

THE UPPCO CONNECTION

WINTER 2023

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Powering communities, empowering lives, since 1884


Winter Reservoir Safety

You may have heard people say that ice is never 100% safe. That is especially true for ice on UPPCO's hydroelectric reservoirs. Every winter we lower water levels in our reservoirs in preparation for spring melt and precipitation. UPPCO's hydroelectric project licenses are issued by the Federal Energy Regulatory Commission (FERC) and require these water level changes each year.

These changes in water level create unique safety concerns that often are not visible at the surface, especially with snow cover. Some hazards include air gaps between the water and ice, cracks, and uneven surfaces. Please exercise caution if you plan to recreate in these areas this winter.

Reservoirs lowered beginning in January:

Silver Lake
Hoist
Victoria Dam
Bond Falls
Lake Gogebic

Reservoirs lowered beginning in February:

Prickett Dam

UPPCO's hydroelectric reservoirs usually return to their normal water levels during the month of April, depending on the rate of snow melt and the onset of spring weather.

Pictured above is the Hoist hydroelectric generation facility and reservoir.

Mind Your Meter

Your electric meter is designed to withstand the extreme conditions of an Upper Peninsula winter, but did you know ice and snow build-up can still cause damage? There are a few easy steps you can take to ensure that your meter continues to safely do its job.



Your meter is designed to withstand winter weather.

Tips to help protect your meter:

- Keep your meter free of accumulating snow and ice
- Avoid piling snow around or over your meter
- Avoid piling or pushing snow against your meter when shoveling, plowing, or snowblowing
- Do not attach anything to your meter
- Carefully remove any icicles or overhanging snow that may build up above your meter

You should also keep a path cleared to your meter in the event it needs to be read or accessed for repair. Never attempt to fix, alter, or tamper with any electrical meter. If you notice damage or have questions, contact us at one of the numbers listed below.

CUSTOMER SERVICE

RESIDENTIAL: (906) 449-2013 or (800) 562-7680
COMMERCIAL & IND: (906) 449-2014 or (800) 337-8445

24-HR EMERGENCIES & OUTAGES

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

On the next page: *Getting Assistance is Easy*

Getting Assistance With Your Energy Bill is Easy

How do I get started?

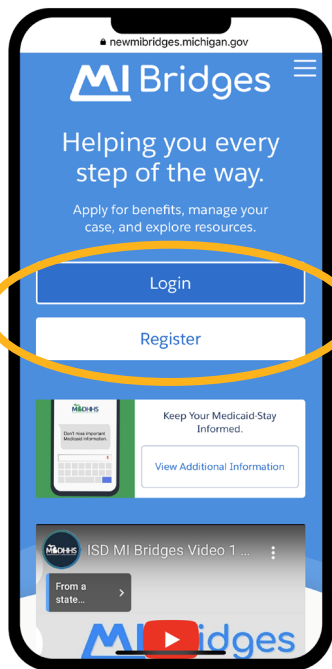
The first step is to qualify for State Emergency Relief (SER) assistance on the MI Bridges website.

State Emergency Relief (SER) is a crisis intervention program administered by MDHHS that provides assistance for energy-related expenses such as electricity. SER can provide temporary utility assistance for eligible low-income families and individuals when heating or electric service has been or will be shut off.

To qualify for SER, a customer must have an income at or below 150% of the poverty level and be past due on their bill, facing imminent shut off, or have had their service shut off already.

To apply for SER, visit newmibridges.michigan.gov or return a paper application to the local MDHHS office.

Scan the QR code to visit newmibridges.michigan.gov and to apply for benefits.



I'm already qualified for SER, can I get additional help?

Yes!

You can apply for the Michigan Energy Assistance Program (MEAP)

Michigan Energy Assistance Program (MEAP) works with customers to provide supplemental bill payment assistance, including enrollment in UPPCO's **EASE Affordable Payment Plan**, and self-sufficiency services to low-income households.

To qualify for MEAP, customers must already have qualified for SER for this fiscal year (Oct - Sept).

To apply for MEAP, customers must enroll with one of UPPCO's four *Community Partners* listed below:



Superior Watershed Partnership
(906) 273-2742



(800) 866-8429
TrueNorth community services
(231) 355-5880



Hancock/
Western UP
(906) 482-3420
Central UP
(906) 486-8121

Additional programs, resources, and Community Partner Organizations are also available.

Visit uppc.com/assistance or call 211 for more information.

2.1.1

Michigan

2023 Income Eligibility Table

No. of Household Members	Federal Poverty Level (FPL)	150% FPL SER, MEAP
1	\$13,590	\$20,385
2	\$18,310	\$27,465
3	\$23,030	\$34,545
4	\$27,750	\$41,625
Add for each add'l member:	\$4,720	\$7,080



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OUTAGE INFO & UPDATES



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