



Upper Peninsula Power Company

FOR IMMEDIATE RELEASE
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October 31, 2017
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**U.P. Power Company Highlights Michigan's Winter Protection Plan
and Home Heating Assistance Available through U.P. 2-1-1**

MARQUETTE – As winter prepares to settle in throughout the region, U.P. Power Company (UPPCO) is highlighting resources that may be available to citizens through the U.P. 2-1-1 Call Center. "2-1-1" is an easy telephone number to remember that connects Upper Peninsula citizens to important information, services and assistance, including home heating assistance.

"U.P. 2-1-1 is a great resource that people can turn to for information and assistance for a child, aging parent or the entire family," said Jodi Formolo, Director of Customer Service at U.P. Power Company. "A call to 2-1-1 can help simplify the process of identifying supporting services and assistance. U.P. 2-1-1 can also connect callers to home heating assistance programs and funds that are available for the winter heating season."

U.P. 2-1-1 is administered by the Upper Peninsula Commission for Area Progress or UPCAP, a non-profit, charitable organization. U.P. residents can dial 2-1-1 from anywhere within the Upper Peninsula. U.P. 2-1-1 can also be reached from outside the Upper Peninsula by calling 800-338-1119.

UPPCO is also highlighting the state's Winter Protection Plan. The plan covers between the period of November 1 through March 31 and helps senior citizens and income-eligible customers manage utility bills and prevent service interruptions. Customers that are interested in the Winter Protection Plan should contact UPPCO for more information and to enroll. Income-eligible customers must also apply for energy assistance by calling 2-1-1 to stay enrolled in the plan.

Once enrolled, income-eligible customers must pay at least seven percent of their estimated annual bill each month and make equal monthly payments on any past due bills. Enrolled senior citizens are not required to make specific payments during the Winter Protection Plan period, but are encouraged to pay whatever they can to avoid large bills when the protection period ends in the spring.

Formolo urges UPPCO customers to call 906-449-2013 or 800-562-7680 to determine if they qualify for the Winter Protection Plan. Customers should also contact UPPCO if they have any questions about their accounts. For more information about home heating assistance programs visit www.uppco.com.