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If you rely on electricity as your primary installed heating source, check that you are registered for UPPCO's electric heating rate, AH-1 (listed below the *Rate Description* header on your bill).



Air sealing and adding insulation to your home are very important energy efficient measures for preventing heat loss and having a more comfortable home.



Consider installing a mini-split heat pump to supplement your electric heating system. Mini Split heat pumps (also called ductless heat pumps) can be sized for zone or whole house heating and cool; heat up to 300% more efficient than electric space heaters and cool up to 160% more effective than window AC units. This makes for a year-round solution that is easy to maintain. [UPPCO rebate incentive available]



Upgrade your old electric water heater to a high efficiency heat pump water heater with energy efficiencies ranging from 200% to over 300%. Plus, heat pump water heaters dehumidify the area where they are located. [UPPCO rebate incentive available]

For additional energy saving tips and more energy efficient incentive rebates available from UPPCO, contact Efficiency United at www.EfficiencyUnited.com or 1.877.367.3191.

BUSINESS CORNER



ANSWERS AT YOUR FINGERTIPS

It only takes a few minutes to gain quick and easy access to all your account information through the Customer Online Portal at UPPCO.com.

Understanding your business's energy use is the first step to managing your energy costs. If you're a new customer or haven't registered for online access yet, visit UPPCO.com and select *New Online Account* from the homepage.

Your online account offers many tools designed to give you a deeper understanding of your energy use. You'll have access to enroll in paperless billing, report an outage, sign up for free electronic payments and update your account information. You'll also be able to view usage, meter reads and payment history from present back to March of 2016.

Connect with Us

CUSTOMER SERVICE

Residential: 906-449-2013 / 800-562-7680
Business: 906-449-2014 / 800-337-8445
Email: customerservice@uppco.com

24-HOUR EMERGENCIES/OUTAGES

906-449-2011 / 800-562-7809

OUTAGE INFORMATION/UPDATES

@UPPCO and www.uppco.com

THE UPPCO CONNECTION

Powering U.P. Communities Since 1884



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High Bills & Energy Efficiency



Monthly electric usage is typically the highest for residential customers during the winter, December to March. In colder weather, heating systems run more frequently to keep our homes warm.

If you rely on gas, oil, propane/wood furnaces or boilers for heating, your electric usage increases as the furnace fans and water circulation pumps run more frequently. Read on for some helpful tips to assist you in making your home more energy efficient during these colder months of the year:



Upgrade to electronically commutated motor (ECM) furnace fans and hot water circulation pumps. This can save 500 to 750 kWh annually and is an upgrade that UPPCO offers rebate incentives for (see info at end of article).



Changing the furnace filter monthly during the heating season improves energy efficiency by improving air flow and reducing the workload on your ECM furnace fan.



What's in it for YOU?

UPPCO's Smart Energy program was recently launched. This initiative, which involves customers' current meters being updated to smart meters, will help modernize the power grid, increasing the efficiency and safety of our system. Smart meters will improve UPPCO's system reliability by providing the ability to determine when and where unplanned outages occur, allowing for improved restoration efforts. As with any change, we understand that you're going to have some questions about the program, equipment, and installation process and have provided a few details. Some customers can expect to see meter replacements later this year. As summer nears we'll be further into project plans and a more detailed installation timeline for your area will be communicated. Be sure to keep an eye on the webpage for updates: www.UPPCO.com/smartenergy.

What is a smart meter?

A smart meter is a device that a utility uses to measure the amount of energy, natural gas or water that is consumed at your home or business. Smart meters are like your existing electric meter but utilize today's state-of-the-art technology and two-way communication to read your meter.

What do smart meters do?

Smart meters record the amount of energy that is consumed (kilowatt-hours or kWh), the date and time of energy usage and overall peak demand. They also send a signal to UPPCO's System Control Operator whenever an outage is detected, resulting in improved restoration efforts. Smart meters detect when they've been tampered with and enable the utility to provide increased reliability and better customer service.

Why do we need new meters?

These state-of-the-art meters will help us improve upon our ability to serve you and will provide customers with enhanced benefits for many years to come.

How will smart meters benefit me?

- Improved billing accuracy through significant reduction of estimated meter reads.

- Improved system reliability by providing the means for determining when and where outages occur, resulting in better restoration efforts for all customers.
- Providing access to energy information that you can use to manage your energy consumption
- Modernization of the power grid, increasing the efficiency and safety of our system.

