

Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

inside

- Paper-free billing
- Winter heating bills
- Be festive and frugal
- Season's greetings



Connecting with us

Online

uppermichiganenergy.com

24-hour customer service

800-242-9137

contactwe@mail.we-energies.com

24-hour power outage/emergency service

800-662-4797

Para traducciones

Le proporcionamos esta información como cliente.

Si desea recibir una traducción, llame al 800-242-9137.

Get the We Energies app today

Your account at your fingertips



**Anytime.
Anywhere.**



A reminder about your utility

While Upper Michigan Energy Resources (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.

Season's greetings

Happy holidays from all of us at Upper Michigan Energy Resources.

We look forward to continuing to serve you in 2022.

Best wishes for a safe holiday season and a happy new year!



Simplify

your life with **paper-free billing**

Make the switch from mailbox to **inbox!**

With paper-free billing, managing your energy bill is easier than ever. So, save the trip to the mailbox and get your energy bill in your inbox. Then, simplify further by managing your account on the go with our app.

You'll enjoy these benefits and more:

- Convenience
- Peace of mind
- Security
- Recordkeeping



Make the switch today.
www.we-energies.com/simplify



Anytime. Anywhere.

Be prepared for **winter heating bills**

We offer ways to help you manage costs

Heating costs are expected to rise as temperatures fall. Higher natural gas prices across the nation are expected to increase bills during the heating season. We offer tips, programs and resources to help you manage your energy costs this winter.



Take energy efficiency steps

Being more energy efficient helps you save when energy prices are higher. Here are some great options to consider completing before the winter cold sets in:

- Get a furnace tune-up and replace filters when needed.
- Install a programmable thermostat, and adjust the temperature when you are asleep or away from home.
- Seal windows and cracks with caulk, weather-stripping and window film kits.

Go to www.we-energies.com/savings/tips for more ways to save.

Pay the same amount each month with Budget Billing

Budget Billing spreads out seasonal variations in your energy bill over 12 months. While you still pay for all of the energy you actually use, Budget Billing gives you more consistent monthly bills. To sign up, have your account number ready and sign up on the We Energies app or online at www.we-energies.com/payment-bill/budget.

Learn about payment assistance and arrangements

We offer simple, self-service payment options and resources to help you pay your energy bill. More information is available at www.we-energies.com/payment-bill/assistance.

Share the *spirit* of the season with these **energy-saving tips**

Save with our online holiday lighting calculator. It will help you choose the best low-energy options for your holiday displays.

Plug your indoor and outdoor lighting displays into a timer. Pre-set lights to run only during the hours you'll typically be awake in the evenings.

Cook with your microwave and slow cooker. Your slow cooker uses up to 75% less energy than your oven, while your microwave can cook a whole meal for less than 10 cents.

Turn off the oven early. Because of your oven's insulation, you can turn the heat off several minutes before your food is done and it will continue cooking with the remaining heat.

Lower your thermostat. Keeping your thermostat at 66 to 68 degrees keeps guests comfortable and saves 1% to 3% on heating costs for every 1 degree you lower it.

Visit www.we-energies.com/savings/tips/holiday for more holiday energy-saving and safety tips.