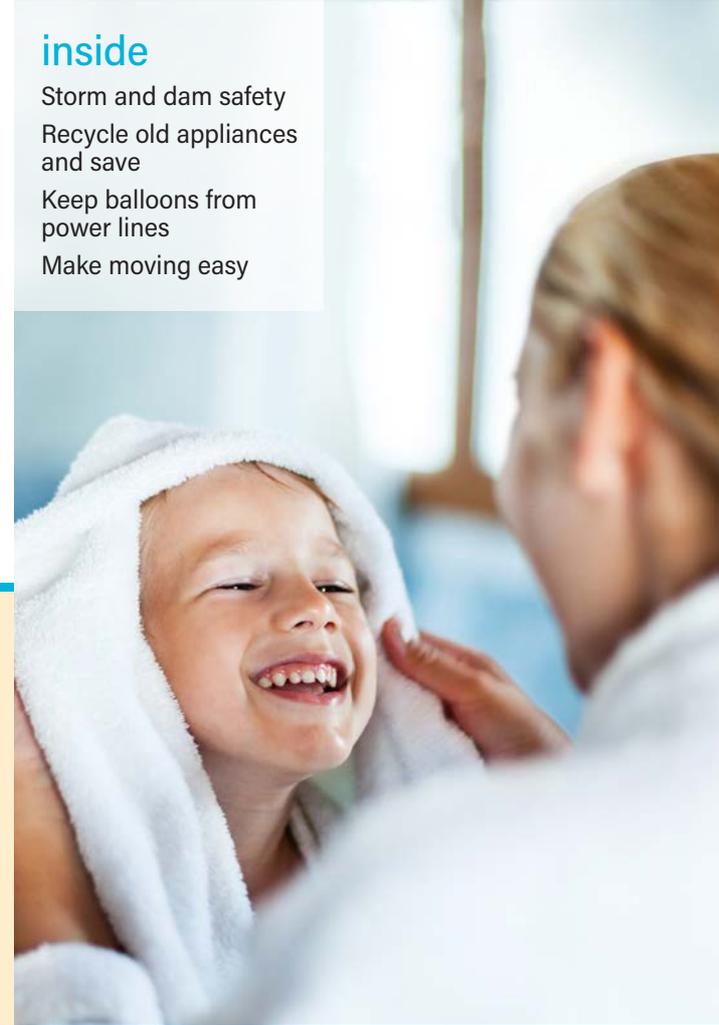


Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

inside

- Storm and dam safety
- Recycle old appliances and save
- Keep balloons from power lines
- Make moving easy



Contact us *before* you move

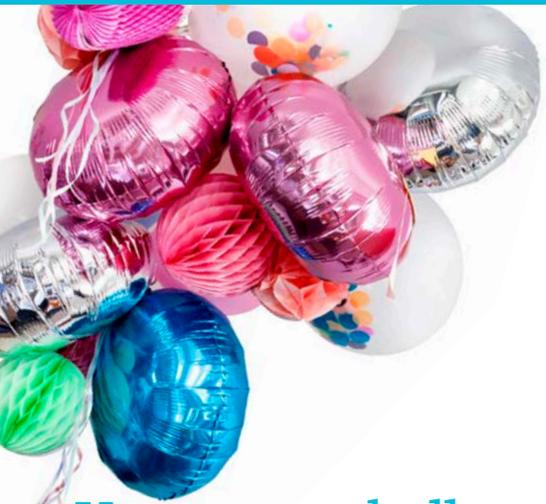
Moving? Call us at **800-242-9137** or visit www.we-energies.com/moving at least three business days before your desired service start or disconnection date to ensure your electricity is on when you need it – and to avoid paying for energy used after you move. Service may be disconnected on your requested stop date.

Have a tenant moving? Service may be disconnected on the tenant's requested stop date. In addition, only the person listed as the primary account holder will be able to start or stop service at their location. Landlords and property managers are no longer able to request these services for their tenants and clients.



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.



Keep party balloons away from power lines

Summer is the time of year to celebrate outside. Carefully consider your party decorations – your choice could cause serious safety issues.

Helium-filled metallic or Mylar balloons cause outages to thousands of our customers every year. The metallic surface of the balloon acts as a conductor that creates a short circuit in a power line.

Remember these safety tips:

- ✘ Never release balloons outside.
- ✔ Keep them away from power lines.
- ✘ Don't touch balloons entangled in wires.
- ✔ Keep balloons properly secured.



Be smart and stay safe **this summer**



Storm safety

Our crews and emergency response teams do everything they can to keep your lights on. However, severe storms sometimes interrupt your service.

Contact us

Contact us if you experience a power outage. This helps us identify the outage, coordinate restoration efforts and respond to storm damage. Call **800-662-4797** or report your outage online at **we-energies.com**.



Have a plan

Be sure to have a safety plan in place in case you lose power. Keep emergency items handy, including food, water, flashlights, batteries and a charged cell phone. If someone in your home has a critical medical condition, contact us. We offer tips for developing a backup plan so you can be prepared if your service is interrupted.

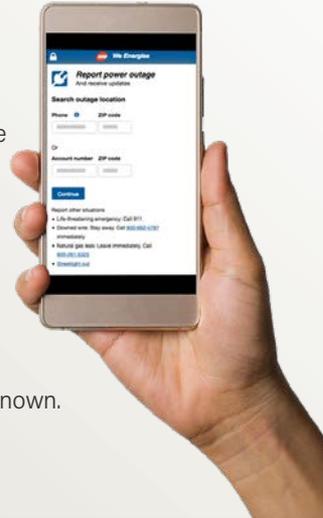
Stay away

Storms can damage power lines. Downed power lines may have electricity running through them. There's no way to tell if they don't. Many people think a power line will jump, spark or hum on the ground if it's energized. That's not always true. Downed power lines may appear motionless and harmless, but often are silent and deadly. If you see a downed power line, consider it energized and dangerous. Stay at least 25 feet away and call us immediately at **800-662-4797**.

Outage assistance at we-energies.com

Report an outage online

- Use your account number or phone number linked to your account.
- Get updates and an estimate for when your power will be restored.



View our outage map

- See outage numbers by community or region.
- Get time when outage was reported and cause, if known.

Dam safety

As part of our power generation infrastructure, we maintain hydroelectric stations and dams on public waterways in Wisconsin and Michigan's Upper Peninsula. While dams are vital to our total electric supply, these facilities can be dangerous to unwary visitors.

Outdoor enthusiasts can easily avoid injury by exercising caution and staying clear of dam sites when navigating on or near streams, rivers and reservoirs.

On land

Stay away from the edge of waters above and below dam facilities. Slippery surface structures can cause you to fall in and be injured or carried away by currents.

Avoid dry riverbeds. Sudden discharges from dam gates and automatic generators can flood the riverbeds, turning them into rapidly flowing waterways.

Fishing, boating or swimming

Pay attention to the warning signs, buoys and barriers we have installed, and stay a safe distance away. Don't get near the waters above or below dams or their potentially dangerous, unseen currents. Avoid spillways that can suddenly and unexpectedly discharge large amounts of water.

Remember, always monitor the NOAA Weather Radio All Hazards network or your favorite news source for vital weather-related information and flash flood warnings.

Recycle your old appliance and save



Your old, unwanted appliances aren't just wasting space, they're wasting energy. If your refrigerator or freezer is in working order, Efficiency United will pay you \$50 to pick it up and recycle it. Earn another \$15 by recycling any working dehumidifier or room air conditioner.

Visit **efficiencyunited.com** or call **877-367-3191** for details and to schedule your free pickup.