

A MESSAGE TO UPPCO CUSTOMERS

Changes to Billing Rules and Consumer Standards

The Michigan Public Service Commission (MPSC) has approved changes to rules concerning billing and consumer standards.

- ✓ **By spring 2018**, Upper Peninsula Power Company (UPPCO) will submit an extreme weather condition policy to the MPSC for approval that provides: The criteria or factors the utility follows in suspending disconnection of service to residential customers during extreme hot and cold weather; and, any preferential treatment given to certain classes of residential customers.
- ✓ Back billing, or refund due to inaccuracy of meters, is limited to the 12-month period immediately preceding discovery of the error.
- ✓ The interest rate is reduced from seven percent to five percent and applies to deposits, billing errors, meter errors and unauthorized use.
- ✓ You will receive written notification of any balance transfer.
- ✓ We will notify you on your bill if your meter is estimated due to safety concerns or access issues exist.
- ✓ You can add a second adult to your account with proper documentation.
- ✓ Definition of Small Non-Residential Customer changed from 15,000 kWh annually to 30,000 kWh annually.
- ✓ Payment plan changes for residential and small non-residential customers, providing them the opportunity to enter into a minimum of two payment plans.
- ✓ Data Privacy: Utilities must have customer data privacy procedures in place to assure personal information will not be distributed to third parties without a customer's knowledge and consent.

View the complete billing rules (R460.149, Rule 49) at [Michigan.gov/mpsc](https://www.michigan.gov/mpsc).



New Rule: Critical Care Customer Shut Off Protection
(R 460.130a – Rule 30a.)

- 1.** A utility shall restore or refrain from shutting off utility service to a critical care customer due to an inability to pay a utility bill where an interruption of service would be immediately life threatening.
- 2.** On an annual basis, a critical care customer shall provide the utility with an updated commission-approved medical certification form certifying his or her continued status as a critical care customer. If the customer's status as a critical care customer ends, a customer or occupant of the household shall notify the utility of the change in status. Obtain the form at **www.uppco.com** or call **906-449-2013** or **800-562-7680**.
- 3.** A utility shall provide a critical care customer with a grace period of three business days during which it shall postpone the shutoff of utility service to the critical care customer to allow the customer time to obtain a completed commission-approved medical certification form.
- 4.** UPPCO will have the commission-approved medical certification form on its website. Upon receipt of the completed form, UPPCO will notify the customer that it was received.
- 5.** A utility shall maintain a special file on critical care customers and an appropriate identification of such customers for the purpose of ensuring that utility service is provided for as long as the customer remains a critical care customer and the customer's inability to pay continues.
- 6.** When a utility has notice of a critical care customer for whom a planned service interruption would be immediately life threatening, the utility shall notify the customer of the planned service interruption and shall not shut off service using remote shutoff capability without first initiating person-to-person contact with the customer.
- 7.** Nothing in this rule relieves the customer of his or her obligation to pay for utility service. UPPCO will require customers to enter into a reasonable payment plan.
- 8.** Nothing in this rule shall prohibit a utility that observes an unsafe connection at a customer's location caused by unauthorized use of electricity from implementing measures to cure or address.

If you have any questions, please contact us at **906-449-2013** or **800-562-7680** or send an email to: **customerservice@uppco.com**. Thank you.



Upper Peninsula Power Company

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