

### Grilled Veggie Pizza

Servings: 2-4  
 Prep Time: 20 minutes  
 Cooking Time: 30 minutes

- 1 medium green bell pepper, sliced
- 1 medium eggplant, peeled and sliced
- 1 medium yellow summer squash or zucchini, sliced
- 8 oz. (or more) fresh mushrooms, sliced
- Salt (optional)
- 8 oz. feta cheese, crumbled
- 1 prepared pizza crust
- 2 teaspoons dried oregano, divided

Prepare all veggies and spread out on grilling screen or grilling pan with holes in it. Salt veggies if desired; roast on grill for 18-20 minutes, turning once. Meanwhile, crumble feta cheese and spread 4 oz. on prepared pizza crust; sprinkle with one teaspoon oregano. When veggies are done to your liking, spread them on the crust, followed by the remainder of the cheese and oregano. Place on pizza pan and back on the hot grill for about 10 minutes or until cheese begins to brown.

## CONNECTING WITH US

Visit us online:  
[www.uppco.com](http://www.uppco.com)

24-Hour Customer Service:  
**800-562-7680**  
[customerservice@uppco.com](mailto:customerservice@uppco.com)

Customer Connection is published by UPPCO. Inquiries or comments should be directed to:  
**Customer Communications Department – Customer Connection, P.O. Box 19076, Green Bay WI 54307-9076**

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# customer connection

Ideas, Advice and News from Upper Peninsula Power Company



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[www.uppco.com](http://www.uppco.com)



## Third-Party Notification

Help To Avoid Service Disconnection

Unfortunately, there are times when service to a customer may have to be disconnected — but only as a last resort.

For those customers facing disconnection who can't act on their own (e.g., elderly, disabled, ill), Upper Peninsula Power Company offers Third-Party Notification. With Third-Party Notification, customers name a third party, such as a relative, friend, clergy member or social service agency, to be notified prior to disconnection of service. That party will be able to contact us and act on the customer's behalf, making arrangements for payment or other necessities. Ultimately, Third-Party Notification helps customers stay connected until further arrangements can be made.

If you or someone you know could benefit from Third-Party Notification, please complete the attached form and return it with your next UPPCO bill payment, or mail it to:

UPPCO  
 Attn: Customer Service  
 18494 Canal Road  
 Houghton, MI 49931

## Request For Third-Party Notification Attn: Customer Service

Please print. Cut along the dotted line and return with your UPPCO bill payment or mail to address provided.

Customer Name:	Account Number:
Address:	Date:
Daytime Phone: ( )	Relationship to Customer:
Customer Signature:	Address:
Name Of Third Party:	Daytime Phone: ( )
Address:	Third-Party Signature:
Daytime Phone: ( )	Date:

Note: Request for Third-Party Notification must be signed by the customer and the third party.



## Lightning Fast Service

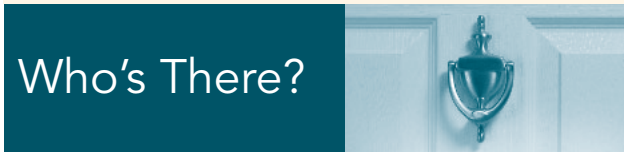
### Easy Power Outage Reporting

When your power is out, you don't want to spend your valuable time on hold waiting to report your outage. Upper Peninsula Power Company is pleased to offer online options that eliminate the wait altogether.

Find all of the power outage reporting information that you need at [upppo.com](http://upppo.com):

- Report an electric outage or other electric problems.
- Receive restoration notifications via e-mail, phone or text message.

You can still report an outage by calling **800-562-7809**. Follow @UPPCOstorm on Twitter for the latest outage information.



## Who's There?

Your privacy and safety are important to us. When contacted by individuals identifying themselves as employees of Upper Peninsula Power Company, keep a couple of rules in mind. If visited in person, ask for I.D. UPPCO employees carry cards, and will be happy to present them. If contacted by phone and you have concerns about the validity of the call, simply call 24-Hour Customer Service at **800-562-7680** to verify that we are indeed requesting this information.



## Landscaping & Power Lines

**When completing a do-it-yourself project, don't forget about buried and overhead lines.**

- Dial the 811** hotline and arrange for a team to mark your buried lines.
- Keep** hands and equipment away from overhead power lines.
- Avoid** planting trees where they'll grow into power lines.
- Finish** your project, safe, sound and satisfied.

**Take a second for safety.**

[www.upppo.com](http://www.upppo.com)

## Plan For New Rates In 2012

Powering equipment, lighting facilities and heating and cooling buildings will probably cost more next year. Upper Peninsula Power Company recently applied to the Michigan Public Service Commission to increase overall electric rates by 7.7% for 2012.

If approved, customers in UPPCO's Integrated System using 500 kilowatt-hours of electricity each month would see an average monthly increase of \$9.06. Iron River customers would pay about \$11.90 more per month.

The major reasons driving UPPCO's request are directly related to the following:

- The cost of federally mandated safety improvements at the McClure, Bond Falls, Victoria and Prickett dams.
- The loss of wholesale electric load, which UPPCO used to offset cost increases.
- Increased cost for reading meters monthly. UPPCO will seek a waiver from the commission to continue with bi-monthly meter readings. If approved, this cost increase will be avoided.
- Increases in employee benefits costs.
- General inflation.

UPPCO knows rate increases in a tight economy are difficult for our customers. However, the regulated utility industry is unlike any other. UPPCO has high fixed costs – including maintaining electric lines and poles, and other facilities to ensure the safe and reliable delivery of energy.

You can be certain that we're doing what we can to keep costs as low as possible. In recent years, UPPCO has sold its Au Train and Cataract hydroelectric facilities and made approximately a 10% reduction in workforce.

If you have questions about the rate request or how the proposed changes may affect you, please call 24-Hour Customer Service at **800-562-7680**. Copies of the rate filing application area available at [upppo.com](http://upppo.com) and at UPPCO's office in Ishpeming. Customers may make arrangements to review the application by calling UPPCO.

## SMART WAYS TO SAVE

Saving energy is simple when you know where to start.

Through Efficiency United, Upper Peninsula Power Company offers customers smart ways to save, with rebate programs and energy-efficient technology for your home.

### HVAC REBATE PROGRAM

Nearly 56% of your home energy consumption comes from keeping the house cool in summer and warm in winter. In fact, it's the largest energy expense for most homes.

By upgrading to a qualifying high-efficiency central air conditioner this summer, you can reduce that cost up to 30% and qualify for a \$100 rebate. In the winter, upgrade to a furnace with an electronically commutated motor (ECM) to help reduce the amount of energy needed to heat your home. You'll also qualify for an additional \$100 rebate.

### DISCOUNTED SMART POWER STRIPS AVAILABLE ONLINE

Your electric appliances and equipment use energy, even when they're turned off. A smart power strip can help you reduce the amount of energy consumed in standby mode — by as much as 50%.

Smart power strips can cost as much as \$35, but customers can order up to two power strips on the Efficiency United website, at [www.encyciencyunited.com/util\\_opp.asp](http://www.encyciencyunited.com/util_opp.asp), for \$9.95 each or \$16.90 for two.

For more information on rebate programs and other ways to save, visit the Efficiency United website at [www.encyciencyunited.com](http://www.encyciencyunited.com) or call **877-367-3191**.