

## ENERGY EFFICIENCY AND YOU

**FREE OPPORTUNITY TO LEARN WHERE YOU'RE LOSING \$**

### VIRTUAL HOME ASSESSMENTS

UPPCO is offering FREE Virtual Home Assessments - we want to help you save energy safely! Book an appointment and you'll receive:

- Directions on how to use our app and live-video feature in order to receive a full-home assessment
- 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](http://www.encyclopedia.com/assessment)

### Appliance Recycling Just Got Easier. Don't Come to Us, We'll Come to You!

If your old fridge or freezer is still in working order, we'll pay you a \$50 rebate to let us pick it up and recycle it for you. You can earn another \$10 to recycle any working dehumidifier, room air conditioner or mini-refrigerator. To schedule your appointment visit [www.encyclopedia.com](http://www.encyclopedia.com), select *Upper Peninsula Power Company*, navigate to the *Residential* tab and click on Appliance Recycling. Once on the Appliance Recycling page click on the *Schedule Pickup* button.



## Summer Projects? You need to call Miss Dig.



**Red Flags  
Mark  
Electric  
Lines**

Locator flags and paint markings show the location of underground electric lines. **The flags and markings are required so workers don't strike electric lines while digging.**

If you're planning a project that involves digging, always remember to call 8-1-1 three business days before you plan to dig. A service technician will mark buried lines on your property at no charge.

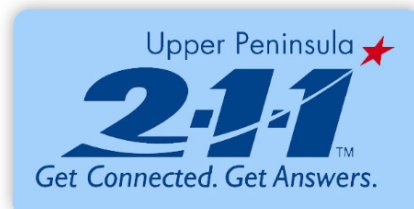


With the relaunching of our smart meter deployment campaign we have developed new meter installation processes for our team that adhere to CDC guidelines. Meter installations are just finishing up in the Delta County area and have begun in Alger County. Once Alger County is completed the final phase will be Marquette County customers. The completion of smart meter installations is targeted for Fall of this year. As installations near you progress, you will receive a \*phone call reminding you that your meter exchange will occur in the coming weeks.

**\*Customers will receive a call if we have a current /correct phone number on file. Please email your current phone number to [customerservice@uppc.com](mailto:customerservice@uppc.com) to ensure you receive a reminder call.**

## Need help?

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



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/utility 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/>

## Assistance Available

### Apply for State Emergency Relief through the Michigan Energy Assistance Program (MEAP)

If you are facing disconnect and applying for assistance, please contact UPPCO to advise us that you are seeking assistance. The State Emergency Relief application can be found at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges)

## Connect with Us

### CUSTOMER SERVICE

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

**Business:** (906)449-2014 / (800)337-8445

**Email:** [customerservice@uppc.com](mailto:customerservice@uppc.com)

### 24-HOUR EMERGENCIES/OUTAGES

(906)449-2011 / (800)562-7809

### OUTAGE INFORMATION/UPDATES

 [@uppc](https://twitter.com/uppc) and [www.uppc.com](http://www.uppc.com)

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# THE UPPCO CONNECTION

Powering U.P. Communities Since 1884



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AUGUST 2020



# Summer Storms

## Being Prepared Ahead of Time

### Did You Know?

The earth has about 760 thunderstorms every hour.

Extreme weather can be harmful to both yourself and your home. Your local emergency warning system will advise you about any upcoming storms as well as their severity. There are also a number of free weather apps for your smart phone that will notify you if severe weather is coming to your area. It's essential to implement storm safety tips before a storm arrives. Below you will find some helpful guidelines to get you started.

#### BEFORE

- Have a plan to move yourself and your family (including pets) to another location in case you experience an extended power outage or must evacuate.
- Be sure to remember any vital medications you or family members may need.
- Have an adequate supply of these items on hand and readily available:
  - water
  - extra batteries
  - nonperishable foods
  - first-aid supplies
  - flashlights
  - hand sanitizer

#### DURING

- If you experience a power outage, you can report it from:
  - Your account using the UPPCO Customer Online Portal
  - By Calling UPPCO at (906) 449-2011 or (800) 562-7809
- Check for outage updates on Twitter @UPPCO and at [www.uppco.com](http://www.uppco.com).
- Monitor radio and TV for weather updates and news bulletins.

#### AFTER

- Always assume downed lines are energized and stay away from downed or sagging power lines.
- Do not touch anything near a downed line such as trees, limbs, cars or ladders as they could also be energized.
- Assess any damage and stay out of damaged or unstable buildings.
- Do not try to cut or remove downed trees/branches unless you are absolutely certain power lines are not involved.

#### GENERATOR SAFETY DURING A STORM

- Portable electric generators can be very convenient during power outages. Follow these guidelines for your safety:
  - Follow the operation instructions that came with the generator.
  - Use properly sized and rated power cords to connect equipment to the portable generator.
  - Make sure generators are placed in an outdoor area. They require ventilation.

NOTE: If you have a generator that is permanently connected to your electric system to energize your home's wiring in the event of a power outage, make sure that a safety transfer switch has been installed. This is required and can be installed by a licensed electrician.

# Rate Options and Your Energy Bill

As an UPPCO customer, your electric rates are based on the type of service you receive. A complete listing of UPPCO's rate schedules, rules and regulations governing the sale of electricity in Michigan is available at [www.uppco.com](http://www.uppco.com) or upon request.

#### Residential Service (A-1)

Residential Service is available if you live in a single-family dwelling, duplex or apartment and your electricity is for residential use. Most residential customers qualify for this electric rate.

#### Seasonal Service

Seasonal Service may be a good option to consider if you only use significant amounts of energy during 6 months of the year (summer cottage/camp). Customers that elect this rate will only receive a bill during 6 months of the year (May–October or November–April).

#### Residential Heating Service (AH-1)

Residential Heating Service is available for residential customers who have electric heating as their primary heating source using a permanently installed electric heating system. Under AH-1, the rate being charged per kWh for electricity consumption that exceeds 500 kWh/month is less than the rate that is charged for Standard Service during the heating season (October–May).

#### Commercial & Industrial

Commercial & Industrial rates vary according to the characteristics of the customer's load. Commercial and Industrial customers should contact Customer Service at (906) 449-2014 or (800) 337-8445 to determine the best rate for meeting their business needs.

#### FOR MORE INFORMATION

For more information, or assistance in determining the most appropriate rate, please contact Customer Service at [customerservice@uppco.com](mailto:customerservice@uppco.com) or call (906) 449-2013/(800) 562-7680 between the hours of 8 a.m. and 5 p.m. EST Monday through Friday.

#### Reminder: NEED TO MOVE A METER?

1. Never move your meter(s)
2. Do not build over or cover your meter(s)

Please call UPPCO Customer Service to request the relocation.

We'd be happy to help!

**(906) 449-2013 or (800) 562-7680**

Customers can also request a meter relocate by submitting a *New Service Application* form to Customer Service at [customerservice@uppco.com](mailto:customerservice@uppco.com).

