



We're here to help

Energy and payment assistance is available

With winter in full swing, we want to make sure you are safe and warm. For those who need it, there are several ways to connect with programs and services.

Home Heating Credit: Helps eligible Michigan residents cover their heating bill by filing for a tax credit. Visit www.michigan.gov/treasury to learn more.

State Emergency Relief program: Provides assistance for energy-related expenses such as heating fuel, electricity and home repairs. Learn more at www.michigan.gov/mdhhs.

Michigan Homeowner Assistance Fund: Provides assistance for past-due payments associated with homeownership as a result of COVID-19, including mortgage and utilities. Learn more at <https://mihaf.michigan.gov>.

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

Michigan Energy Assistance: For other options available to you, call 211 or find a MI Bridges Navigator near you.

➤ There are also ways to manage your costs. Budget Billing is an option to avoid the seasonal variations in your bill, with a review every six months. There's also the possibility of payment arrangements. Visit www.we-energies.com/payment-bill/managing-energy-costs or use our 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 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.

Customer connection

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Ideas, advice and news from Upper Michigan Energy Resources

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Energy you can depend on

Winter reminders:

Be smart. Stay safe.

Keep vents and meters clear of snow and ice

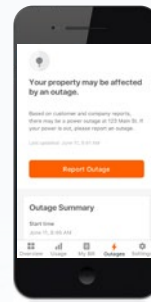
As the snow piles up, remember these tips:

- If you have natural gas appliances that vent outside of your home, remember to keep the vent pipes clear of snow and ice.
- Keep your natural gas and electric meters 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. Icy buildup can interfere with the flow of natural gas through the meter and into the house.
- Don't bury meters when using a snowblower 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.



Be prepared for an emergency

Add our emergency numbers to your cellphone:

**Power outage or electric emergency:
800-662-4797**

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, where describing the exact location can be difficult.

To simplify the process, 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.



Scam warning

Over the years our customers have lost tens of thousands of dollars in utility scams. If you think a scammer is targeting you, hang up! It's not rude; it's safe.



Scammers may:

- Pretend to be from Upper Michigan Energy Resources or We Energies. They may even manipulate caller ID to make it look like We Energies is calling or leave a recorded message that sounds like it's from the company.
- Threaten to turn off your energy right away.
- Demand immediate payment — often by prepaid debit card, third-party apps like Zelle or Venmo, or unusual payment methods such as bitcoin. **We will never do that.**

Call We Energies at **800-242-9137** if you have questions about a call, email or text you've received, and contact your local law enforcement if you've fallen victim to a scam.

For more warning signs, visit www.we-energies.com/scam-warnings

For winter warmth and serious savings

Michigan winters can wreak havoc on your heating system and your energy costs. Our partner, Efficiency United, offers rebates to help your home stay comfortable all year long.

Learn more at efficiencyunited.com.

