

**Section 1 – Introduction**

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## **1-1 Purpose**

This Gas and Electric Service Manual is published by Upper Peninsula Power Company (UPPCo), hereinafter referred to as "the Company," for the convenience of the Company's customers and their architects and contractors. The information contained in the manual is in addition to the various municipal electrical codes, the Michigan Administrative Code and any other regulations which may apply. The Company reserves the right to make revisions in these rules whenever changes in the art, legal requirements, or other circumstances make it advisable. These rules are intended for standard equipment installations. When, because of physical limitations of the premises, it is impractical to follow them, the Company shall be consulted for permissible modifications. The information contained herein does not cover in detail the requirements of the Company's rate schedules, extension rules, or general rules; the Company should be consulted for specific information concerning these matters.

The Company may refuse or discontinue service if a customer does not comply with these rules; however, the customer will first be notified and afforded reasonable opportunity to comply. Service may be discontinued without prior notice when a dangerous condition exists on customer's premises.

## 1-2 Territory Maps



**Upper Peninsula Power Company**



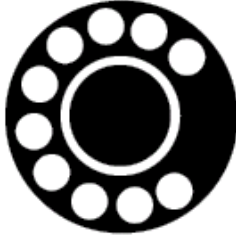
## 1-3 Company Phone Numbers & Web Applications

### Digger Information

#### Call Before You Dig

#### One-Call Centers

#### 811



**MICHIGAN  
MISS DIG**

1. Phone number: 811 or 1-800-482-7171
2. Hours of operation: 24 hours a day.
3. Michigan law requires that a minimum notice of three working days be given for any excavation, work by overhead power lines, tunnels, drilling, boring, discharge of explosives or demolition (other than emergencies), and not more than 21 days in advance of work.
4. Will accept calls for emergencies, planned excavation and overhead information.
5. Note Rule 460.701 through 460.718.
6. Internet Site: <http://www.missdig.net/>

**1-3 Company Phone Numbers & Web Applications (Cont'd)****Upper Peninsula Power Company**

UPPCo (MI)

Website:<http://www.uppco.com/>General Residential Customer ServicePhone  
Fax  
EmailUPPCO  
800-562-7680  
800-722-1898  
customerservice@uppco.comCustomer Service for New Residential Service or UpgradesPhone  
Fax  
EmailUPPCO  
800-242-9772  
866-430-6021  
newserviceinstallation@uppco.com

Note: When calling in an application for electric / gas service, the following information will be required:

- Address of building
- Customer / Contractor contact information
- Nearest pole number, intersection, or nearest neighbor's address
- A site sketch and liability waiver form will need to be submitted promptly to the Company before the application can be processed.

To access the necessary forms when applying for electric / gas service, go to our website and click on "Start or Stop Service."

Customer Service or New Commercial Service or Upgrades – Business Solutions CenterPhone  
Fax  
EmailUPPCO  
800-337-8445  
800-305-9754  
businesscenter@uppco.com

Note: In addition to the above requirements, commercial customers will need to provide a final version of the building site plan and electric / gas load information.

Emergency Service (24 Hours)Electric  
GasUPPCO  
800-562-7809Miss Dig (Michigan)

811 or 800-482-7171

Upper Peninsula Power Company  
500 N. Washington Street  
Ishpeming, MI 49849

**1-3 Company Phone Numbers & Web Applications (Cont'd)**

**UPPCO Local Offices (not open to local business)**

**Mailing Address**

Delta Service Center  
2800 29<sup>th</sup> Avenue North  
Escanaba, MI 49829

Iron River Service Center  
3313 US Hwy 2 East  
Iron River, MI 49935

Ishpeming Service Center  
500 North Washington Street  
Ishpeming, MI 49849

Munising Service Center  
225 East Munising Avenue  
Munising, MI 49862

Ontonagon Service Center  
680 Greenland Road  
Ontonagon, MI 49953

West Houghton Service Center  
18494 Houghton Canal Road  
Houghton, MI 49931