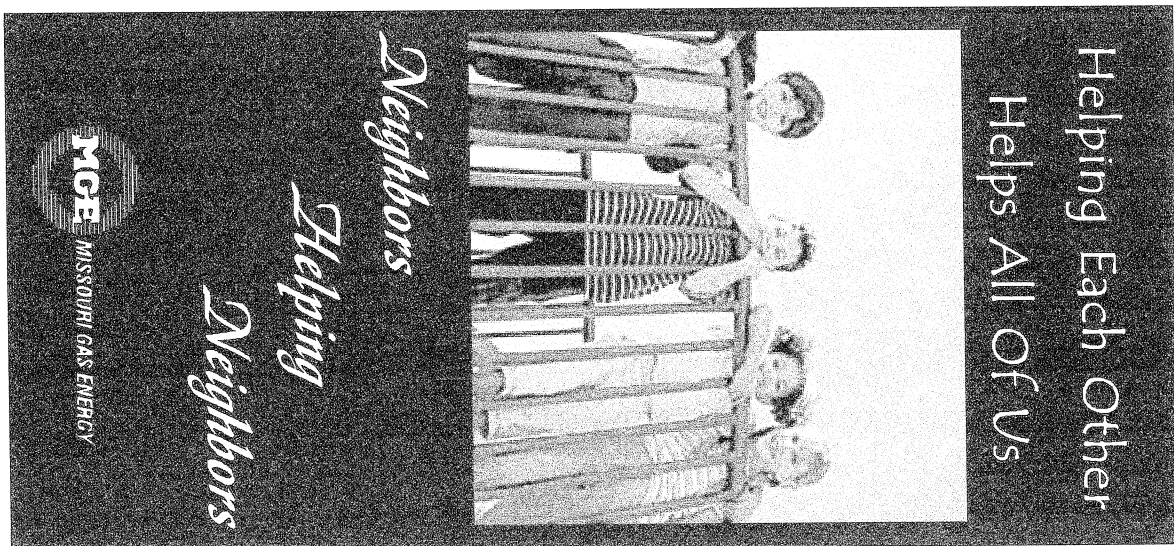
Date

Daytime Phone

(Please complete and mail to:

Neighbors Helping Neighbors, PO Box 412662, Kansas City, MO 64111-9957)

8-05



YOU Make A Difference

Keeping cool in the summer and warm in the winter is a challenge. Right now you're probably seeing your highest summer bills and wondering what winter has in store for the Midwest.

But this is the Midwest, and people here pitch in to help their neighbors when help is needed.

Help is what Neighbors Helping Neighbors is all about. Thanks to donations from customers, employees and businesses, customers who needed assistance paying their utility bills or meeting other emergencies have gotten help -- MGE helps with a matching contribution.

Since 1994, Neighbors Helping Neighbors has raised more than \$1 million in contributions to help more than 21,500 people who could not pay their utility bill (regardless of fuel -- natural gas, electricity, wood, propane or fuel oil).

Neighbors Helping Neighbors funds are administered by the Mid-America Assistance Coalition & donations are tax deductible.

There are two ways you can help:

1. Pledge to contribute year-round by completing and returning the attached authorization form. You may discontinue your monthly contribution at any time. (Current contributors, please disregard.)

2. Visit our website at:

www.missourigasenergy.com

and download a Neighbors Helping Neighbors form, which you can complete and mail to MGE.

3. Make a one-time contribution by mailing a check, money order or cashier's check payable to:

Neighbors Helping Neighbors
c/o Missouri Gas Energy
PO Box 412662
Kansas City, MO 64111-9957
www.missourigasenergy.com

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thru
Dec.

This is Pam with Missouri Gas Energy. Did you know that you can view on-line your latest natural gas bill or account history, pay your gas bill with a check or credit card, sign up for our level bill payment plan called ABC or sign up for electronic bank draft? So go ahead, it's easy - go to missourigasenergy.com and get things done when it's convenient for you without leaving your home.

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This is Pam with Missouri Gas Energy.

Energy prices continue to be high all over the country including natural gas and that's bad for MGE and our customers. Please know that the prices we pay for gas is exactly what you pay. MGE does not benefit from the price of gas - only from the delivery of the gas to our customers.

We want what our customers want: an abundant supply of natural gas at affordable prices. In the meantime, we're doing our part by continually looking for ways to purchase natural gas at the lowest available cost. And you can do yours, weatherize, sign up for our level bill payment plan called ABC, and look for energy efficiency ratings when buying new gas appliances. These tips and other good information are available by visiting our website at missourigasenergy.com.

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Winter can be a great time in the Midwest, our average winter temperatures are 20-50 degrees which is great for ice skating and sledding. If you are one of our new neighbors from the Gulf - this winter is going to be different for you. But all of us feel more comfortable and save money if we keep the cold air out and the warm air in. Here are some helpful household tips:

- Seal leaks around doors and windows**
- Remove window a/c units when not in use**
- Set your hot water heater on 120**
- Turn the thermostat down to 68 degrees**
- Close doors and vents in unused rooms**

For more conservation tips visit our website at missourigasenergy.com

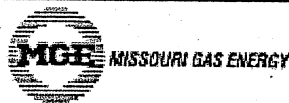
Brought to you by Missouri Gas Energy. The most efficient energy choice for decades is safe, clean, reliable natural gas...feel the difference.

This is Pam with Missouri Gas Energy.

We've all pitched in to help the victims of Hurricane Katrina and are wondering when they will be able to return to their lives and their homes. From the day they arrived, they became our neighbors and in the Midwest we take care of our neighbors. That means all of our neighbors new or old, permanent or temporary. So give when you can - the Red Cross, Salvation Army, United Way and others continue to need your support. And think about the area fuel funds too - like Missouri Gas Energy's "Neighbors Helping Neighbors" - every dime makes a difference.

Brought to you by Missouri Gas Energy. The most efficient energy choice for decades is safe, clean, reliable natural gas...feel the difference.

A closer look at the **Ups & Downs** of gas costs



Due to rising natural gas wholesale market prices throughout the United States and Canada, the gas costs incurred by Missouri Gas Energy and other natural gas companies have been increasing. This information will help you understand the impact of current wholesale market conditions.

Apples, Oranges & Natural Gas

Nature is the true regulator of our nation's natural resources.

A good example is our food supply. Several times in recent years, America's orchard owners have had to raise prices significantly on staple fruits like oranges and apples because Mother Nature - in the form of heat, hail or frost - severely limited the orchards' yields.



Weather Drives Gas Prices

Weather affects the natural gas market in much the same way: from year to year, frigid winters and exceptionally hot summers can squeeze the production and supply of a finite resource we tend to take for granted - the natural gas that we use to heat and cool our homes and businesses.

MGE, like the shippers and retailers of fruit, is caught in the middle. Missouri has no natural gas production facilities. Natural gas is sent to Missouri from producing states to local gas utility companies, like MGE, for distribution to our area's homes and businesses.

MGE Simply Charges For Delivery

When producers in those gas-producing states have less gas to sell, their prices naturally go up. As a distribution company, MGE does not profit on or mark up the cost of gas, but passes actual fuel costs straight to consumers. MGE earns its income by delivering the fuel.

MGE continually looks for ways to deliver clean, reliable gas to our customers at the lowest cost possible. After all, MGE employees pay the same price you do for the natural gas that heats and/or cools our homes.

Preparing For A National Dilemma

The current volatility of natural gas prices is a nationwide dilemma. Be assured that MGE is doing everything it can to prepare its customers for anticipated price increases, and to help keep families warm and factories operating this winter.

Conserve Energy. Save Money.

In addition to rising wholesale gas costs, weather is another factor that dramatically impacts gas bills. When temperatures are cold, customers typically use more fuel to heat their homes and conservation becomes very important. By following a few easy steps, you can limit your bills by keeping your gas bills to a minimum.

- Clean and adjust your gas furnace for greater efficiency.
- Consider setting back your thermostat by 5 or 10 degrees when sleeping or when your house is empty for four hours or longer.
- Set the thermostat control setting for your furnace no higher than 68 degrees Fahrenheit during the heating season.
- Caulk or tape any leak in ductwork or cooling or heating system.
- Caulk any doors and windows where you feel a draft.
- Consider installing storm windows or plastic over windows.

For more energy-saving tips, visit these web sites:

www.missourigasenergy.com

www.eere.energy.gov/consumerinfo

<http://doityourself.com/energy/>

➔ Sign up for ABC level payments

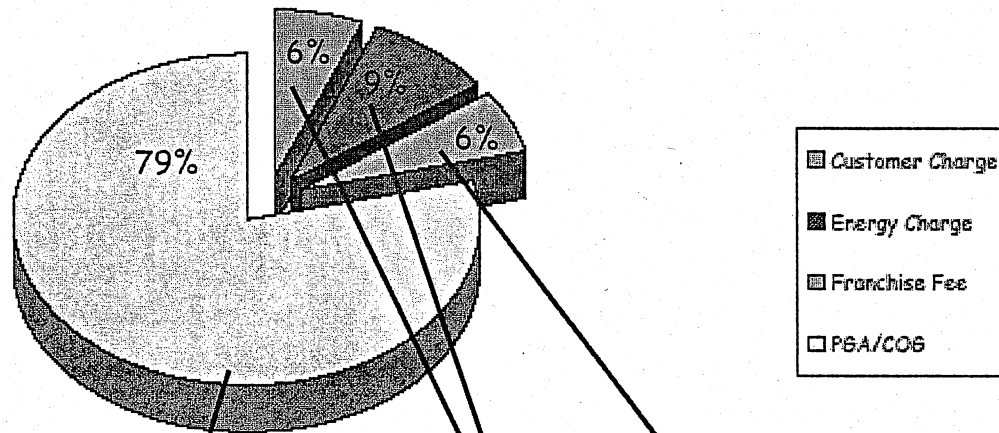
To combat increasing wholesale market prices, Missouri Gas Energy is encouraging customers to enroll in our Average Bill Calculation (ABC) level payment plan. To receive detailed ABC Plan enrollment information in the mail, see our website:

www.missourigasenergy.com

Where Your Money Goes

Sample Residential Winter Usage

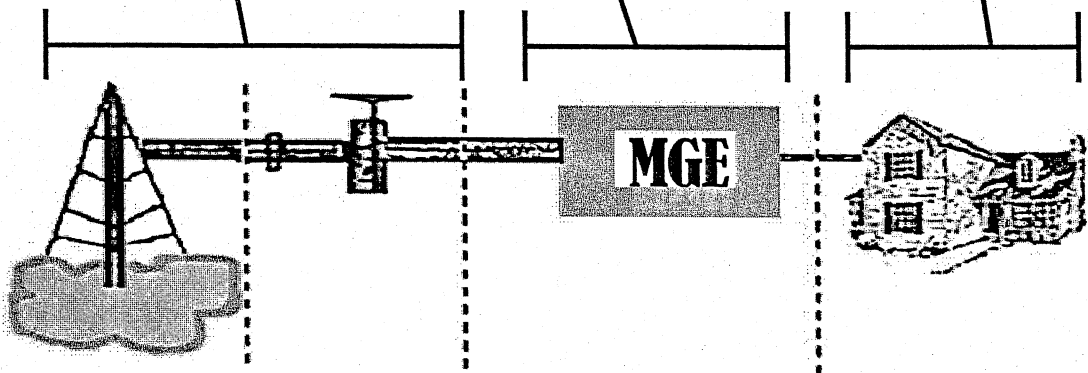
Assumes A 6% Franchise Tax



This part of your bill goes to gas producers and pipeline companies; MGE passes these costs along without marking the price up. These costs are reflected on your bill in the PGA/COG (Purchased Gas Adjustment/Cost Of Gas).

These two portions of your bill represent the Customer Charge and the Energy Charge and are the only part of this bill kept by MGE.

Most cities impose a Franchise Fee or tax based on a percentage of your bill; MGE passes these costs along without marking the price up. These costs are reflected on your bill in the Franchise Fee.



	West Central Community Action Agency
Cass County - Belton	816-322-0502
Cass County - Harrisonville	816-380-5375
Henry County - Clinton	660-885-5508
Henry County - Windsor	660-647-2881
	United Services Community Action Agency
Clay County - Excelsior Springs	816-630-0037
Clay County - North Kansas City	816-459-9615
Eastern Jackson County	816-833-4333
Platte County	816-858-5153
	Community Action Partnership
Andrew County	816-324-3473
Buchanan County	816-233-7193
Clinton County - Plattsburg	816-539-3293
Clinton County - Cameron	816-632-7345
Dekalb County	816-449-2163

In Southwest Missouri, Call The Agency Listed Nearest You:

	Economic Security Corporation	Ozark Area Community Action Corporation
Barry County		417-847-2140
Barton County - Lamar	417-682-5591	
Barton County - Carthage	417-358-3521	
Christian County		417-581-7631
Dade County		417-637-2701
Greene County		417-864-3460
Jasper County	417-781-0352	
Lawrence County		417-678-5031
McDonald County	417-845-6011	
Newton County	417-451-2206	
Stone County		417-272-8508
		West Central Community Action Agency
Cedar County - Stockton		417-276-3758
Vernon County		417-667-5741

Cold Weather Rule Information From MGE



Cold Weather Rule Information

The Cold Weather Rule period begins November 1 and remains in effect through March 31. It is designed to help customers with delinquent accounts avoid service disconnections or to get their service reconnected during the winter. If you are unable to pay the full amount of your natural gas bill and want to take advantage of MGE's Cold Weather Program this winter, please follow these simple steps:

- Contact Missouri Gas Energy at (816) 756-5252 in the Kansas City metropolitan area or 1-800-582-1234 elsewhere and ask to apply for a payment plan under the Cold Weather Program. We will gather required information and ask you to make an initial minimum payment. You also may want to apply for financial assistance from any Federal, State, local or other funding programs (see a list of agencies elsewhere on this flyer.)
- Each month you'll receive a bill for the amount agreed upon in your payment plan. Paying this amount will enable you to pay for all past due, current and projected gas use over the next 11 months.

Payment Arrangements

If you meet the Cold Weather Rule qualifications, you will be required to pay an initial payment and then enter into a payment agreement that will take into consideration the following:

- Your current payment due;
- Your total amount past due; and,
- Your projected natural gas bills for the next 11 months.

If you miss a plan payment, you will need to pay the amount equal to the total of missed payments to remain on the plan. Failure to make agreed upon payments may result in the discontinuance of your service.

Financial Assistance May Be Available

There may be funds available to help pay your heating bill. Households meeting government income eligible guidelines may receive assistance under the Low Income Home Energy Assistance Program (LIHEAP). For more information, contact your local Community Action Agency Office. If you qualify for LIHEAP assistance, that amount you receive can be applied to your Missouri Gas Energy account as a "pledge" toward your initial payment or toward your agreed-upon monthly payment.

For more information about financial assistance to help with your energy costs this winter, contact your local Community Action Agency Office. Other sources of assistance may be available through social services or charitable organizations.

For More Information About Obtaining Energy Assistance On Your Utility Bill

In The Greater Kansas City Area, Call:

United Services Community Action Agency 816-358-6868
MAAC HELP LINK (Information Hotline) 816-561-3339
(Dollar-Aide, Neighbors Helping Neighbors, Warmth & Light Funds)

In Rural and Non-Urban Areas, Call the Agency Listed Nearest You

**Central Missouri
Human Development Corp.**

Cooper County 660-882-5601
Howard County 660-248-3503
Moniteau County 573-796-3238

**Missouri Valley
Community Action Agency**

Carroll County 660-542-0418
Johnson County 660-747-2245
Lafayette County 660-259-3676
Pettis County 660-826-0804
Ray County 816-776-6057
Saline County 660-831-1112

This Program complies with Missouri Public Service Commission Cold Weather Rule 4 CSR 240-13.055

Because we care about our customers, we are urging that everyone begin taking steps now to get their home ready for the winter ahead.

One of the best steps you can take to control your winter heating bills is to go to our website --- www.missourigasenergy.com --- and sign up for our ABC Plan, which is designed to help level out your energy costs throughout the year.

If you want your furnace to keep you warm this heating season, it's a good idea to have it inspected before cold weather hits. Waiting until the temperature has dropped and repairmen are busy might mean you're left out in the cold.

To help save money and make your home more comfortable, you should check basements, attics and crawl spaces to see if you need to replace or add to your home's insulation. You also should caulk cracks and joints to keep air and moisture out of your home.

Make sure that warm-air registers, baseboard heaters and radiators are clean and fully functioning, and that drapes, furniture or carpeting are not blocking the outflow of warm air.

Once winter arrives, there are a variety of energy conservation tips that can help you reduce your energy use and save money:

- Be alert when using ventilating fans in the bathroom or kitchen -- one fan can pull a houseful of warmed air out of a home in just one hour.
- Clean or replace air filters on heating or cooling systems.

- Set back your thermostat by 5 or 10 degrees when sleeping or when your house is empty for four hours or longer.

- Set the thermostat control setting for your furnace no higher than 68 degrees F during the heating season.

- Set your water heater temperature to 120 degrees F. or to the "warm" setting. Set your water heater temperature control to the pilot position when your home is vacant for two days or longer.

- Close dampers on unused fireplaces. If not used for long periods, add insulating material around the perimeter of the damper.

- Caulk or tape any leak in ductwork of cooling or heating systems.

- Raise shades to allow sunlight to enter your home during the day. Close shades on overcast days and at night when no warm sunlight is shining.

Additional conservation tips are available at:

www.energy.gov www.aga.org www.aee.org



MISSOURI GAS ENERGY
A Division of Southern Union Company

www.missourigasenergy.com

Natural Gas Prices Likely Higher This Winter

IT MIGHT STILL BE in the 60's outside and the first days of winter may still be months away, but now is the time to begin getting ready for higher energy costs this heating season.

Natural gas prices on the wholesale market have been at high levels all summer, and a variety of factors have combined to indicate that prices will get even higher this winter. For instance, Hurricane Katrina not only caused billions of dollars in damage to homes and business throughout the South, but it also caused significant damage to natural gas drilling and production facilities, reducing the amount of gas available and sending prices upward.

The higher energy costs are not limited to natural gas, of course -- prices for gasoline, heating oil, propane and electricity also are expected to remain high.

Missouri Gas Energy -- like most other natural gas distribution companies -- simply passes on to our customers the price we pay for natural gas.

Continued Inside

STOP! BEFORE YOU DIG!

Missouri Gas Energy urges anyone planning to do any digging to "Call Before You Dig" to avoid costly accidents or personal injury.

There are many buried utility services around every home, including water lines, natural gas lines, sewer lines, and sometimes telephone cables, underground electric lines and other facilities. Since the depth that each utility service is buried beneath the ground varies, it is important that you contact the Missouri One-Call system if you are planting trees, putting in a fence or building a deck. Don't forget to call even if you are doing a small job, such as installing garden lighting — you still could be seriously injured or cause damage to the utilities.

If you "Call Before You Dig," dangerous situations can be avoided WITHOUT COST to the homeowner, builder or contractor.

Dial MISSOURI ONE-CALL
Toll-Free At
1-800-DIG-RITE
(1-800-344-7483)

and a utility representative will come out and mark the location of each underground facility in the area.

Registered Customer - Third-Party Notification Program

If you are 65 years of age or older, or if you are disabled and have a medical letter or formal award letter from the federal government of disability benefits, and if your household income is less than 150% of the federal poverty guidelines, you may want to inquire about becoming a Registered Customer with MGE.

Through this program, you can designate a relative, friend, clergyman or other person as a third party that MGE can contact. The third party is not responsible for the Registered Customer's bills. However, this program provides an opportunity for the third party to be notified and assist in resolving any payment problems before service is interrupted to the Registered Customer.

To learn more about this program, please call (816) 756-5252 in the Kansas City Metropolitan area, or 1-800-582-1234 in other areas.

HEARING IMPAIRED SERVICES

If you are hearing impaired, please call the Missouri Relay Service at:

1-800-735-2966

to inquire about your MGE bill or our other services.

The MGE Registered Customer Program is in effect from November 1 through March 31.

What To Do If You Smell Gas

As colder weather draws closer, this is a good time to be on the alert for the odor of natural gas. Because of the change in ground temperature over the winter months, the ground might shift, putting a strain on underground pipes. However, even though natural gas is a safe, clean, reliable and efficient source of energy, gas leaks can be dangerous if they are not handled properly.

If you smell the odor of natural gas, even inside your house, it might mean that a natural gas pipe has developed a leak. When you first smell gas (it smells similar to a skunk or rotten eggs), play it safe and act quickly!

LEAVE the area immediately. DO NOT look for the source of the gas leak yourself: GET OUT of your house — DO NOT activate your electric garage door opener to leave your house. The internal circuitry of the motor in the door opener could ignite the leaking natural gas.

CALL Missouri Gas Energy at 1-800-582-0000 from your NEIGHBOR'S house — DO NOT use your cellular or cordless phone to call MGE even if you are outside and away from your house. Using any type of telephone could ignite leaking natural gas.

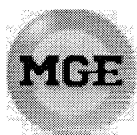
Call 1-800-582-0000

DO NOT turn any light switches or other electrical devices on or off. Do not ring a doorbell or flip any switches — Anything electrical could cause a spark and ignite leaking gas.

DO NOT try to relight a pilot light or strike a match. Leave gas furnaces, water heaters and other gas appliances alone. Get out of the house immediately.

Enjoy the comfort and convenience of natural gas, but

Be Smart And Stay Safe!



Missouri Gas Energy

[manage my account](#)[customer resources](#)[safety first](#)[gas conservation](#)[company info](#)[Gas Conservation](#) > [Gas Conservation Tips](#)

Gas Conservation Tips

- [Benefits of natural gas](#)
- [Gas conservation tips](#)
- [Links](#)

It is important for you to remember that in addition to gas costs, **weather dramatically affects natural gas bills.**

When temperatures drop, you use more fuel to heat your home and business, and energy conservation becomes very important.

By following a few easy tips, you can **save money on your gas bill:**

- Read your gas meter and monitor your gas usage.
By reading the meter, you can gauge how fast you are using gas and can make adjustments to stay within your budget.
 - Keep a log of your weekly consumption.
 - Adjust your gas usage. For example, if halfway into the month you are nearing your budget limit for gas, you can experiment with lower gas heating thermostat settings to see if comfort is adequate while reducing gas usage.
 - Read instructions for reading your gas meter.
- Have your gas furnace cleaned and serviced by a professional for greater efficiency.
- Clean or replace air filters on heating or cooling systems.
- Set back your thermostat by 5 or 10 degrees when sleeping or when your house is empty for four hours or longer.
- Set the thermostat control setting for your furnace no higher than 68 degrees F during the heating season.
- Set your water heater temperature to 120 degrees F. or to the "warm" setting.
- Set your water heater temperature control to the pilot position when your home is vacant for two days or longer.
- Place nonflammable insulation or nonflammable pliable materials in gaps around pipes, ducts, fans or other items that enter the attic or basement from a conditioned space.
- Close dampers on unused fireplaces. If not used for long periods, add insulating material around the perimeter of the damper.
- Add insulation to attic or basement doors or access panels.
- Caulk or tape any leak in ductwork of cooling or heating systems.
- Tighten or plug leaking joints in hot water or steam pipes.
- Raise shades to allow sunlight to enter your home during the day. Close shades on overcast days and at night when no warm sunlight is shining.