

Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

inside

Higher holiday bills
Gift of Energy
Check before you
deck the halls
We're here to help



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 app that puts you in control



Anytime. Anywhere.
Text We Energies to 91924



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.



We're here to help

As we head into the cooler months, and natural gas prices remain high nationwide, know that we're here to help by offering programs and resources to manage your energy costs.

Budget Billing

Eliminate the seasonal variations in your energy bills, so your bill remains stable from month to month.

Energy assistance

Michigan has various programs to help eligible customers pay for home heating, crisis assistance, weatherization, and even furnace repair or replacement.

Payment arrangements

If you cannot pay your energy bill due to financial difficulties, our flexible payment arrangements can help.

Energy efficiency

Find ways to save with our energy-saving tips and money-saving rebates and programs.

We want to find the best fit for you. Use our app or go to **we-energies.com** to learn more about your options and enroll.



Higher bills around the holidays?

It may be October, but the holidays are just around the corner. Be aware that your bills in November, December and January may be higher because:



The weather is colder

With normal weather conditions, December typically is 10% colder than November. Colder weather tends to increase your heating costs.

You use more energy

When weather is colder, you likely use more energy for heating. With the holidays, you may have guests and use more energy for cooking, cleaning and lighting.

Your bill covers more days

Because of the holidays, billing periods are longer. A typical billing period is between 28 and 32 days. Bills in November, December and January can cover as many as 35 days.

➔ With natural gas prices remaining high nationwide, find ways to save during the holidays and all year long at we-energies.com.

Gift of Energy

Give the Gift of Energy by paying a portion of someone's energy bill — a practical and convenient gift for any occasion. Simply complete the form at we-energies.com and mail it to us with a check for any amount. You choose whether we mail the certificate to you or the recipient. The amount is credited to the recipient's bill. *No fees apply.*



We're approaching the season for elaborate outdoor displays. Your quest to be the best house on the block means using extension cords, climbing on ladders and even going up on your roof.

Before you deck the halls, check these things:

- ✓ Lower the ladder before you move it and make sure there are no overhead power lines nearby.
- ✓ Don't overload extension cords. Make sure they are approved for outdoor use.
- ✓ Attach decorations securely so they can't fall or break and cause a hazard.

While safety comes first, don't forget about energy efficiency. LED lights use up to 80% less energy than traditional lights, and they have a longer life span.

Find more holiday safety and energy-saving tips at www.we-energies.com/savings/tips/holiday.