

Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

inside

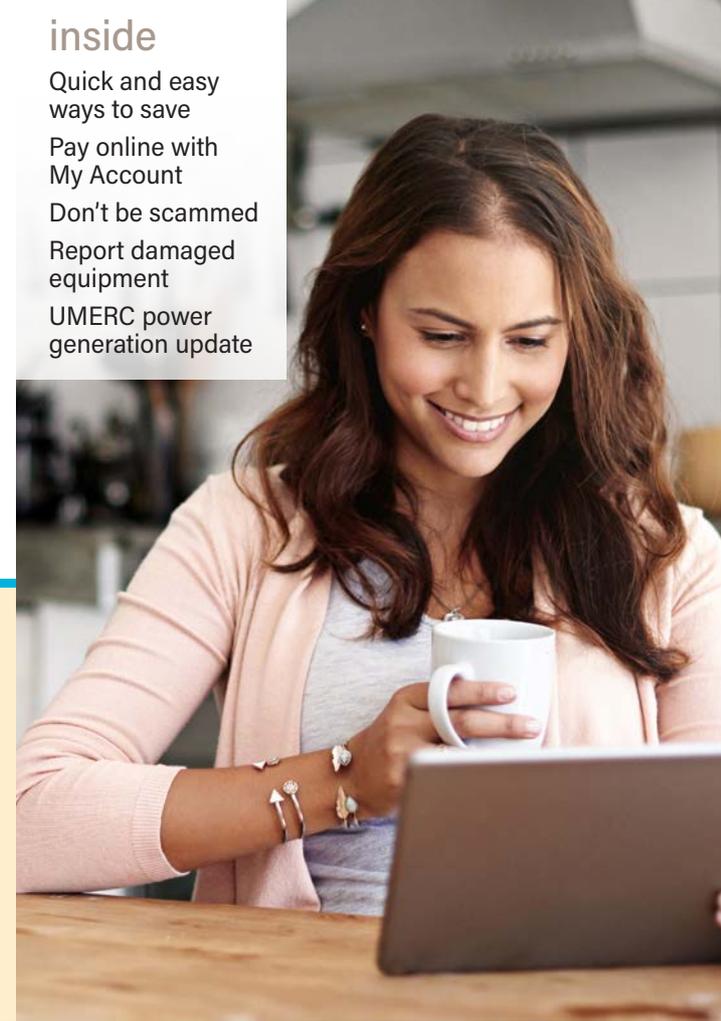
Quick and easy ways to save

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Report damaged equipment

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Report streetlight, pole and equipment problems

We are not always aware of damage to our streetlights, poles and transformers. This is especially true in rural areas. Describing the exact location of a streetlight not working, downed pole or damaged transformer can be difficult. We have a simple way for you to report equipment issues to us.

Our poles and transformers have identifying tags. The information on the tag includes the year the equipment was placed in service and a number that can be mapped in our system to its specific location.

If you see a streetlight not working or damage to our equipment, call us anytime at **800-242-9137** or report it online at **we-energies.com**. Refer to the tag number on the pole or transformer, and we'll send a crew out to make repairs.

UMERC power generation update

With final systems testing underway at our new natural gas-fueled generation stations in Marquette County and Baraga County, residents and businesses in Michigan's Upper Peninsula soon will have a new power generation source to support their energy needs.

The stations, expected to begin providing electricity to the area in the next few months, will use electric generators called reciprocating internal combustion engines (RICE). These modular engines allow for extremely reliable and flexible operations.

In addition to ensuring electric reliability in the region, these generating facilities reduce environmental emissions and the need for future transmission investments.

Visit uppermichiganenergy.com to learn more about our RICE generation stations.

A reminder about your utility

While Upper Michigan Energy Resources Corporation (UMERC) is your energy provider, your bill comes from We Energies and you participate in We Energies programs, payment plans and customer service options. Contact us at **800-242-9137** whenever we can assist you with your energy service.

Example of an identification tag on an electric pole. Some tags have a "T" in place of the dash.



Example of an identification tag on a transformer.



Quick and easy ways to save

Cold winter months can mean higher heating bills. Warm up to energy savings with these simple tips.



1 Keep your water heater at 120°F. It's a do-it-yourself way to save up to 9 percent off your water-heating costs.



2 Seal duct seams and connections that run through your attic, basement and garage to save up to 20 percent on heating costs.

3 Change your filter. Clean air filters keep your furnace running efficiently, and can lower energy use by up to 15 percent.



Don't be scammed

We want you to be able to easily identify our employees. Be smart and stay safe with these tips:

All of our employees and contractors carry an identification card. Every card displays a photo of the individual and our company name and logo. Some cards include the individual's ID number and our company phone number instead of the individual's name. Contractor ID cards also show the name of their company.

Beware that scammers can even make our phone number appear on your caller ID. If someone calls claiming to be from UMERC and warns that your service will be disconnected if you don't immediately purchase a Green Dot card or other cash-value card to pay your bill over the phone, hang up. Only use our authorized payment methods to pay your bill.

When in doubt, call us at **800-242-9137**. We can help confirm an employee's or contractor's identity and verify the status of your account.



Pay your bill online with My Account

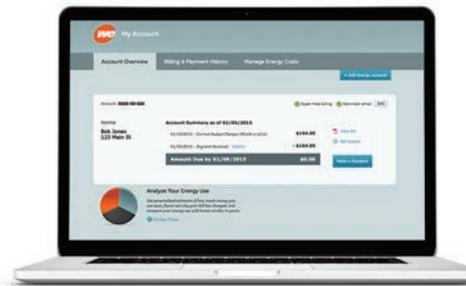
Looking for a better, faster and easier way to pay your energy bill? Enroll in My Account, our online way to view and pay your bill.

What can you expect from My Account?

Great features – Pay bills, access billing and payment history, and download and print bills in a few quick clicks.

Enhanced security – Keep your personal and account information safe and secure with password requirements and added security features.

Easy navigation – Choose paper-free billing, request reminder emails and view energy information.



With My Account, you also can:

- **See why your bill changes from month to month.** Use My Account to understand how weather, price and use impact your bill each month.
- **Get personalized money-saving tips.** Answer some basic questions about your home and My Account suggests specific energy efficiency improvements.

Start enjoying the benefits of paying your bill online today. Go to we-energies.com to enroll in My Account.