

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 citizens 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 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 or apply online using MI Bridges at www.michigan.gov/mibridges.

If you are behind on your energy bill, we offer convenient self-service options to make a payment arrangement. They are available any time and offer the same terms as those provided by calling us. Visit we-energies.com or download our mobile app to get started.

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.**



Customer connection

FEBRUARY 2022

Ideas, advice and news from Upper Michigan Energy Resources

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Need help paying your energy bill?



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.



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Energy you can depend on

Important winter safety reminders

Be smart. Stay safe.

Beware downed power lines

Winter storms, extremely cold temperatures and snow can damage power lines. Downed power lines may still have electricity running through them.

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**.



Beware of these common scams:

Phone scams

This is the most common scam. A caller may:

- Pretend to be from UMERC or We Energies.
- Manipulate caller ID to display "We Energies" or use a recording that sounds like it's from us.
- Threaten to turn off your power or natural gas 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.*

Be prepared for an emergency

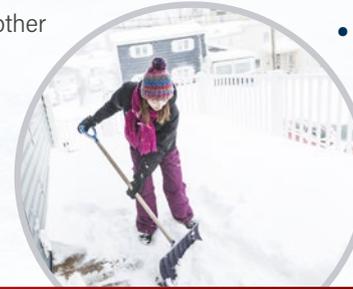
Always have our emergency number handy and add it to your cell phone.

Power outage or electric emergency: 800-662-4797

Keep vents and meters clear of snow and ice

As the snow piles up, remember these tips:

- Keep your electric meter clear of snow and ice. Use your hand or a brush to gently remove snow from the meter. Shovels and other tools can damage the equipment.
- Remove icicles that may drip water onto the meters.
- Don't bury meters when using a snow blower or shovel.



Outage assistance on the We Energies app

- Quickly report your outage.
- Get the estimated restoration time, cause and number of customers affected in real time.
- View an outage map to see currently affected areas.
- Sign up for outage alerts you can receive by push, text or email.

You also may go to **we-energies.com** to report an outage online and get status updates.

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.

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 wear a photo ID with their name and photograph.

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



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.