

Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

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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

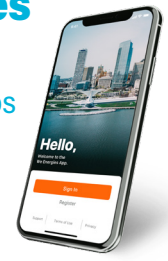
Para traducciones
Le proporcionamos esta información como cliente.
Si desea recibir una traducción, llame al 800-242-9137.

Get the We Energies app today

Your account at your fingertips



Anytime.
Anywhere.



Savings sweet savings

Our partner, Efficiency United, offers generous rebates on high-efficiency energy equipment.

From smart thermostats to air conditioners and everything in between, UMERC customers can save on investments in lowering energy costs. Customers can view the most up-to-date catalog of eligible energy-saving equipment online and find contractors to assist in installation. Efficiency United also offers savings on lighting through the online store and ships directly to customers.

Visit efficiencyunited.com or call **877-367-3191** for more information today.



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.



Staying safe after a storm

Step 1: Make safety a priority

- Stay at least 25 feet away from downed power lines.
- Keep in mind that lines may still have electricity running through them.
- Remember: Motionless power lines can be deadly.

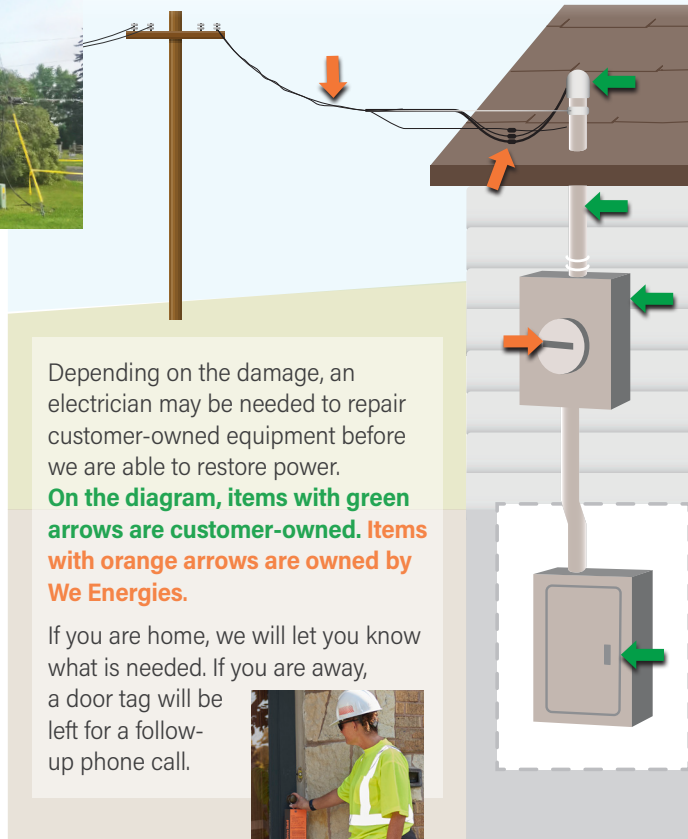


Step 2: Contact us to report your outage. You can:

- Use our app.
- Go to we-energies.com.
- Call 800-662-4797.

Step 3: Understand how we restore service

- First, we go to places with downed equipment to make the area safe.
- Second, we repair damaged substations, which serve large numbers of customers.
- Next, we restore service to hospitals, public safety and other critical facilities.
- Then, we repair main distribution lines serving large areas and neighborhoods.
- As those steps are completed, we begin working on outages at individual homes and businesses.



Keep cool in the heat of summer

When the temperature rises, keep the heat out and cool air in with these options.

Windows

Make sure you are checking for cracks in the caulk around the outside of your windows and sealing the gaps.

Doors

A few small changes can improve an old door's performance. Start with the weatherstripping. If it's brittle, saggy or shows a gap to the outside, it's time to replace it. If the problem is along the bottom of the door, try a new door sweep.

Attic

Check for gaps in the attic around recessed light fixtures, plumbing, furnace flues and ductwork. Seal with caulk or expandable foam. You can also add weatherstripping to your attic access or door.

Ceiling fans

Circulating the air in a room is good, but only while you are there. The flowing air makes you feel cooler, but it doesn't actually cool the room. Turn off fans when you leave a room to avoid wasting energy.

Vents

Keep vents open in every room of the house. Heating and cooling systems are designed to distribute air evenly; closing vents throws the system off balance.



Checking in on the chicks

It's the 30th anniversary of our peregrine falcon program. With chicks named Favre, Whitney and Mario, this is a celebration of all things 1992.

The program hit a big milestone with the 400th chick born in Wisconsin. That honor went to Mae, at the Oak Creek Power Plant. She's named after Mae Jemison, the first Black woman in space, who orbited the earth in 1992.

We Energies and Wisconsin Public Service have nest boxes at four power plants — Oak Creek, Valley, Port Washington and Weston.