

THE UPPCO CONNECTION

Winter 2024 Inside this Issue:

Winter Reservoir Safety
Savings For All Customers
New Assistance Available
Mind Your Meter

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.

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.

Reservoirs lowered beginning in January:
Silver Lake
Hoist
Victoria Dam
Bond Falls
Lake Gogebic

Reservoirs lowered beginning in February:
Prickett Dam

Pictured above is the Hoist hydroelectric generation facility and reservoir.

Savings For All Customers

Energy Efficiency programs are a great way to save money, reduce electricity usage, and reduce waste. Many programs are available for both residents and businesses. Some residential programs are based on income, but many are not.

From rebates and incentives, free home energy assessments, energy-star appliances, and interest-free loans for businesses; there's something for everyone.

Visit ee.uppco.com to learn more and save.



Get Your Free Home Energy Assessment

Choose a convenient time for a technician to come to your home, review the energy use of your home and discuss options to reduce energy costs and improve home performance.

Scan the code to learn more and schedule your free home energy assessment.



On the next page:
New Assistance Available, Mind Your Meter



New Assistance Available

Each year there are a variety of energy assistance programs available to UPPCO customers through different organizations and funding sources. In 2024, the Superior Watershed Partnership is able to offer two additional programs.

MI Impact Program (MIP)

MIP is a COVID recovery program that provides utility assistance for heat, electric, water, sewer, and waste. This program is designed to offset necessary living expenses. MI Impact funding is administered by the Michigan Department of Labor and Economic Opportunity.

The MIP Program offers electric and heat energy assistance to households at 151% to 300% of the Federal Poverty Level.

UPPCO ALICE Program

The UPPCO ALICE program provides electric energy assistance, energy education, Department of Energy Home Energy Scores, and limited weatherization for UPPCO customers in the Asset Limited, Income Constrained, Employed (ALICE) population.

This program provides electric energy assistance to households at 151% to 200% of the Federal Poverty Level.

Learn More

Visit superiorwatersheds.org/energy-conservation for full details, eligibility, and to apply.

Scan the code to the right or visit uppcoco.com to learn about other assistance currently available and to view the Federal Poverty Level (FPL) eligibility table.



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 UPPCO Customer Service.



Michigan 2-1-1 is an easy way to find help of all kinds, right in your community.

Dial 2-1-1 or scan the code to get connected to services.



UPCAP is a free service that assists people with locating information or agencies that provide energy assistance and other critical needs. Calls are confidential and are answered 24 hours a day, 7 days a week, 365 days a year.



CUSTOMER SERVICE

RESIDENTIAL: (906) 449-2013 | (800) 562-7680
COMMERCIAL & IND: (906) 449-2014 | (800) 337-8445
EMAIL: customerservice@uppcoco.com | uppcoco.com

24-HR EMERGENCIES & OUTAGES

(906) 449-2011 | (800) 562-7809
OUTAGE INFO & UPDATES
 @UPPCO | uppcoco.com