



Upper Peninsula Power Company

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Media Hotline

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888-267-3644

UPPCO May Accept Payment Arrangements to Keep Customers' Electric Service On

Customers should act soon or making arrangements may be more difficult

Ishpeming, MI – Upper Peninsula Power Company (UPPCO) reports that more than 2,700 of its customers are four months or more behind on their utility bills. Those customers could face disconnection of their service soon unless they make payments or arrangements.

"This year, the number of customers past due is about the same but the amount they owe is slightly higher than last year," said Jodi Formolo, UPPCO director of customer service. "We don't want to disconnect service to customers who are behind, but unless we come to an arrangement with them, disconnection is a good possibility."

Formolo urged customers who are behind and have not yet contacted the utility to do so right away by calling (800) 562-7680. Customers who are having trouble paying their electric bills may qualify for assistance. To learn more about assistance in your area and the program income guidelines please call 2-1-1. Contacting 2-1-1 will enable customers to receive information and referrals to many agencies that provide utility assistance and much more.

Waiting until near the end of the winter will make it more difficult to make arrangements to keep service on, she said. "Those customers who contact us early to make arrangements may find we are more flexible with payment options than those who wait," she said.

Customers who struggle with winter bills could choose the UPPCO Budget Billing program in which they pay an average bill monthly rather than seasonal high and low bills. UPPCO also has electronic options for payment listed on its website at: www.uppco.com. Click on *Your Home* and *Financial & Energy Assistance*. Options include automatic monthly withdrawal from bank accounts as well as one-time payments.

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