



## Your Old Refrigerator Could Earn You \$50

**Do you have an old appliance wasting space? Do you want it out of your way?** Under UPPCO's Energy Waste Reduction Plan, Efficiency United will take your older, working appliance and dispose of it in an environmentally friendly manner. Visit [www.uppco.com/schedule](http://www.uppco.com/schedule) and complete the necessary form. Efficiency United staff will contact you within two business days to schedule an appointment to pick up your appliance.

Appliances that can be recycled include refrigerators, freezers, room air conditioners and dehumidifiers. Recycling a refrigerator or freezer will earn you a \$50 rebate per appliance, while room air conditioners and dehumidifiers qualify for a \$15 rebate per appliance.

**Questions?** Call **877-367-3191** or send an email to [info@EfficiencyUnited.com](mailto:info@EfficiencyUnited.com).



UPPCO's Energy Waste Reduction Plan offers rebates and energy-saving information for you.

## Connecting with us

### CUSTOMER SERVICE:

**Residential:** 906-449-2013 / 800-562-7680

**Business:** 906-449-2014 / 800-337-8445  
[customerservice@uppco.com](mailto:customerservice@uppco.com)

### 24-HOUR EMERGENCIES/OUTAGES:

906-449-2011 / 800-562-7809

### OUTAGE INFORMATION/UPDATES:

[www.uppco.com](http://www.uppco.com)

## Customer Assistance Available

You or someone you know may be eligible to receive assistance that is available through the Upper Peninsula **2-1-1** Call Center. "**2-1-1**" is an easy number to remember that connects U.P. citizens to information, services and assistance, including home heating assistance. **2-1-1** is a resource that people can turn to for information and assistance for a child, aging parent or the entire family.

**2-1-1** is administered by the Upper Peninsula Commission for Area Progress or UPCAP, a non-profit, charitable organization. Residents can dial **2-1-1** from anywhere within the Upper Peninsula. **2-1-1** can also be reached by calling **800-338-1119**. Information is also available at [www.uppco.com](http://www.uppco.com) through the Energy Assistance and Shutoff Protection icon.



## PHONE SCAM ALERT

Phone scams usually involve a person calling and claiming to represent a utility. They typically allege that you are behind on your bill or need upgrades to your utility equipment.

UPPCO customers who receive suspicious calls should hang up immediately and call UPPCO at **800-562-7680**. UPPCO can verify if a call was made to you as well as verify your account status.



Powering U.P. Communities Since 1947



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## Customer Online Portal



**ANYTIME, ANYWHERE** from **ANY DEVICE**  
Manage your account

Sign up today at  
**www.uppco.com**

### Enjoy these benefits and more!

- Manage your account
- Submit your meter reading
- Sign up for e-Bill paperless billing
- Schedule electronic payments
- Report an outage
- View your energy consumption

easy | efficient | eco-friendly

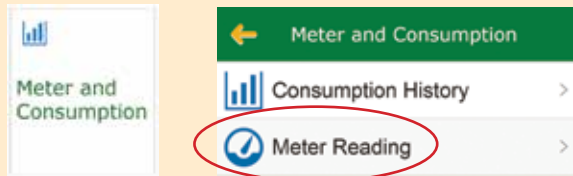
Customer Contact Center 800 - 562 - 7680

## Submit Your Meter Reading through the Customer Online Portal

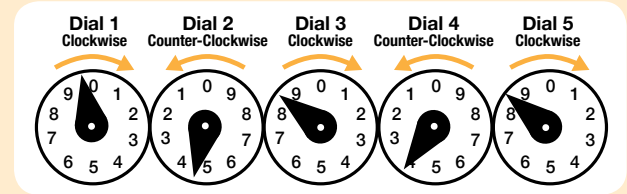
Upper Peninsula Power Company is permitted to read residential customer meters every other month under an exemption that was approved by the Michigan Public Service Commission. The practice of reading residential meters on a bi-monthly basis saves customers approximately \$1,000,000 on an annual basis. Customers that would like to avoid receiving a bill that is based on estimated values can submit their meter readings through UPPCO's new Customer Online Portal.

After you have logged in to your account through the Customer Online Portal, click on the tile that is labeled **Meter and Consumption**.

Next, click on the **Meter Reading** tab at the upper left side of the screen to access the data entry screen.



Simply enter the date and the reading in the boxes, where noted and click submit.



The dials of the mechanical meters run clockwise and counter-clockwise as shown above. Reading from left to right, write down the last number the needle has passed. If the needle is between two numbers, use the lower number. Using the example above, the correct reading is 94838. Dial 4 is still read as a 3 even though the needle is on the 4 because Dial 5 has not passed 0.

If you have a digital meter, your energy consumption will appear as a 5 or 6 digit number. The digital meters will scroll through several screens while operating. This is normal. Ignore any screen that contains all 0s or 8s.