

## 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 on our website or upon request.

### Residential Service (A-1)

Residential Service (A-1) is available if you live in a single-family dwelling, duplex or apartment and the energy you consume is for residential use. Most residential customers qualify for this electric rate. Seasonal properties may elect seasonal billing.

### Residential Heating Service (AH-1)

Residential Heating Service (AH-1) is available for residential customers who utilize permanently installed electric heating equipment as their primary source of heat. The rate that is charged under AH-1 is lower than the rate that is charged for standard Residential Service (A-1) for any energy that is consumed above 500 kilowatt hours (kWh) per month 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 to determine the best rate available considering their individual business needs.

## Learn about our 2023 rate proposal

Upper Peninsula Power Company (UPPCO) filed an application with the Michigan Public Service Commission (MPSC) on September 8, 2022, requesting a review of its rates and conditions of service. The application is identified as Case Number U-20276 and the application and supporting documents can be found on the MPSC's e-Docket system at [mi-psc.force.com/s/global-search/21286](https://mi-psc.force.com/s/global-search/21286).

### Next Steps

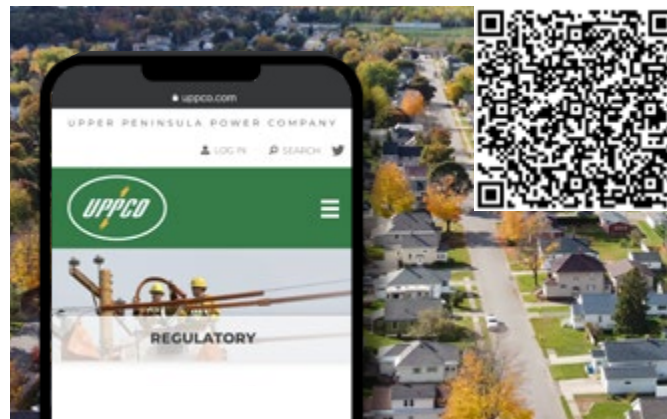
Your bills will continue to be calculated using the current rates until new rates are approved by the MPSC. The MPSC will conduct a thorough review of our rate proposal.

After taking our information and public testimony into account, the MPSC will set new rates. These new rates may be higher or lower than what was requested by the company. If approved, we anticipate the new rates will take effect in July 2023.

### For More Information

To learn more about our rate proposal, please visit [uppcocom/did-you-know/regulatory/](https://uppcocom/did-you-know/regulatory/) or scan the QR code below with your mobile device.

Copies of our application and supporting materials are available for inspection on the UPPCO website and at its office locations. An explanation of the changes being proposed is available upon request by contacting Customer Service.



## Contact UPPCO Customer Service



RESIDENTIAL  
(906) 449-2013  
(800) 562-7680

COMMERCIAL & INDUSTRIAL  
(906) 449-2014  
(800) 337-8445

EMAIL  
[customerservice@uppcocom](mailto:customerservice@uppcocom)

24-HOUR EMERGENCIES & OUTAGES  
(906) 449-2011  
(800) 562-7809

OUTAGE INFORMATION & UPDATES

@uppcocom

[www.uppcocom](https://www.uppcocom)

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# THE UPPCO CONNECTION

Powering U.P. Communities Since 1884



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2022/2023 Energy Assistance and Protection Programs

Rate Options and Your Energy Bill

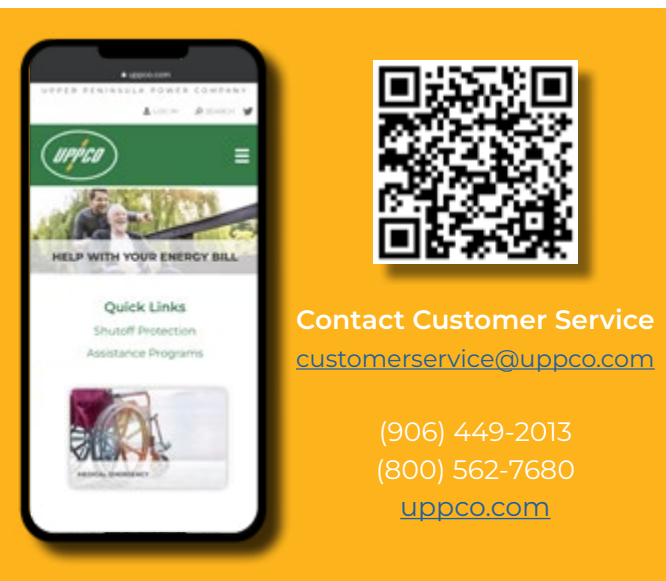
2023 Rate Proposal

FALL 2022

# Help with your energy bills

We know our customers may face situations that make it difficult to pay their energy bills. UPPCO, along with government and private agencies can help with your energy bills and other needs. There are many assistance options available here and on UPPCO's website. You may be eligible for more than one program.

If you have questions about any of the programs listed here, contact UPPCO Customer Service. For complete details, links, and forms, visit the UPPCO website or scan the QR code below with your mobile device.



**Contact Customer Service**  
[customerservice@uppcocom](mailto:customerservice@uppcocom)

(906) 449-2013  
 (800) 562-7680  
[uppcocom](http://uppcocom)

## Upper Peninsula 2-1-1

Supported by the United Way and UPCAP, 2-1-1 is a free service linking people with information or agencies for energy assistance and other needs. Calls are confidential and answered 24 hours a day, 7 days a week, 365 days a year.

If you have questions on any of the services listed in this resource guide, need help completing applications, or need additional help, call 2-1-1 or visit [mi211.org](http://mi211.org)



# Public energy assistance programs

## State Emergency Relief Program (SER)

SER is available year round to assist income qualified households with a heat or electric past due notice, shut-off notice or need for deliverable fuel. *See all eligibility requirements and apply online at [michigan.gov/mibridges](http://michigan.gov/mibridges)*

## MI Energy Assistance Program (MEAP)

Once a State Emergency Relief application has been submitted, additional assistance can be sought through agencies that provide MEAP energy assistance programs. These programs 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.

## Home Heating Credit (HHC)

If your income is at or below 110% of the federal poverty level, you may apply for a Home Heating Credit for the 2022 tax year to help pay winter heating bills (includes rented apartments and mobile homes). Even if your income does not require you to file taxes, you can still apply for this credit. In January 2023, find the Home Heating Credit Claim form (MI-1040CR-7) where other tax forms are provided. The deadline to file is September 30 each year.

## MI Homeowner Assistance Fund (MIHAF)

The MIHAF provides funds to customers with assistance preventing homeowner mortgage delinquencies, defaults, foreclosure, loss of utilities or home energy services, and displacement. Applicants must demonstrate financial hardship directly related to COVID-19 on or after January 21, 2020, own and occupy their property as a primary residence, and meet income eligibility guidelines.

## Veterans Trust Fund Emergency Grant

This program provides temporary assistance to veterans and their families facing a financial emergency or hardship including the need for energy assistance. *To learn more call (800) 642-4838 or visit [michiganveterans.com](http://michiganveterans.com)*



## Are You Eligible?

Check your eligibility for certain programs based on the federal poverty guidelines for 2022/2023. Some non-profit agencies may provide assistance for households with higher income. Please check complete eligibility guidelines for each program on UPPCO's website or contact the administering agency for details.

2022/2023 Federal Poverty Guidelines		
No. of Household Members	110% HHC	150% SER, WPP
1	\$14,949	\$20,385
2	\$20,141	\$27,465
3	\$25,333	\$34,545
4	\$30,525	\$41,625
5	\$35,717	\$48,705
Add for each add'l member:	\$5,192	\$7,080

# UPPCO shutoff protection programs

## Senior Citizens

The account holder who is an eligible senior citizen, age 65 and older, is protected from disconnection of service between November 1 and March 31 at the customer's documented personal residence.

## Winter Protection Plan (WPP)

Available to those 65 or older and qualifying customers to guard against a shut-off and high payments during winter months. Enrollment starts November 1 and runs through March 31. For payment details or to enroll, contact UPPCO Customer Service.

## Active Duty in the Military

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.

## Medical Emergency Protection

If you or a member of your household have a documented medical emergency or require home medical equipment or life support, you could be protected from shut-off for up to 21 days with the possibility of an extension under qualifying circumstances. If shut-off occurred before a medical emergency, service may be restored at no cost for 21 days. Medical emergency protection must be certified by a physician or public health official.

## Critical Care Protection

If you or a member of your household requires home medical equipment or a life support system, you can receive protection from disconnection or have services restored if interruption of service would be immediately life threatening. The life support system must be certified by a physician or public health official. Customers would be granted a grace period of three business days from shut-off of utility service for time to have the Medical Certification Form completed, which is available on the UPPCO website.