

## Heat Pump Water Heater Benefits:

- UPPCO offers a \$600 rebate incentive for the installation of a new HPWH
- Reduced energy consumption
- Can save an average 4-person household \$330 a year
- Longer lifespan compared to conventional electric water heaters
- Provides dehumidification in the space around the HPWH during normal operation

A water heater is typically the second largest household energy user. The longer you wait to upgrade, the more savings you're missing out on.

UPPCO, in partnership with Efficiency United, is providing rebate incentives on heat pump water heaters.

For energy efficiency rebates available from UPPCO, contact Efficiency United at [www.EfficiencyUnited.com](http://www.EfficiencyUnited.com) or (877) 367-3191.

## SAVE THE DATE

### APRIL 21, 2020 - Marquette CONTRACTOR TRAINING

Receive Heat Pump Installation Certification at this 8-hour, no cost course. More info available at [www.uppco.com](http://www.uppco.com)



## UPDATE

The Smart Energy initiative, which involves customers' current meters being upgraded to smart meters, will help modernize the power grid and increase the efficiency and safety of our system. Installation of smart energy infrastructure began in July 2019. Crews have been working in the Houghton/Keweenaw/Baraga areas since September to install smart meters at customer homes and businesses.

Installations in the Ontonagon/Iron River areas will begin this month, February 2020.



## PHONE SCAM ALERT

Phone scammers are back at it. We've received reports of customers being contacted by individuals who claim to represent UPPCO, alleging that you are behind on your bill, and that you must make a payment immediately to avoid shutoff.

UPPCO will never require a prepaid debit card, gift card, Bitcoin or other cryptocurrency for payments. We do not use 'bullying tactics' when calling customers; demand immediate payment to keep electric service from being turned off; collect payments at a customer's home or business; or, ask for bank account information or credit card numbers by phone.

## Connect with Us

### CUSTOMER SERVICE

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

### 24-HOUR EMERGENCIES/OUTAGES

906-449-2011 / 800-562-7809

### OUTAGE INFORMATION/UPDATES



@UPPCO and [www.uppco.com](http://www.uppco.com)  
31079-I-0029

# THE UPPCO CONNECTION

Powering U.P. Communities Since 1884



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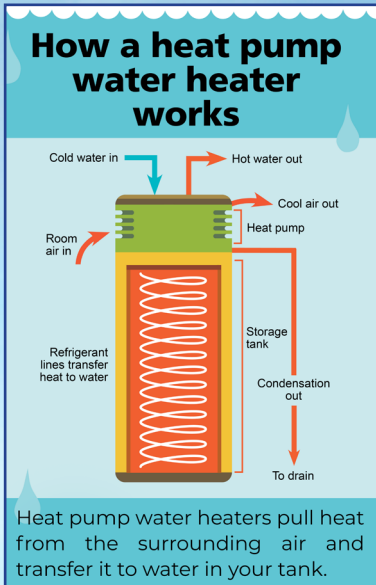


# Savings are Heating UP

Heat Pump Water Heaters (HPWHs) capture heat from the surrounding area, reducing the amount of electricity that is used by your water heater.

Imagine a refrigerator working in reverse. While a refrigerator removes heat from an enclosed box expelling the heat to the

surrounding area, a HPWH captures the heat from the surrounding area, transferring it to water in an enclosed tank.



Heat pump water heaters pull heat from the surrounding air and transfer it to water in your tank.

If your water heater is more than 10 years old, be proactive and upgrade to a high efficiency heat pump water heater **BEFORE** your old electric water heater fails. Heat pump water heaters are more efficient than conventional electric water heaters because they capture ambient heat from the area reducing the amount of electricity that is required to heat the water.

# Are You Prepared for Winter Storms?

Winter storms can wreak havoc on power lines, causing outages. During these times, UPPCO crews are working around the clock to restore service as quickly as possible. Due to the volume of outages during some storms, there may be times when other precautions are necessary. Reduce the risk of weather-related problems by reviewing this list to prepare yourself and your home for winter emergencies.

## BEFORE

- Listen to a NOAA Weather Radio or local news channels for critical information from the National Weather Service (NWS).
- Have a five day supply of food, water, medicine and first-aid items on hand for any emergencies.
- Have flashlights, cell phones and radios available with fully charged batteries and backup batteries.
- Plan to stay with friends or relatives during emergencies.

- Be aware of the location of warming shelters
- Fill your bath tub with water and make sure you have a bucket. If you lose power for more than a few hours, you'll be able to use the water to flush the toilet.

## DURING

- Unplug sensitive electronics and appliances.
- Dress in several layers and have mittens, waterproof boots, and a hat readily available.
- Running water, even at a trickle, helps prevent pipes from freezing.

## AFTER

- Assume any downed and sagging power lines are energized. Do not touch!
- Do not cut or remove downed trees or branches unless you know power lines are not involved.
- Dress warmly and work slowly when shoveling snow or doing other hard work in the cold. Cold weather makes your body work harder and puts extra strain on your heart.



## Generator Safety



Visit [uppc.com](http://uppc.com) for generator safety and use during storms

Report an outage or electric emergency at (800) 562-7680.

View outage map at [uppc.com](http://uppc.com) and view outage updates during storms on Twitter @UPPCO