

# Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

## inside

Storm and dam safety

We're here to help

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.



## 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.



## We're here to help

Safety is our top priority. As conditions surrounding COVID-19 continue to change, we remain committed to providing the safe and reliable energy our customers depend on.

If you are having difficulty paying your bill, we will work with you to arrange a payment plan or discuss financial assistance options. We are committed to working with all of our customers and have payment plans available, including for those who are impacted or otherwise experiencing a hardship due to COVID-19.

We encourage you to contact us at **800-842-4565** or visit our website at **we-energies.com** for more information on how we can help.



# Be smart and stay safe **this summer**

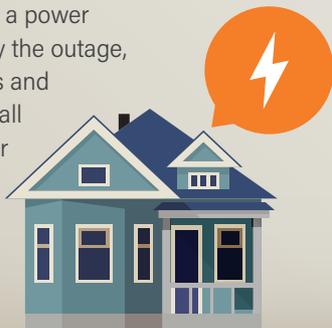
## Storm safety

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. Contact us at 800-242-9137 if you need to confirm the 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 surfaces 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.

