



### Determining What Type of Meter You Have

UPPCO's Smart Energy meters have a green or red label on the front and the words "OpenWay Riva" will be displayed near the bottom of the label.



If your meter does not have this green or red label, it is not an UPPCO Smart Energy meter. It is either a digital meter (below left) or mechanical (below right). If a customer has a non-standard meter instead of a smart meter, it is at their request and a fee applies.



UPPCO's non-standard meters lack the functionality of the Smart Energy meter and cannot report outages that may occur or otherwise communicate with UPPCO's systems. All digital and mechanical meters must be read manually. For information on reading digital or mechanical meters visit [www.uppco.com/meters](http://www.uppco.com/meters)

### READING YOUR SMART ENERGY METER

Upper Peninsula Power Company utilizes state-of-the-art Smart Energy advanced metering infrastructure (AMI) to record each customer's energy usage on a monthly basis. Your Smart Energy meter automatically collects and communicates your energy usage data to UPPCO's system and increases the overall reliability of UPPCO's distribution system. When an outage occurs, the Smart Energy Meter sends a signal to UPPCO's Control Center and the location



of the outage is reported. UPPCO can then dispatch crews to the exact location of the outage so repairs can be made as quickly as possible.

### Residential Smart Energy Meters (UPPCO's Standard Meter)

The Smart Energy meter displays a series of screens beginning with the Diagnostic screen.



The Diagnostic screen is the start of each cycle and new information is displayed each time the meter cycles through its display sequence.

The Kilowatt (kWh) Hour Usage Screen is identified by the "04" in the upper left corner of the display and the "kW h" in the lower right corner of the display. The total amount of energy (kWh) that has been used by the customer since the meter was installed is displayed in large numbers in the middle. This is your kWh meter reading. The meter shown above is new and reflects a current usage of 0 kWh.



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The Kilowatt (kW) Usage Screen is identified by the "06" in the upper left corner of the display and the "kW" in the lower right corner of the display. The kW reading is a "Demand" value and is only used for billing commercial customers.



The 24-hour clock screen displays the current time of day, in military time. It will appear after the kW screen. Hours and Minutes appear in the middle of the screen. Seconds appear in the upper left corner. The example that follows can be read as 18:21:45 which is 6:21:45 pm.

**Additional Screens:** Additional screens may be displayed before the beginning of the next cycle, which starts with the Diagnostic screen. These additional displays provide valuable information to UPPCO's meter technicians regarding the status of UPPCO's advanced metering infrastructure and the communications network.

If you have any questions regarding how to read your meter, please contact UPPCO's Customer Service team by any of the methods below.

## 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

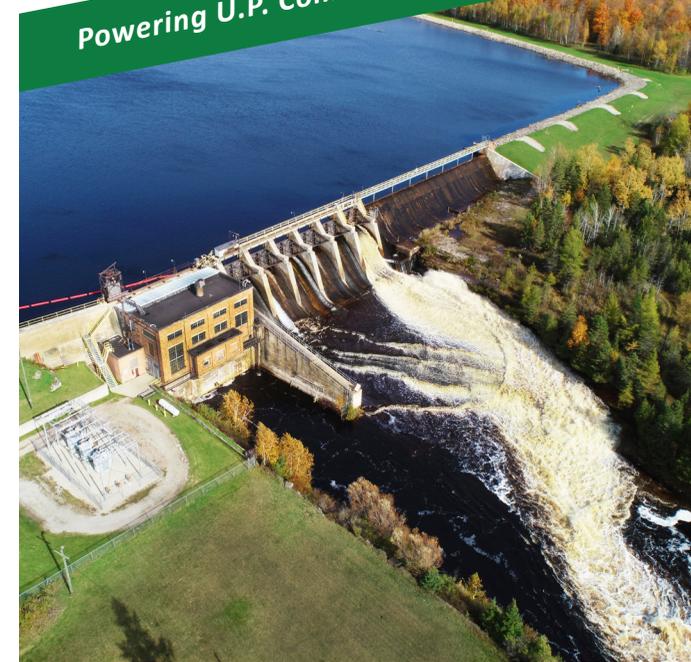
### OUTAGE INFORMATION/UPDATES

@uppco and [www.uppco.com](http://www.uppco.com)

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# THE UPPCO CONNECTION

Powering U.P. Communities Since 1884



### Inside this Issue:

- Reading Your Smart Meter
- Safety Near Dam Recreational Areas
- Appliance Recycling
- Safe Bill Payment Options

SUMMER 2021

## DAM SAFETY

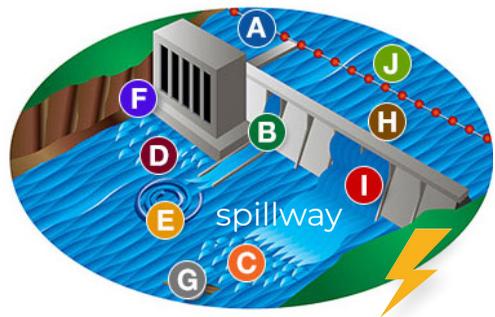


Escanaba Dam 4, Boney Falls

### Stay Safe While You Enjoy the Recreational Opportunities Provided by UPPCO

UPPCO's hydroelectric generation facilities create abundant recreational opportunities for the public, including boat launches, fishing piers, picnic areas, and campgrounds. Always remain vigilant whenever recreating around UPPCO's hydroelectric facilities as these areas can be dangerous. Always know the Danger Zones whenever recreating near hydroelectric generators and dams. Accidents can be avoided by simply staying clear of all restricted zones and by obeying all warning signs, alarms and sirens.

#### CRITICAL DANGER ZONES at DAMS / HYDROELECTRIC SITES



- A** Hazard area marked by buoy lines
- B** Sudden water discharge from dam gates
- C** Strong unpredictable currents above and below dams
- D** Sudden turbulent discharges from automatically operated powerhouse generators
- E** Deceiving reverse currents below spillways
- F** Slippery surfaces on dam structures and shorelines
- G** Submerged hazards above and below dams
- H** Open spillways which may not be visible from above the dam
- I** Debris passing over or through the dam
- J** Ice that forms near a dam is often thin and unsafe

## APPLIANCE RECYCLING



### UPPCO Customer Recycling Events are Back!

Receive a \$50 rebate for each refrigerator or freezer that is dropped off for recycling and a \$10 rebate for room A/C units and dehumidifiers. Visit [uppcocom/recycle](http://uppcocom/recycle) to learn more about UPPCO's Appliance Recycling Program.

If you plan to replace the item you're recycling, why not purchase an Energy Star certified appliance to save energy and receive another rebate from UPPCO? Visit [uppcocom/ee](http://uppcocom/ee) to learn more and download a rebate form.



### 2021 Appliance Recycling Events

Iron River	August 21
Houghton	September 11
Escanaba	To be announced
Negaunee	To be announced
Pick-up Event	To be announced

Visit [uppcocom/recycle](http://uppcocom/recycle) for event details as they become available.

## SAFE BILL PAY OPTIONS



Reduce the risk of being scammed by knowing the SAFE payment options for your UPPCO energy bill. Only make payments on websites or at payment locations that are authorized pay stations of UPPCO.

### IN PERSON



Authorized **PayNearMe** Pay Station Locations  
For your convenience, Upper Peninsula Power Company offers **cash only** payment locations throughout our service area. Payments can be made at local Family Dollar stores as part of the **PayNearMe** Network.

*\* You must have your UPPCO bill with you. A \$1.99 service fee will be charged by Family Dollar.*



#### Other Pay Station Locations

(take longer to process than Authorized Pay Station payments)  
There are other pay locations throughout UPPCO's service area; however, they are considered unauthorized pay stations and payment may take 2-5 business days to post to your account. Most banks are considered unauthorized pay stations.



#### Unauthorized Pay Station Locations

If you are not at your bank or a **PayNearMe** authorized pay station at a Family Dollar store, it is not a safe place to make a payment.

### BY MAIL



Mail your energy bill payment to our payment processing center (address below). Remember to: Enclose the payment stub, write your account number on your check, and sign your check. DO NOT staple, paper clip or tape your check.

Upper Peninsula Power Company  
PO Box 60055  
Prescott AZ 86304-6055

### ONLINE



#### Using Your Online UPPCO Account

Pay your bill online for FREE by logging into your secure UPPCO account. This requires adding your bank account and setting up a one-time payment or enrolling in autopay.

### ONLINE *continued*



Getting an online account is free and easy. Visit [uppcocom](http://uppcocom) and click on *New Online Account*.

#### Using **KUBRA EZ-PAY**

Pay your bill online using KUBRA EZ-PAY for a \$2.25 service fee. You do not have to have an online UPPCO account to use this form of payment. This option allows you to make a one-time payment with a credit card, debit card or bank account. Visit [uppcocom/residential/billing-and-payments/](http://uppcocom/residential/billing-and-payments/) to make a payment anytime.



#### Using Any Other Website

Any website other than the UPPCO Online Portal or the KUBRA EZ-PAY site is not considered an authorized UPPCO payment website. **\*If you can't get to the payment area by a link from UPPCO's website, it is not authorized and therefore not considered safe.**

### BY PHONE



To make a payment over the phone, you will need your credit/debit card or checking account information, your UPPCO account number, the amount you intend to pay, as well as the zip code associated with the mailing address on the account. A \$2.25 service fee will be charged.

#### Self-Service Bill Pay by Automated System

Use the automated system provided by our payment processing center, KUBRA, to pay your bill over the phone by dialing (906) 464-6041.

#### Talk to an Agent to Pay Your Bill

Talk to an Agent at KUBRA to pay your bill by dialing (855) 855-4838.



#### You Receive a Call Requesting Immediate Payment

UPPCO will never call a customer demanding payment to prevent shut-off or ask you for credit or bank account information over the phone. If you receive a call claiming to be UPPCO and they are demanding immediate payment, it IS NOT SAFE. **If you would like to make a payment by phone, always direct dial the number yourself.**