

Know What's Below Before You Dig



Safe Digging Projects Are As Easy As '811'

Dig Safely

Before you pick up your shovel, call **811** to have your buried electric and natural gas pipelines located, for free. Skipping this important step can mean serious consequences.

If you are planning a project that involves digging, please call **811** at least three business days in advance. You can also submit an e-Locate request at missdig.org.

Plant Trees Away From Power Lines

Before planting, always call **811** to find out if there are utility lines in the area. Always keep your hands and equipment away from overhead lines, and avoid planting trees where they'll grow into power lines.

Follow these simple planting guidelines to enjoy your trees and avoid issues as trees reach mature heights.

Mature Tree Height	Distance From Power Lines
Up to 15 feet	15 feet
15-20 feet	20 feet
20-50 feet	30 feet or more
50+ feet	at least 50 feet



Learn more ways to stay safe at home this spring at uppc.com/safety.

Connecting with us



Ideas, Advice and News from Upper Peninsula Power Company



ONLINE
uppc.com

CUSTOMER SERVICE

(7 a.m. to 6 p.m. EST Monday – Friday)
Residential: 800-562-7680
Business: 800-337-8445
customerservice@uppc.com

24-HOUR EMERGENCIES/OUTAGES

800-562-7809

OUTAGE INFORMATION/UPDATES

Visit us on Twitter
@UPPCostorm and
at uppc.com



Upper Peninsula Power Company

Inside

Watt's the Story? How Your Meter Is Read
Old Appliances and Phantom Power Can Impact Your Energy Bill
UPPCO Highlights Resources Available to Assist Customers
Know What's Below Before You Dig

Watt's the Story?

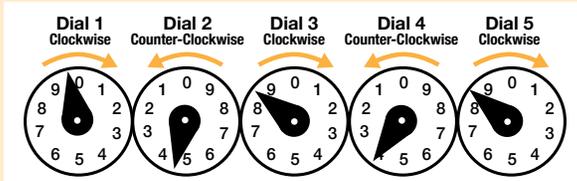
How Your Meter Is Read

Upper Peninsula Power Company is permitted to read residential meters bi-monthly. While we make every effort to obtain actual readings for customers that are scheduled to be read, occasionally we may have to estimate due to access issues or other unforeseen circumstances.

Every other month UPPCO estimates the reading of your meters. When your bill is estimated, the reading is based upon past usage from a similar time period. Any difference will be automatically tried up after your next actual meter reading.

To avoid an estimated bill, many customers prefer to provide meter readings covering the months that we do not take an actual reading. The next scheduled UPPCO meter reading date is listed as **Next Meter Read Date** on page two of your bill. To ensure that your reading can be used for billing, we encourage customers to call (800-562-7680) or email (customerservice@upppo.com) us with their meter reading *no later than the day of the next meter read date*. You can also contact us to obtain meter reading cards. However, cards containing readings must arrive at UPPCO *before the next meter read date*.

Residential Mechanical Meter



Reading your electric meter is straightforward. For **mechanical meters**, the dials, which look like little clocks, alternately run clockwise and counterclockwise. *Reading from left to right*, write down the last number the needle has passed. If the needle is between two numbers, UPPCO will use the lower of the two numbers. When the needle is between a 9 and 0, the 9 is used. As an example, the correct reading concerning the dials above is 94838.* The difference between the new reading and the previous reading is your monthly energy use.

Residential Digital Meter

UPPCO **digital meters** will scroll through a number of different screens while operating. Your energy consumption will appear as five or six digits on the screen. Ignore any screens that contain *all 0s* and *all 8s*.

*Dial 4 is still read as a 3 despite the needle being on 4 because the dial to its right has not passed 0.

Old Appliances and Phantom Power Can Impact Your Energy Bill

Did you know that Phantom Power devices and older appliances can impact your energy bill?

Many electronics are powered by transformers that continue to draw power when plugged into a wall outlet even though the electronics themselves are not running. This phantom power draws up to 10 watts of electricity per hour around the clock. To fight phantoms, unplug household appliances and electronics from wall outlets when not in use. Plug multiple devices into a power strip and turn the strip off when not in use.

Another draw on energy in homes are older appliances like air conditioners, dehumidifiers, computers, refrigerators and freezers. What can you do? For starters, consider unplugging that older, extra refrigerator you may have in your garage or basement. Older-model refrigerators cost an average of about \$150 per year to run. When it is time to replace these appliances, look for the ENERGY STAR label and use their most efficient settings.

For more ways to manage your energy use, visit upppo.com/savingenergy.



Your Old Refrigerator Could Earn You \$50

Did you know the Efficiency UNITED Appliance Recycling program is back and accepting collection appointments? Under the program, Efficiency UNITED will take your older, working appliance off your hands and dispose of it in an environmentally friendly manner. Visit efficiencyunited.com/ schedule and complete the necessary form. Efficiency UNITED staff will be in touch within two business days to schedule an appointment to pick up your appliance.

Appliances available for recycling include refrigerators, freezers, room air conditioners and dehumidifiers. Recycling a refrigerator or freezer will earn you a \$50 rebate per appliance, while room air conditioners and dehumidifiers qualify for a \$15 rebate per appliance. Please note however, that room air conditioners and dehumidifiers can only be scheduled for collection at the same time as a refrigerator or freezer.

Any questions about the Efficiency UNITED 2017 Appliance Recycling Program can be answered by calling **877-367-3191** or sending an email to info@EfficiencyUnited.com.

Efficiency UNITED is the name of a program designed to help you be more energy efficient. This required state program, funded by UPPCO customers, offers rebates on energy-saving products and information to help you save. Invest in five minutes now and save energy for a lifetime.



UPPCO Highlights Resources Available to Assist Customers

UPPCO Website Offers Information on Energy Assistance Resources

You or someone you know may be eligible for help with home heating bills. Be sure to visit www.upppo.com and click on the *Financial and Energy Assistance* icon. There you will find information on assistance programs for eligible residents in Michigan. More information will also be available in a future edition of *The UPPCO Connection*.

Upper Peninsula 2-1-1

Various organizations are available to help U.P. residents get connected with essential services they may need. One of those resources is Upper Peninsula **2-1-1**.



Information and assistance offered by U.P. **2-1-1** includes home care, housing, transportation, child and family services and employment.

Upper Peninsula 2-1-1 can also connect callers with various home heating assistance from government entities and local charities, including help with paying home electric bills.

U.P. **2-1-1** is funded and administered by the Upper Peninsula Commission for Area Progress (UPCAP), a non-profit, charitable organization. The resource agency can be reached by dialing **2-1-1** from within the Upper Peninsula. You can also dial **1-800-338-1119**.

