



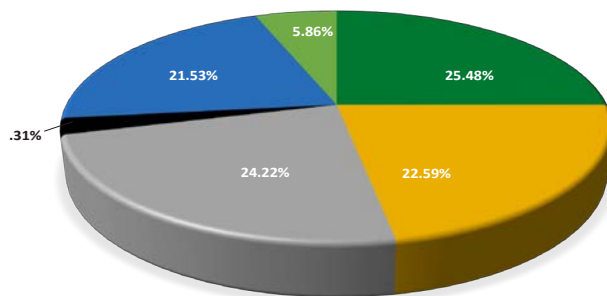
ENVIRONMENTAL DISCLOSURE Environmental Qualities of Your Electricity

Comparison of Fuel Sources Used

Regional Average Fuel Mix		
UPPCO's Fuel Mix		
FUEL SOURCE		
Coal	25.48%	32.24%
Nuclear	22.59%	28.58%
Natural Gas	24.22%	30.63%
Oil	0.31%	0.39%
Hydroelectric	21.53%	0.75%
Renewable Fuel	5.86%	7.41%
Biofuel	0.58%	0.73%
Biomass	0.37%	0.47%
Solar	0.01%	0.01%
Solid Waste Incineration	0.15%	0.19%
Wind	4.40%	5.56%
Wood	0.36%	0.45%

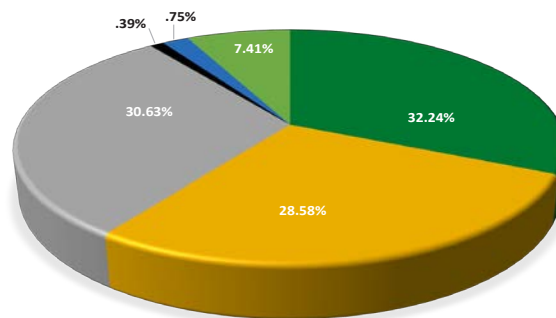


UPPCO'S FUEL MIX



- Coal
- Nuclear
- Natural Gas
- Oil
- Hydroelectric
- Renewable Fuels

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 2020 - March 2021*

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 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

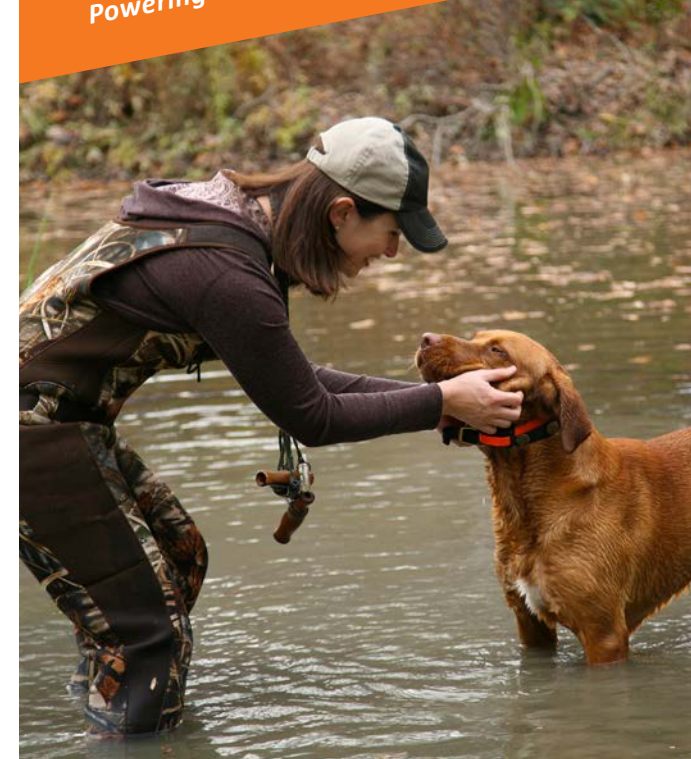
Commercial & Industrial rates vary according to the characteristics of the customer's load. Commercial and Industrial customers should contact Customer Service at (906) 449-2014 or (800) 337-8445 to determine the best rate for meeting their business needs.

For more information, or assistance in determining the most appropriate rate, please contact UPPCO at customerservice@uppco.com or call (906) 449-2013.

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THE UPPCO CONNECTION

Powering U.P. Communities Since 1884



Inside this Issue:

2021/2022 Assistance and Protection Programs

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Rate Options and Your Energy Bill

FALL 2021

Energy Assistance and Shutoff Protection Programs

Full details for each of the following Programs can be found at www.uppco.com/residential/help-with-your-energy-bill

Medical Emergency Protection

Contact UPPCO (906) 449-2013 / (800) 562-7680

You can receive a medical hold preventing service from being shutoff for nonpayment on your electric bill for up to 21 days if a member of your household has an existing medical condition that would be aggravated by the lack of utility service. The condition must be approved by a Medical Certification Form which is available by contacting UPPCO Customer Service and on the UPPCO website at www.uppco.com/help-with-your-energy-bill.

Critical Care Protection

Contact: UPPCO (906) 449-2013 / (800) 562-7680

A customer can receive protection from disconnection or have services restored due to inability to pay if there is an identified critical care customer in the home and interruption of service would be immediately life threatening. A critical care customer is somebody who requires home medical equipment or a life support system that must be approved by a Medical Certification Form. The Form is available by contacting UPPCO Customer Service and on the UPPCO website at www.uppco.com/help-with-your-energy-bill.

COVID Emergency Rental Assistance (CERA)

Administering Agency: Michigan State Housing Development Authority

In addition to rental assistance, CERA provides heat, electric, deliverable fuels, water, sewer, and broadband assistance to applicants who must demonstrate COVID hardship. Some examples of accepted hardships are available at www.michigan.gov/cera. Eligibility is 80% of the Area Median Income. Full details can be found at www.uppco.com/help-with-your-energy-bill.

Michigan Energy Assistance Program (MEAP)

Administering Agency: MI Public Service Commission

Once a State Emergency Relief application has been submitted, additional assistance can be sought through agencies that provide MEAP energy assistance programs that include services that will enable participants to become or move toward becoming self-sufficient, including assisting participants in paying their energy bills on time, budgeting for and contributing to their ability to provide for energy expenses, and assisting participants in being energy efficient. Need help applying for State Emergency Relief, contact 2-1-1. See *Upper Peninsula 2-1-1* section.

Home Heating Credit

Administering Agency: MI Department of Treasury

Apply for a Home Heating Credit (HHC) for the 2022 tax year to help pay winter heating bills if you meet the listed household income guidelines and exemptions. Forms are generally available in mid to late January where tax forms can be found. Call Treasury at (517) 636-4486, or visit its website at www.michigan.gov/treasury. The form is due no later than September 30 each year.

Customers of utilities regulated by the Michigan Public Service Commission receive protection from shutoff of their heating fuel service from the time of filing of HHC form with Treasury until the time Treasury issues the credit. However, you must contact your utility company to let it know you filed for the HHC.

Active Duty in the Military

Contact: UPPCO (906) 449-2013 / (800) 562-7680

If you or your spouse is UPPCO's customer of record and either of you are called to full-time active military service, by the President of the United States or the Governor of Michigan, during a national or state emergency or war, you may apply for shutoff protection of your electric service for up to 90 days. You will be required to pay for services used while in the program.

State Emergency Relief Program

Contact: MI Department of Health & Human Services at www.michigan.gov/mdhhs

State Emergency Relief (SER) is a crisis intervention program that provides assistance for energy-related expenses like electricity. SER is supported by the Federal Low-Income Home Energy Assistance Program (LI-HEAP).

Eligibility is based on one of the following:

- Demonstration of immediate need
- Declared need for a deliverable fuel
- Verified need for energy-related home repair
- 150% of Federal Poverty Level (FPL)
- Up to \$15,000 in cash assets and \$15,000 in material assets

Apply online at MI Bridges: <http://michigan.gov/mibridges>

Low-Income Weatherization Assistance

Administering Agency: Bureau of Community Action and Economic Opportunity

Michigan's Weatherization Assistance Program is a federally funded, low-income residential energy conservation program providing free home energy conservation services to eligible homeowners and renters with a household income at or below 200 percent of the federal poverty level. You are also eligible if you participate in the Department of Health and Human Services Family Independence Program or receive Supplemental Security Income (SSI). These weatherization services can help reduce energy use and lower utility bills.

Contact your local Community Action Agency or go to mcac.memberclicks.net/agency-locator-map for more information or to find the community action agency in your area.

Upper Peninsula 2-1-1

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 rental assistance, counseling and much more. Simply dial 2-1-1 on your phone or visit mi211.org to get started.

Winter Protection Plan / Senior Winter Protection Plan

Contact UPPCO (906) 449-2013 / (800) 562-7680

The Winter Protection Plan (WPP) protects enrolled seniors (age 65 and older) and low-income customers whose annual household income is at or below 150 percent of the federal poverty level, from service shutoffs and high utility bill payments during the heating season (November 1 - March 31). You may also enroll if you receive any of the following services:

- Michigan Department of Health and Human Services cash assistance
- Supplemental Security Income (SSI)
- Food Assistance Program (SNAP)
- Medicaid

Michigan Veterans Trust Fund Emergency Grant Program

Contact: Michigan Veterans Trust Fund at (800) 642-4838 or www.michiganveterans.com

The Trust Fund provides temporary assistance to veterans and their families facing a financial emergency or hardship including the need for energy assistance.

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](https://twitter.com/uppco) and www.uppco.com