

Be Safe When Using Electric Generators



When power outages occur, portable electric generators can be very convenient. But, like any power source, they should be installed and used correctly.

Follow the manufacturer's instructions and these important safety tips:

SELECTION

To find the correct size, select a generator with a slightly larger output than the power level needed to operate all the equipment connected to it. Inappropriate generator size could damage connected equipment or the generator itself.

CONNECTION

Only a licensed electrician should connect portable generators to building wiring, to ensure all electric code requirements are met. If not done properly, this can be extremely dangerous to utility line technicians repairing downed power lines. A licensed electrician should install a transfer switch to isolate the building wiring from the utility distribution system.

CORDS

Use properly sized and rated power cords to connect equipment to the portable generator. Use heavy-duty, outdoor-rated, grounded extension cords that are in good shape.

SPACE

Generators require proper ventilation in an outdoor area.

REFUELING

Never refuel an operating or hot generator. Gasoline spilled on a hot engine could ignite. Keep a fully charged fire extinguisher nearby.

CHILDREN

Keep kids away from all portable generators at all times.

For more safety information, visit www.uppco.com/safety.



Introducing

UPPCO Customer Online Portal

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Upper Peninsula Power Company

Printed on SFI-certified paper.

(12/17) 31079-I-0016



Ideas, Advice and News from Upper Peninsula Power Company



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DECEMBER 2017

To Our Valued Customers:



I am pleased to report that Upper Peninsula Power Company (UPPCO) has taken steps to lower your energy bill beginning in January 2018. One example of the actions we've taken is the Power Supply Cost Recovery (PSCR) plan that was filed with the Michigan Public Service Commission during the fall of 2017. If approved, the PSCR filing is expected to lower annual energy costs by approximately \$5.5 million during 2018, when coupled with other measures being implemented by UPPCO. The following table summarizes the rate reductions we are anticipating for 2018:

2018 Rate Reductions Typical Monthly Bill

Customer Class	Typical Usage (kWh)	Typical Demand (kW)	Jan. 2017	Jan. 2018	Change
Residential (A1)	500	-	\$120	\$116	-3%
Small Commercial (C1)	1,500	-	\$268	\$244	-9%
Medium Commercial (P1)	14,000	40	\$1,987	\$1,797	-10%
Large Commercial (CPU)	400,000	1,000	\$44,915	\$37,450	-17%

NOTE: Further reductions expected from recent Presque Isle SSR decision.

Recently, we unveiled our new Customer Service Portal that enables you to manage your account anytime, anywhere from any device. The Portal is easy, efficient and eco-friendly; saving you time and reducing paper waste and desktop clutter. I urge you to join the thousands of UPPCO customers who are already enjoying the benefits of our Portal. You can create a new online account in the Portal by visiting www.uppco.com.

In summary, all of us at UPPCO are working hard to reduce your energy costs, while continuing to improve upon customer service. We are developing more efficient ways of delivering safe, reliable and affordable energy. The steps we have taken are examples of our ongoing commitment to provide increased value to our customers.

Thank you for the opportunity to serve you. From your friends and neighbors here at UPPCO, have a happy and healthy holiday season.

Sincerely,

Jim Larsen, CEO

Michigan's Winter Protection Plan and Home Heating Assistance Available through U.P. 2-1-1

As winter settles in, Upper Peninsula Power Company (UPPCO) is highlighting resources that may be available to customers through the U.P. 2-1-1 Call Center.



"2-1-1" is a telephone number that connects Upper Peninsula citizens to important information, services and assistance - including home heating assistance.

U.P. 2-1-1 is administered by the Upper Peninsula Commission for Area Progress or UPCAP, a non-profit, charitable organization. U.P. residents can dial 2-1-1 from anywhere within the Upper Peninsula. U.P. 2-1-1 can also be reached from outside the Upper Peninsula by calling 800-338-1119.

UPPCO is also highlighting the state's Winter Protection Plan. The plan covers the period of November 1 through March 31 and helps senior citizens and income-eligible customers manage utility bills and prevent service interruptions. Customers that are interested in the Winter Protection Plan should contact UPPCO for more information and to enroll. Income-eligible customers must also apply for energy assistance to stay enrolled in the plan. Customers can call 2-1-1 to obtain information on where to apply.

UPPCO customers should call 800-562-7680 to determine if they qualify for the Winter Protection Plan. Customers should also contact UPPCO if they have any questions about their accounts. For more information about home heating assistance programs, visit www.uppco.com.



Holiday Lighting Safety Tips

Keep your family festivities fun with these holiday safety tips from UPPCO

- 1 Before hanging holiday lights, check for damaged sockets, plugs and cords. Replace anything that looks defective.
- 2 If you plan to string lights outdoors, be certain they are marked for outdoor use.
- 3 Keep your ladder and lights well away from power lines when decorating outdoors.
- 4 Fasten outdoor lighting securely to your home's exterior to protect the lights from wind damage. Use only insulated staples or plastic attachments to hold strings in place, not nails or tacks.
- 5 To avoid overloading electrical circuits, never plug in more than three sets of lights to one extension cord.
- 6 Don't use light-duty flat extension cords, often brown or white, to power your lights. Heavy gauge UL or FM labeled round extension cords should be used.
- 7 Never run electrical cords under rugs or carpeting.
- 8 Turn off electrical decorations before leaving home or going to bed.

Be sure to check out our Holiday Lighting Calculator at www.uppco.com/your-home/saving-energy/home-energy-calculators.

