


## How to Register for an Online Account



Upper Peninsula Power Company

[UPPCOstorm on Twitter Outage Updates](#)  
[uppcopower on Twitter News Updates](#)  
[UPPCO on Youtube](#)  
[UPPCO on LinkedIn](#)


Username

Password

Login

[Register for Online Access](#)  
[Forgot Username/Password?](#)  
[Guest Payment](#)  
[FAQ](#)

1. Click “Register for Online Access” from the home screen
2. Enter the following:
  - First and Last name associated with your UPPCO Account (Businesses can enter any name in the First/Last name field.)
  - Create Username
  - Enter UPPCO account number (found on the top of your monthly bill)
  - Enter a Password; Repeat Password
  - Enter Email Address
  - Enter the last 4 of the social security number or tax ID number associated with the UPPCO account
3. Review Terms of Site Use and Privacy Policy and select “I agree”
4. Click *I’m not a robot* and follow instructions
5. Click Submit



Upper Peninsula Power Company

Create a New Online Account (All fields are mandatory)

First Name  Last Name  Username

Account Number  Enter Password  Repeat Password

Email Address  SSN/EIN (last 4 digits)

I agree to the [Terms of Site Use](#) and [Privacy Policy](#).

I'm not a robot

reCAPTCHA  
Privacy - Terms

Submit Clear Back

## Home Page

UPPCO Upper Peninsula Power Company

12345 John Doe Ln / Republic MI 49879  
Account: 123412341

Address and account number

Accounts Summary

Pay My Bill \$258.29  
Autopay is off

Meter and Consumption

Bill History \$222.20  
Past due 06/10/2016

Payment History \$0.62  
Last on 05/19/2017

Settings

Report Outage/Issue

Message Center

Contact Us

### Tiles:

- **Accounts Summary** – Includes account numbers, service addresses, balance, pending payments and total amount due
- **Pay My Bill** – Includes balance and links to update banking information, setup automatic payment, schedule a payment
- **Meter and Consumption** – Includes consumption history, meter reading history & ability to post a reading
- **Bill History** – Includes bill history, due date, amount, and link to the bill
- **Payment History** – Includes payment history
- **Settings** – Includes change password, payment methods, setting up recurring payments, signing up for eBill, changing email, phone numbers and mailing address, and setting up notifications and reminders
- **Report Outage/Issue** – Includes ability to report an outage or other issue
- **Message Center** – Includes history of customer's changes in the portal
- **Contact Us** – Includes information how to contact UPPCO

## How to Report a Power Outage


Note: Only report outages only on the portal. Other issues, such as flickering lights, partial power, trees on lines, lines down, fire, etc. should be reported by calling UPPCO's Electric Emergency number 800-562-7809.

Outage & Issue Report

Outage Report  
report an outage

Issue Report  
report other issues

Report an Outage



Check Current Outages: [Click to check current OUTAGE MAP.](#)

Property: 12345 John Doe Ln / Houghton, MI 49931

Note: By clicking the submit button, an outage report will be sent to UPPCO for this property address. This report should be used to report a power outage.

If you have other issues to report such as flickering lights, partial power, trees on lines, lines down, fire, etc., please call UPPCO at 800-562-7809.

Submit

1. Click on the Report Outage/Issue tile
2. **Verify the Property Address listed is the address you are reporting an outage for**
3. Click the Submit button
4. Confirmation window appears
5. Click OK, if you are submitting the power outage report. Click Cancel if you wish not to report the outage online.
6. Once authorized and processed, you will receive a confirmation.

Confirm Outage Report

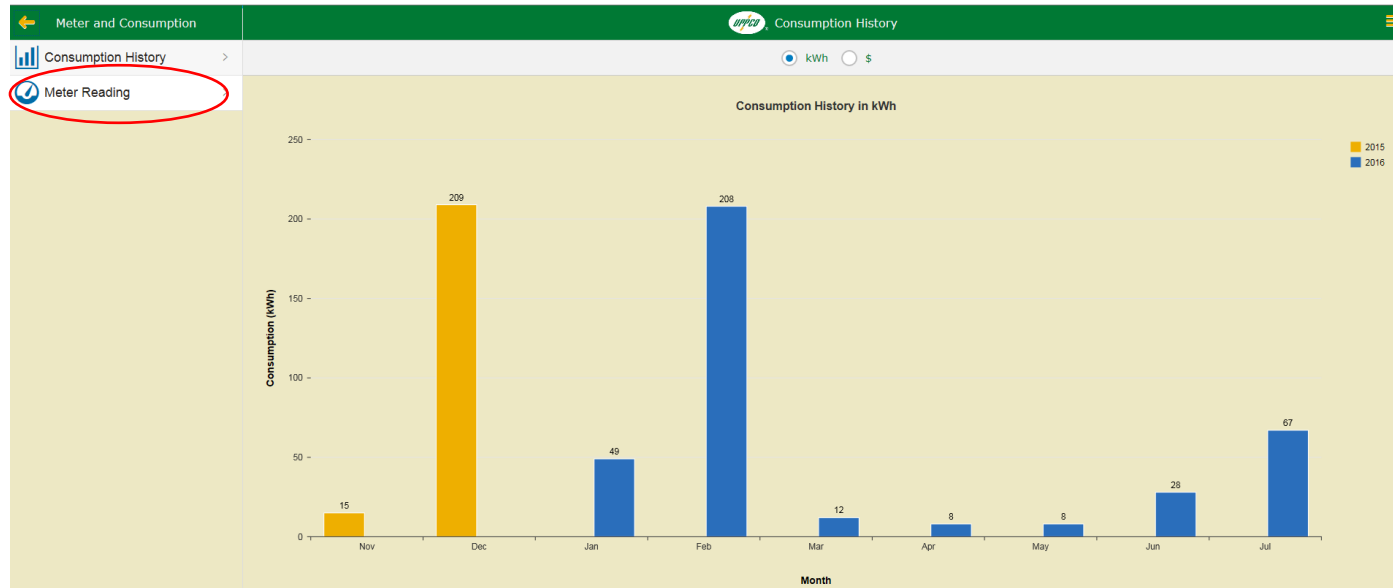
By clicking OK you are authorizing UPPCO to investigate a power outage at the property address listed.

Cancel OK

Thank you for your outage report. The tracking ID is: 300000298.

## How to Enter a Meter Reading

Some customers prefer providing a reading instead of estimation of their reading. The next scheduled meter reading can be found in our online portal or on the backside of your bill next to the meter reading data. Please enter readings on the estimated months up to 2 days prior to or by 6 p.m. ET the day of the scheduled reading to avoid estimation.



1. Click the Meter & Consumption Tile
2. Select the Meter Reading option in the upper left
3. Verify the meter number displayed is the meter you are reporting a reading for.
4. Modify the Date of reading
5. Enter Reading and click submit.

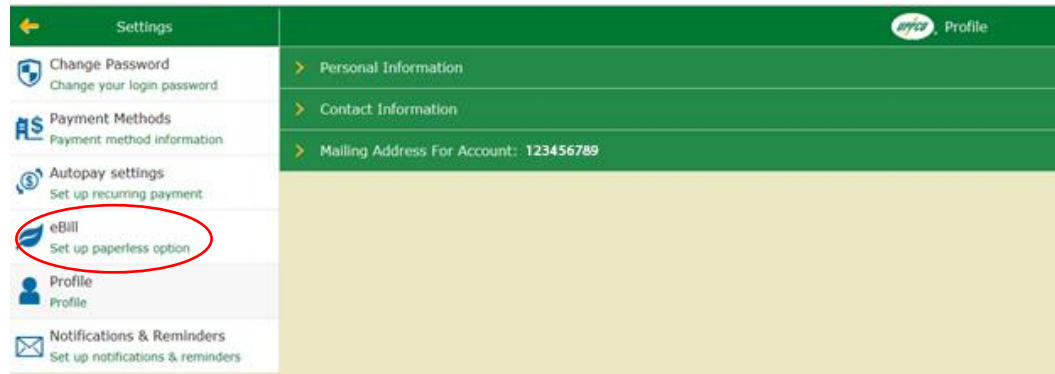
The screenshot shows the 'Meter Reading' form. The top header displays 'Meter Reading : 123456789'. The form includes the following sections:

- Meter No.:** 123456789
- Enter Reading:** Date: 06/04/2017, Reading: [input field], Submit button.
- Next Meter Reading:** Date: 06/21/2017
- Meter Reading History:** Sort by ↑↓

Date	Description	Result	Consumption	Unit
04/28/2017	Interim Meter Reading Without Billing	5,800.00	200.00	kWh
04/26/2017	Interim Meter Reading Without Billing	5,600.00	200.00	kWh
04/24/2017	Interim Meter Reading Without Billing	5,400.00	200.00	kWh

MORE  
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## How to Sign up for eBill (paperless billing)



1. Click on the Settings tile to sign up for eBill
2. Click on the eBill option
3. Turn the eBill option from Off to On to start eBill or On to Off to discontinue eBill
4. Click the Autopay Settings to sign up for recurring electronic payments
5. Click on Notifications & Reminders to receive email notifications of bills and payments




## How to Sign up for Electronic Payments

The screenshot shows the 'Autopay Settings' page for account 123456789. The current status for Autopay is 'Disabled'. The page displays 'Pre-Authorized Payment' information for 'ELECTRICITY Product Service: 12345 John Doe Ln / Republic MI 49879' with a 'Business Agreement: 123456789'. A blue 'Setup Autopay' button is circled in red.

1. Verify the account you are setting up recurring electronic payments is displayed
2. Click the Setup Autopay button in the bottom right
3. Click the Add Recurring Payment button

The screenshot shows the 'Autopay Settings' page for account 123456789. The page includes a 'Description' section with instructions: 'To set up a new recurring payment click on the "Add Recurring Payment" button below. To edit or cancel an existing recurring payment, use the buttons found in the action column.' Below this is a table for 'Recurring Profiles' with columns for 'Account Number', 'Account Amount', 'Payment Account', 'Status', and 'Action'. The table currently shows 'No Recurring Records Found' and an 'Add Recurring Payment' button is circled in red.

Account Number	Account Amount	Payment Account	Status	Action
No Recurring Records Found				

 Autopay Settings: 123456789

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**Description**

To set up a new recurring payment, fill out all the required fields and click on 'Submit'.

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**Account**

Billing account: Select Account No. ▾ \*

Payment Account (from): Select Payment Account ▾ \* [Add New](#)

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**Payment Period**

Starting: 06/26/2011 (mm/dd/yyyy)

Ending:

- Until further notice
- End Payment Date  
 (mm/dd/yyyy)
- Number of Payments  
 payments

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**Payment Option**

Automatic     Fixed

Pay bill amount up to a maximum of:  (optional)

Pay:  on due date

4. Select Billing account, Payment Account (click Add New if no bank account is already set up), Starting date defaults to *today*, Ending date defaults to *Until further notice*, Payment Option defaults to *Automatic on due date* which means the recurring payment will electronically pay the amount of your bill on the due date of the bill.
5. Click Submit
6. If you have multiple accounts, recurring will need to be set up for each account number