

# Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

## inside

Don't be scammed  
Report damaged  
equipment  
Need help paying  
your energy bill?



## Need help paying your energy bill?

If you're having financial difficulties, or know someone who is, contact us at **800-242-9137** for more information about the following programs:

**Winter Protection Plan:** Protects senior citizen and income-qualified customers from service disconnection and high utility bill payments from Nov. 1 to March 31.

**Medical emergency protection:** Protects customers who have a proven medical or protective services emergency from service disconnection.

**Active duty disconnection protection:** Helps those called to full-time military service protect against service disconnection.

*You also may be eligible for these assistance programs:*

**Home Heating Credit:** Helps eligible Michigan residents cover their heating bill by filing for a tax credit. Call the Michigan Department of Treasury at **517-636-4486** or visit [www.michigan.gov/treasury](http://www.michigan.gov/treasury) to learn more.

**Weatherization Assistance program:** Provides free home energy conservation services to low-income homeowners and renters. Contact your local community action agency for details.

**State Emergency Relief program:** A crisis intervention program that provides assistance for energy-related expenses such as heating fuel, electricity and home repairs. Contact the Michigan Department of Health and Human Services at [www.michigan.gov/mdhhs](http://www.michigan.gov/mdhhs) or apply online using MI Bridges at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges).

If you are behind on your energy bill, contact us at **800-842-4565** to discuss payment options and other programs.

## 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.



# DON'T BE SCAMMED

Scammers may try to scare you into giving them money by pretending to be from Upper Michigan Energy Resources (UMERC) or We Energies. Don't be a victim. If you think a scammer is targeting you, call us at **800-242-9137**. If you fall victim to a scam, report the theft to your local police.



## Beware of these common scams:

### Door-to-door scams

If someone comes to your door claiming to be from UMERC or We Energies, ask for identification. Here's how to tell a real employee or contractor from a fake one.

- An employee or contractor will readily prove their identity. An imposter won't.
- An employee or contractor will carry a photo ID with their name and company logo.

→ *When in doubt, call us so we can confirm our employee's or our contractor's identity.*



### Phone scams

This is the most common scam. A caller may:

- Pretend to be from UMERC or We Energies. They may even manipulate caller ID or use a recording that sounds like it's from us.
- Threaten to turn off your electricity in a short amount of time.
- Demand immediate payment — often by prepaid debit card or through cash apps like Zelle.

→ *If you are ever in doubt about a phone call, hang up and call us.*

## What **YOU** can do to stop scams

### Hang up.

If you have any doubts about a call, hang up and call us. If it is a real call, we won't be offended. We can verify your payment status and check on your account anytime.

### Get it in writing.

We typically contact you several times via mail about past-due bills before service is shut off — not by a phone call the same day.

### Know your options.

We provide many payment options and never require use of a prepaid debit card or unusual payment method.

### Report it.

Contact local authorities and us to report a theft or attempted theft.

### Keep others safe.

Share these tips with neighbors, family and friends.

## 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.

*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.*

