



## CONNECTING WITH US

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# customer connection

Ideas, Advice and News from Upper Peninsula Power Company



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## OCTOBER IS ENERGY AWARENESS MONTH LET'S GET READY FOR WINTER TOGETHER

Days are getting shorter and temperatures cooler — two sure signs that winter's on its way. But that doesn't have to mean out-of-control energy costs. By working together, we'll keep costs in line the right way.

UPPCO continues to develop efficient new ways to produce and deliver the energy you count on, working toward our goal of keeping your costs as low as possible. At the same time, people like you are putting the energy-saving tips, products and programs found at [uppco.com](http://uppco.com) to work, putting the power to save energy and money in their own hands. Between your commitment and ours, it's paying off in savings.

### 5 WAYS TO GET SET FOR WINTER

Use these ideas to get ready for energy- and money-savings, all winter long.

- **Buy ENERGY STAR®.** When selecting the cooking equipment, home entertainment system, holiday lighting and any other electrical appliances you'll use over the winter, choose ENERGY STAR®. They'll help save energy, money, and the environment.
- **Insulate.** Keep warm for less by preventing cold air from entering your home in the first place. From insulating walls to simple tasks like adding fiberglass insulation to your attic space and special insulation behind electrical outlet covers, insulating pays off.
- **Caulk.** Besides keeping the cold out, keep heat in by caulking. Sealing windows and doors with caulk stops heat from escaping and also prevents chilling drafts.
- **Go with the low flow.** Switch your old showerhead to a high-efficiency low-flow unit. If you're a family of four,

switching could save you as much as 15,000 gallons of water per year, reducing water heating costs by more than \$150 while still providing a hot, soothing shower.

- **Watch the water heater.** Lowering the temperature of your water heater by just 10° saves about \$60 annually in electricity. Save even more by adding an insulating blanket to the outside.

Find more ways to use less energy and save at [uppco.com](http://uppco.com).

## recipe corner

### Mushroom Meatloaf

Servings: 6-8  
Prep time: 10 minutes  
Baking temperature: 350°  
Baking time: 1 hour

- ½ can (10- ¾ oz. size) cream of mushroom soup
- 1 ½ lbs. ground beef
- ½ cup dry bread crumbs
- ¼ cup chopped onions
- 2 tablespoons chopped parsley
- 1 beaten egg
- ½ teaspoon salt
- Dash of pepper
- ½ cup milk
- 1 can (4 oz.) mushrooms

Combine ¼ can soup, ground beef, bread crumbs, onions, parsley, egg, salt and pepper. Pack lightly into a greased pan. Combine the other ¼ can of soup with milk and heat. Pour the soup mixture over the loaf and top with mushrooms. Then bake.



By using a glass or ceramic pan in the oven, instead of metal, you can lower the temperature approximately 25° F and cook in the same time.



## UPPCO Has Answers For Winter Heating Concerns

### Michigan Home Heating Assistance Programs Can Help

Contact: Upper Peninsula Power Company at **800-562-7680**

Keeping energy use down and costs more manageable is a goal we can all reach. But for senior citizens and those with limited incomes, meeting that goal can be more difficult — especially when winter heating bills begin to add up. At UPPCO, your peace-of-mind is important to us and we want you to know more about your options under the Michigan Winter Protection Plan.

From November 1 through March 31 each year, the Michigan Winter Protection Plan keeps senior citizens and those with limited incomes safe from service shut offs and unmanageable utility bills.

When you participate in the Plan, your utilities cannot be discontinued during winter months if you pay at least 7% of your estimated annual bill each month, along with equal monthly payments of any past due bills.

Senior citizens participating in the Plan aren't required to make specific payments over the winter months, though they are encouraged to pay whatever they can to avoid large bills when Plan protection ends.

### Who's eligible

You may qualify for protection if you:

- Are age 65 or older
- Receive Department of Human Services cash assistance
- Receive food stamps
- Receive Medicaid
- Have a household income at or below 150% of poverty level  
(see Annual Income Guidelines)

### Winter Protection Plan

Annual Income Guidelines (2009-2010)

Number of Household Members	150% of Poverty Level
1	\$16,245
2	21,855
3	27,465
4	33,075
5	38,685
6	44,295
7	49,905
8	55,515

Add \$3,740 for each additional household member.

### Crisis Assistance Program

Contact: Michigan's Department of Human Services (DHS)

### State Emergency Relief Program (SER)

You do not have to be a client of the DHS to apply for help through the SER. This program is available year-round to low-income households that have received a heat or electric shutoff notice or have a need for deliverable fuel. However, if you receive a DHS cash grant, you may vendor part of that grant towards heat and electric bills. Contact your DHS caseworker for information on the advantages of vendoring a cash grant.

### Low-Income Weatherization Assistance Program

Contact: Local Community Action Agency

The Weatherization Assistance Program provides free home energy conservation services to eligible low-income homeowners and renters. Weatherization may include caulking, weatherstripping, insulating and smoke detectors.

### Medical Emergency Protection

Contact: Upper Peninsula Power Company at **800-562-7680**

You are protected from service shutoff for nonpayment of your natural gas and/or electric bill for up to 21 days if you have a proven medical emergency. You must provide written proof from a doctor that a medical emergency exists.

### Shutoff Protection for Customers on Active Duty in the Military

Contact: Upper Peninsula Power Company at **800-562-7680**

If you or your spouse is the UPPCO customer of record and either of you is called to full-time active military service by the President of the United States or the Governor of Michigan during a time of declared national or state emergency or war, you may apply for shut-off protection from your electric or natural gas service for up to 90 days. At the end of the active duty period, you must notify your utility company of your status and make payment arrangements.

### Contact Us

UPPCO wants to help you lower your energy bills — and we can do that by showing you how to use less energy without giving up any of your comfort or conveniences. Before winter sets in, we encourage you to enroll in **Budget Billing**, which spreads your payments out evenly over 12 months. And for more information on energy conservation, visit [uppcocom](http://uppcocom) or call **800-562-7680**. If you think you may experience payment difficulties this winter, call us early at **800-562-7680**, so we can help.

# Small Appliances Can Mean Big Danger.

Always keep small appliances away from water. Use three-prong grounded plugs and inspect cords and switches monthly. It only takes a moment and could save a life.

Take a second for safety.

