

# Help us help you



It's important that we have your contact information so we can quickly reach you during an outage or emergency, or assist you with your energy service.

## Update contact information

Please sign in to **My Account** and use the "Update profile" link to verify or update:

- Phone number
- Email address

You can also call **800-242-9137**.

## Stay informed with notifications

While in My Account, easily opt in to receive notifications by text, email, phone or all three for:

- **Outages** — get updates if you have a power outage
- **Billing and payment** — never miss a payment

Simply scroll down to Preferences and select "Manage notification settings." Choose the options and contact methods that meet your needs.

## Download our app

For more options and convenience, download our app or text We Energies to 91924.



# Connecting with us

**Online**  
uppermichiganenergy.com

**24-hour customer service**  
800-242-9137  
contactwe@mail.we-energies.com

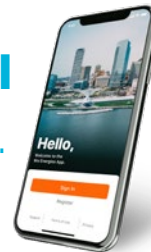
**24-hour power outage/emergency service**  
800-662-4797

**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

JUNE 2023

Ideas, advice and news from Upper Michigan Energy Resources

## inside

Stay safe this summer  
Simple. Smart. Savings.  
Save energy  
Making a move?  
Help us help you



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Energy you can depend on

# Stay safe this summer

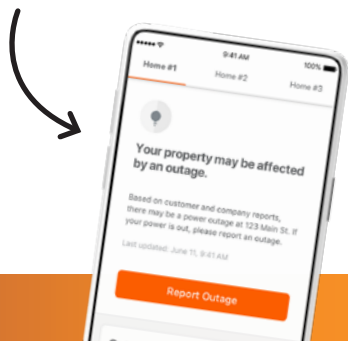
## Storm safety

Our crews and emergency response teams do everything they can to keep your lights on. However, severe storms sometimes interrupt your service.

## Report your outage

Contact us if you experience a power outage. This helps us identify the outage, coordinate restoration efforts and respond to storm damage.

**Report your outage in our app, online at [we-energies.com](http://we-energies.com) or by calling 800-662-4797.**



## Have a plan

Be sure to have a safety plan in place in case you lose power. Keep emergency items handy, including food, water, flashlights, batteries and a charged cell phone. If someone in your home has a critical medical condition, contact us to create an emergency plan.



## Stay away

Storms can damage power lines. 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.

## Dam safety

As part of our power generation infrastructure, we maintain hydroelectric stations and dams on public waterways in Wisconsin and Michigan's Upper Peninsula. While dams are vital to our total electric supply, these facilities can be dangerous to unwary visitors. Always exercise caution near dams and surrounding areas.



Find more safety plans [www.we-energies.com/safety/outdoor](http://www.we-energies.com/safety/outdoor).



## Save energy with Efficiency United

### Light up your savings

Claim your no-cost energy efficient lighting kit today to get LEDs delivered to your door. Get your kit today at [www.unityenergy.com/energykit](http://www.unityenergy.com/energykit).

*\*Some restrictions may apply. Offer subject to change without notice.*



## SIMPLE. SMART. SAVINGS.

Turn off the heat dry setting on your dishwasher to save energy



Get more energy-savings tips at [we-energies.com](http://we-energies.com) or scan this code with your phone.

## Making a move?

### Contact us before you move

Go to [www.we-energies.com/services/start-stop](http://www.we-energies.com/services/start-stop) or call us at 800-242-9137 at least three business days before your desired service start or stop date. This ensures your electricity is on when you need it — and avoid paying for energy used after you move.

