

The key to a stress-free summer



You can stay in vacation mode and have the peace of mind that your bill is paid. We've got several convenient options available:

- ✓ **App:** Conveniently pay from our app using your bank account (or your credit/debit card, for a fee).
- ✓ **My Account:** Use your online account to pay your bill from your bank account each month.
- ✓ **Automatic Payment:** Pay automatically from your bank account on your due date each month.

View all of your payment options at www.we-energies.com/payment-bill/payment-options.



Enjoy comfort and savings this summer



Stay cool throughout this summer and energy efficient year-round with proper insulation and air sealing. Efficiency United offers insulation and air sealing rebates of up to \$200 for electric customers.

Learn more at efficiencyunited.com to help keep your energy bills low and your family cool.

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

Staying safe after summer storms

What it takes to get your power back on



If your power goes out in a storm, make sure you report the outage using our app or online. You'll get notifications as our crews determine what needs to be fixed. The outage map will display additional details such as the number of customers impacted by an outage.

If you see a downed power line near you, stay at least 25 feet away and consider the line energized. Call 911 or 800-662-4797 to report it. Emergency crews can block the area and keep people safe.

How power is restored

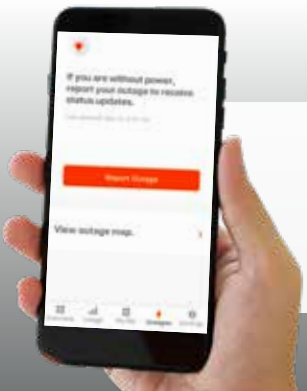
Damage related to forestry issues or equipment damage requires additional crews and specialized equipment to make repairs and restore power. In any type of outage, there's a sequence to how power is restored.

1. Check areas with downed equipment to make them safe.
2. Repair damaged substations, which serve large numbers of customers.
3. Restore service to hospitals as well as public safety, water treatment and other critical facilities.
4. Repair main distribution lines serving large areas and neighborhoods.
5. Begin fixing outages in smaller areas and affecting individual homes and businesses.

Depending on the damage, an electrician may be needed to repair customer-owned equipment before we are able to restore power. If you are home, we will let you know what is needed. If you are away, a door tag will be left for a follow-up phone call.

Be prepared, download our app

Using the We Energies app is one of the easiest ways to stay prepared. Download it from your app store or by texting **We Energies** to **91924**. Make sure you go to the app's settings to customize your outage notifications.



Keep cool in the heat

When the temperature rises, stay cool while saving energy

Close the blinds: The summer sun can really heat up a room. Keeping your blinds and drapes closed will minimize the impact.

Air it out: Use an outdoor clothes line to dry your laundry. Let the dishes air-dry instead of using heat settings on the dishwasher.

Cooking made easy: Use the grill, microwave and slow cooker as much as possible. Bonus points for one-pot meals that leave fewer dishes to wash.

The spin on ceiling fans: Circulating the air makes a room seem cooler, but only when you are there to feel it. Turn off fans when you leave a room to avoid wasting energy.

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

