



Beneficial tools you can use.

Here's what's coming!



Fewer
estimated bills



Manage your energy
usage through the
UPPCO Customer
Online Portal



We'll be alerted of
outages sooner
so we can
respond quicker

You will need an online account to access new *Smart Energy* tools that will be available later this fall for managing your energy use. If you already have an online account, great! If not, it's a good idea to get started now. Create your online account using the UPPCO Customer Online Portal. It's easy. Here's how:

- 1 } Go to www.uppco.com
- 2 } Click on "New Online Account" from the homepage: 
- 3 } Follow the directions that appear to create your new online account.

You will need the following pieces of information to open your online account:

- A valid email address
- Your UPPCO account number
- The last four digits of your Social Security Number (SSN) or Employer Identification Number (EIN)

**If you don't have one of the pieces of information required, you will need to contact customer service at (906) 449-2013 or (800) 562-7680.*

Visit www.uppco.com/smartenergy for more information.



MICHIGAN ENERGY ASSISTANCE PROGRAM

The Michigan Energy Assistance Program (MEAP) is supported by the state's Low Income Energy Assistance Fund (LIEAF).

Once a State Emergency Relief application has been submitted and approved, additional assistance can be sought through agencies that provide MEAP energy assistance programs. These include services that will enable participants to become or move toward becoming self-sufficient, including assisting participants in paying their energy bills on time, budgeting for and contributing to their ability to provide for energy expenses, and assisting participants in being energy efficient.

Need help applying for State Emergency Relief? Find a MI Bridges Navigator near you: <https://newmibridges.michigan.gov/s/isd-find-community-partners>, or contact 2-1-1.

Contact: Michigan Department of Health and Human Services at www.michigan.gov/mdhhs
Administering Agency: Michigan Public Service Commission

**An electric utility that chooses not to collect for the LIEAF shall not shut off service to customers for non-payment between November 1 and April 15. For a list of electric providers that opt-out of collecting the LIEAF go to www.michigan.gov/mpsc.*

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



Inside this Issue:

- Smart Energy Benefits and Signing Up for an Online Account
- National Lineman Appreciation Day
- Third-Party Notification
- Three-Phase Customer Information
- Michigan Energy Assistance Program



APRIL 18 | National Lineman Appreciation Day

April 18 has been designated as National Lineman Appreciation Day. If the power is on where you are reading this article, you likely have a lineman to thank. From the power plant, to the grid crisscrossing the country, and right up to the meters on our homes, these men and women build and maintain the system that keep our communities running.

You can celebrate National Lineman Appreciation Day by thanking your local lineman using these hashtags on Social Media:
#thankalineman
#NationalLinemanAppreciationDay

BUSINESS CORNER

IMPORTANT INFORMATION FOR CUSTOMERS WITH THREE-PHASE ELECTRIC SERVICE

Providing our customers with safe and reliable energy is always a first priority at Upper Peninsula Power Company. Sometimes, events occur that are beyond our control, such as storms or automobile accidents involving utility poles. These events can impact your business with the loss of one or more phases on a three-phase system (called single-phasing) or a temporary variation in voltage. If a motor is not properly protected during single-phasing, or a voltage imbalance occurs, the motor may overheat and fail. We cannot accept liability for any loss, injury or damage resulting from interruptions or deficiencies of service, such as single-phasing, that are due to events beyond our control.

PROTECTIVE DEVICES

You can protect against motor damage by using protective devices. If you already have phase protection or voltage imbalance protection devices installed on your equipment, it is important to confirm that they are installed and adjusted correctly. An electrician should be able to advise you about this. If you do not have protective devices, keep in mind the cost of these devices are far less than the cost of the equipment you may need to replace.

STANDBY GENERATION

UPPCO recommends you review maintenance procedures with the manufacturer concerning any standby generating equipment to ensure proper operation.

Generators should be tested under loaded conditions and have a fresh fuel supply. Please review the circuits connected to the generator to make sure the electric load is not beyond the capacity of the generating equipment.

State code requires that utility customers with standby generating equipment install an approved double-throw switch or throw-over switches that are mechanically interlocked and have adequate current and voltage rating. The purpose of this code is to prevent generating equipment from energizing the utility's lines and endangering any line electricians who may be working on them.



Third-Party Notification Help To Avoid Service Disconnection

Unfortunately, there are times when service to a customer may have to be disconnected — but only as a last resort.

For those customers facing disconnection who can't act on their own (e.g., elderly, disabled, ill), Upper Peninsula Power Company offers Third-Party Notification. With Third-Party Notification, customers name a third party, such as a relative, friend, clergy member or social service agency, to be notified prior to disconnection of service. That party will be able to contact us and act on

the customer's behalf, making arrangements for payment or other necessities. Ultimately, Third-Party Notification helps customers stay connected until further arrangements can be made.

If you or someone you know could benefit from Third-Party Notification, please complete the attached form and return it with your next UPPCO bill payment, or mail it to:

UPPCO
Attn: Customer Contact Center
500 N. Washington Street
Ishpeming, MI 49849

Request For Third-Party Notification Attn: Customer Service

Please print. Cut along the dotted line and return with your UPPCO bill payment or mail to address provided.

Customer Name: _____
Address: _____
Daytime Phone: _____ Account Number: _____
Customer Signature: _____ Date: _____
Name of Third Party: _____ Relationship to Customer: _____
Address: _____
Daytime Phone: _____
Third-Party Signature: _____ Date: _____

NOTE: Request for Third-Party Notification must be signed by the customer and the third party.