



Upper Peninsula Power Company

# Outage Credit Application

Upon verification, customers who meet any of the following criteria may qualify for a \$25 customer Outage Credit:

- A customer may be eligible for a credit under Catastrophic Conditions if the utility fails to restore service within 120 hours. Catastrophic Conditions are defined as an event that results in an official state of emergency or an event that results in an interruption of 10 percent or more of a utility's customers.
- A customer may be eligible for a credit under Normal Conditions if the utility fails to restore service within 16 hours.
- A customer may be eligible for a credit for Repetitive Interruptions if experiencing more than 7 interruptions in a 12-month period. An interruption is defined as a full or partial loss of service for five minutes or longer.

NOTE: Your account must be active to be eligible for an Outage Credit.

Date: \_\_\_\_\_ Name on Account: \_\_\_\_\_  
 Service Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_ Contact Phone: \_\_\_\_\_  
 Contact Email: \_\_\_\_\_ UPPCO Account Number: \_\_\_\_\_

Application is being made for (select one):

**Single Outage**

Date/Time power went out: \_\_\_\_\_

Date/Time power restored: \_\_\_\_\_

Total outage hours: \_\_\_\_\_

Was the outage reported to UPPCO? \_\_\_\_\_

**Repetitive Interruptions**

Please provide the information requested below for a *Repetitive Interruption* request (more than 7 interruptions experienced in a 12-month period).

Repetitive Interruption Reporting					
Date and estimated time your power went out		Date and estimated time your power was restored		Estimated number of hours you were without power	Did you report the outage to UPPCO?
1. Date:	Time:	Date:	Time:	Total Hours:	
2. Date:	Time:	Date:	Time:	Total Hours:	
3. Date:	Time:	Date:	Time:	Total Hours:	
4. Date:	Time:	Date:	Time:	Total Hours:	
5. Date:	Time:	Date:	Time:	Total Hours:	
6. Date:	Time:	Date:	Time:	Total Hours:	
7. Date:	Time:	Date:	Time:	Total Hours:	
8. Date:	Time:	Date:	Time:	Total Hours:	

Contact Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE SUBMIT COMPLETED APPLICATION TO:**

MAIL: UPPCO Customer Service  
500 N Washington St  
Ishpeming MI 49849

FAX: 906-485-2431

EMAIL: [customerservice@uppc.com](mailto:customerservice@uppc.com)