



Online Account Access - What's all the hype?

The biggest perk of having online access to your UPPCO account is information on your time - You can access your account information and schedule payments 24/7. Can you still contact UPPCO Customer Service if you have an online account? Yes, all of the assistance you receive with a normal account is still available to you as an online account holder. The UPPCO Customer Contact Center is open for assistance Monday thru Friday, 8 am - 5 pm (EST).

UPPCO Customer Online Portal Benefits

- Manage your account
- Easy and efficient
- Sign-up for e-Bill paperless statements & electronic payments
- Report an outage
- Schedule electronic payments
- View your energy consumption

It's easy to sign-up; just visit www.uppco.com and click on the New Online Account button on the homepage.

CUSTOMER LOG IN

[MY ACCOUNT](#)[NEW ONLINE ACCOUNT](#)[CONTACT US](#)

Social Distance and Approaching Employees on the Job

While we continue to adhere to Center for Disease Control (CDC) guidelines and practice social distancing, the electricity in your home is more important now than ever before. Our team is working hard to continue electrical operations in the safest way possible.

UPPCO's employees or contractors may need to come onto your property to perform utility work that supports the safe and reliable delivery of your energy. Employees will be wearing personal protective equipment as a reminder.

We continue to practice limited contact for all tasks moving forward and ask that customers do the same. If you see UPPCO employees working in the community, please refrain from asking them questions about your billing, payments, a shut-off notice, new service or tree trimming. If you have a question, call the UPPCO Customer Service Team at (906) 449-2013.

We ask that you please maintain a 10 foot distance between you and the employee at all times. Why a 10' distance and not 6' as the CDC suggests? UPPCO has always required a minimum distance of 10 feet from an employee performing electrical work for safety. We have determined one distance for everyone to remember, regardless the task at hand - **10 feet.**

10' distance at all times



Employees may be seen wearing vests pictured.



Need help?
CALL 2-1-1
to see if you
qualify for help!

Upper Peninsula



Need help? Call 2-1-1

U.P. 2-1-1 is a one-stop, around-the-clock free phone and online service that links people with information or agencies that can help with utility assistance and other needs, such as rent payment help, child and elder care, emergency shelters, job training, counseling, and more. Simply dial 2-1-1 on your phone or visit the administering agency's website, UPCAP:

<http://upcap.org/program/u-p-2-1-1-call-center/>

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

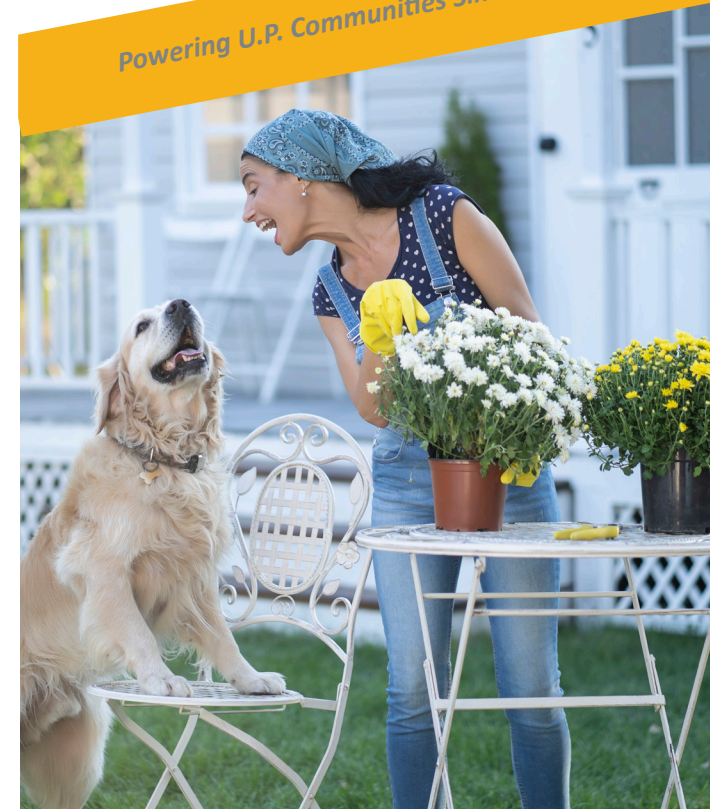


[@uppco](#) and www.uppco.com

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THE UPPCO CONNECTION

Powering U.P. Communities Since 1884



Inside this Issue:

Online Account Access
Social Distancing with UPPCO Employees
Smart Meter Installation Update
Appliance Recycling Events Postponed
Environmental Disclosure
U.P. 2-1-1 for Assistance

JUNE 2020



Smart Meter Installation Update



Smart Meter installations were suspended due to the COVID-19 pandemic to ensure everyone's safety. We have developed new meter installation processes, adhering to CDC guidelines. These new processes will be used by our team as we resume installation of the new Smart Meters. We were finishing meter installations in the Houghton, Ontonagon, and Iron River areas when we suspended meter installations for everyone's safety. We had transitioned to the Delta County area when COVID-19 hit. We plan to return to the Delta County area in mid-June to early-July to resume smart meter installations. From Delta County, we will transition to Alger County and then Marquette County.

We're doing our part to combat COVID-19 and committed to ensuring your safety and wellbeing



Appliance Recycling Events **POSTPONED** until further notice

* Details for future recycling events will be advertised on www.uppco.com and Twitter @UPPCO when available.

UPPCO 2020 Appliance Recycling Events

ESCANABA

Saturday, May 16
8:00 AM - 2:00 PM
Alter Metal Recycling
1610 7th Ave N, Escanaba

NEGAUNEE

Saturday, June 20
8:00 AM - 2:00 PM
Alter Metal Recycling
34 Research Drive, Negaunee

HOUGHTON

Saturday, July 18
8:00 AM - 2:00 PM
Ed's Used Parts & Salvage
20295 Pilgrim Road, Houghton

POSTPONED



ENVIRONMENTAL DISCLOSURE

Environmental Qualities of Your Electricity

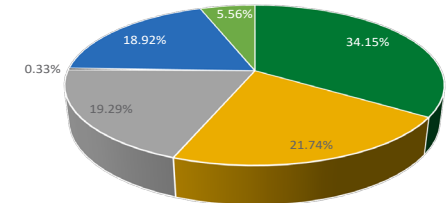
Comparison of Fuel Sources Used

Regional Average Fuel Mix

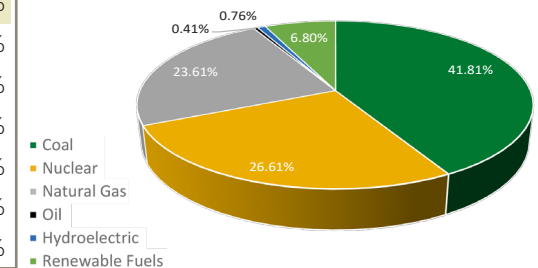
UPPCO's Fuel Mix

FUEL SOURCE	UPPCO's Fuel Mix	Regional Average Fuel Mix
Coal	34.15%	41.81%
Nuclear	21.74%	26.61%
Natural Gas	19.29%	23.61%
Oil	0.33%	0.41%
Hydroelectric	18.92%	0.76%
Renewable Fuel	5.56%	6.80%
Biofuel	0.65%	0.79%
Biomass	0.38%	0.47%
Solar	0.02%	0.02%
Solid Waste Incineration	0.11%	0.14%
Wind	4.04%	4.95%
Wood	0.35%	0.43%

UPPCO's FUEL MIX



REGIONAL AVERAGE FUEL MIX



The fuel mix data for the electricity supplied to you by UPPCO assumes that the electricity that is purchased on the wholesale market has the same attributes as the regional average fuel mix data from Michigan, Illinois, Indiana, Ohio, and Wisconsin.

* Figures are reflective of the UPPCO & Regional Average fuel mix for the time period of April 2019 – March 2020



ENERGY EFFICIENCY:

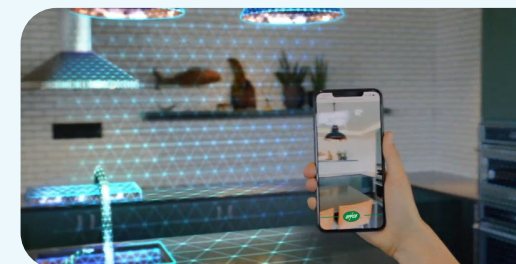
Good for You, Good for the Environment

VIRTUAL HOME ASSESSMENTS NOW AVAILABLE

UPPCO is offering FREE Virtual Home Assessments - we want to help you save energy safely!

Book an appointment and you'll receive:

- Personalized energy efficiency advice, contact-free
- Rebate and incentive info specific to your needs
- An energy-saving thank you kit delivered to your door at no cost



To learn more call (877) 367-3191 or visit www.encyclopedia.com/assessment