



CONNECTING WITH US

Visit us online:

www.uppco.com

24-Hour Customer Service:

800-562-7680

customerservice@uppco.com

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customer connection

Ideas, Advice and News from Upper Peninsula Power Company



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www.uppco.com



Eliminate the Wait

Enhanced Self-Service Options Offer Convenience and Speed

Upper Peninsula Power Company knows that your time is valuable, and you don't want to spend it on hold during times of high call volume. That's why we offer convenient self-service options that eliminate the wait altogether.

Reduce phone time

Call 24-Hour Customer Service at **800-562-7680** and use our automated phone system to quickly find the information you need:

- Last Payment Received
- Current Balance Due
- Average Bill Information
- Payment Arrangements
- Payment Locations
- Power Outage Reporting
- Estimated Restoration Time
- Budget Billing
- Immediate Payment

Go online at your convenience

Rather than calling, visit uppco.com and find many of the answers that you need at your convenience:

- Payment Arrangements
- Payment Locations
- Budget Billing
- Update Account Information
- Home Energy Advice

Save time while still getting the information you need by phone or online with UPPCO's enhanced self-service options.

These Days, You've Really Gotta Watch Your Overheads.

As you work around the yard, know where any overhead power lines are located. It only takes a moment and could save a life.

Take a second for safety.



Understanding the Environmental Characteristics of Your Electricity

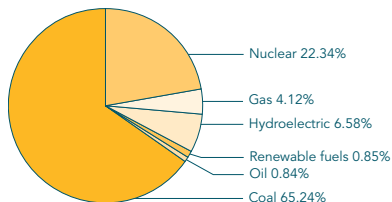
Beginning January 1, 2002, the Customer Choice and Electric Reliability Act gave all consumers in Michigan the option to choose the company that provides their electric supply. When choosing a supplier, it is important to know the sources of generation different companies may have. Included here is information regarding Upper Peninsula Power Company's fuel mix and emissions compared to other regions.

The environmental characteristics of your electricity as reported to the Michigan Public Service Commission pursuant to Public Act 141 of 2000 are as follows:

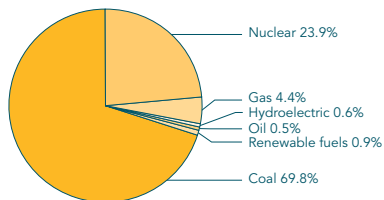
Average Fuel Mix Comparison: UPPCO Versus a Regional Average

Fuel Source	Percentage of Fuel Type Used to Produce UPPCO's Total Electricity	Percentage of Fuel Type Used to Produce Electricity in Michigan, Illinois, Indiana, Ohio and Wisconsin
Coal	65.24	69.8
Nuclear	22.34	23.9
Gas	4.12	4.4
Oil	0.84	0.5
Hydroelectric	6.58	0.6
Renewable Fuels	0.85	0.9
Biofuel	—	—
Biomass	—	0.01
Solar	—	—
Solid Waste Incineration	0.31	0.33
Wind	0.14	0.15
Wood	0.40	0.43
Other - Tire Derived	—	—

Percentage of Fuel Type Used to Produce UPPCO's Total Electricity



Percentage of Fuel Type Used to Produce Electricity in Michigan, Illinois, Indiana, Ohio and Wisconsin



- The information shown is for the UPPCO system, which includes generation in Michigan but does not include generation of any of its affiliate companies. It is for the period of April 2008 through March 2009. The regional information is for the 12-month period of November 2007 through October 2008.
- Solid Waste Incineration includes landfill gas.
- “ — ” denotes “not applicable” or “negligible.”
- In this table, the fuel mix data for the electricity supplied to you by UPPCO includes regional average fuel mix data from Michigan, Illinois, Indiana, Ohio and Wisconsin as a proxy for the actual fuel mix of certain electricity

purchased by UPPCO. This is because the actual fuel mix of that purchased electricity could not be discerned. Purchased electricity accounted for 93.61% of the electricity supplied by UPPCO during the relevant period.

Airborne Emissions and High-Level Nuclear Waste Comparison: UPPCO Versus a Regional Average

Type of Emission/Waste	UPPCO Average	Regional Average of All Generation in Michigan, Illinois, Indiana, Ohio and Wisconsin
Sulfur Dioxide	0.5	12.4
Carbon Dioxide	2597.5	2088.1
Oxides of Nitrogen	14.6	4.98
High-Level Nuclear Waste	—	0.0074

- Emission rates are pounds per megawatt-hour of regional fossil generation. The nuclear waste rate is pounds per megawatt-hour of regional nuclear generation.
- The regional information for sulfur dioxide, carbon dioxide and nitrogen oxides is for the calendar year 2002. The UPPCO information is for the 12-month period ending December 31, 2007.
- The regional nuclear waste produced is based on the most recent fuel cycle periods for the region's nuclear plants, ending in 1998 and approximately two years in length. The UPPCO information is for the fuel cycle period of June 2000 to September 2001.

The information shown in the tables includes data for different time periods, due to the availability of such data. In making energy purchase decisions, you may find it more helpful to compare the fuel mix data of individual suppliers to that of other individual suppliers, rather than comparing the fuel mix of any one supplier to the regional fuel mix.

recipe corner

Candy Bar Ice Cream Pie

Servings: 6-8
 Prep time: 30 minutes
 Freeze Time: 15 minutes + 1 hour

- 1 cup chocolate syrup, divided
- 2 cups Rice Krispies cereal
- ¼ cup sour cream
- 1 quart caramel toffee ice cream, softened

Coat bottom and sides of an 8-inch pie plate with butter or non-stick spray. Add ¾ cup of the chocolate syrup to the cereal in a bowl and mix. Press mixture over the bottom and up the sides of the pie plate. Freeze for about 15 minutes or until firm. Combine remaining chocolate syrup and the sour cream in a bowl and mix. Spread the ice cream over the firm cereal in the pie plate. Drizzle with the sour cream mixture. Cover and freeze about an hour.



Keeping your freezer set between 0-5 degrees F is the best way to keep food frozen while saving energy. Any lower and you're wasting energy. Test yours with a thermometer today!