

Knowledge is power:
An education in power surges

Power surges are rare, but they do occur. A brief, but sharp, increase of electricity can enter your home and damage your appliances and electronic equipment. It happens in the electrical distribution system when higher voltage makes contact with a lower-voltage line.

Power surges can be caused by:

- Damage from wind, rain, snow or lightning.
- Third-party issues, such as a car striking a utility pole.
- Equipment failure within the system.

Surge protectors help protect your electronics. Look for one with a higher joule rating — that's how much energy it can absorb. Also, replace older models. In general, you'll need a new one every five years.

Highlighting our sustainability efforts

WEC Energy Group, parent company of Upper Michigan Energy Resources, released its 2022 Corporate Responsibility Report, which outlines the progress made on major projects and our commitment to the environment and the communities we serve.

Read more at www.wecenergygroup.com/csr.



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

Call or click before you dig
 811 or missdig811.org

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

Ideas, advice and news from Upper Michigan Energy Resources

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Plan ahead for managing winter bills

We're here to help

Increased energy bills in November, December and January are common, mainly due to colder weather and holiday activities. Here are some tips and ways we can help:

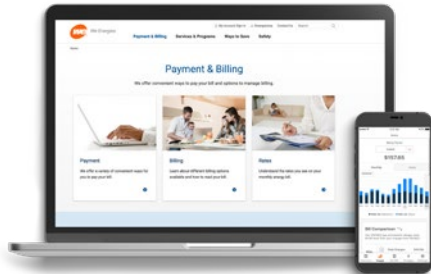


Weather

As temperatures go down, your costs tend to go up. Running the furnace is the biggest contributor. You also are indoors more thanks to the cooler, shorter days. Set your thermostat to 68° and lower it to 60° overnight or when away.

Energy use

Entertaining holiday guests leads to higher energy use for cooking and cleaning. You also use more electricity for your indoor and outdoor lighting. Sign up for alerts in the We Energies app to stay on top of your energy use and bill.



Longer billing periods

Bills in November, December and January can range over more days than other months, because the holidays interrupt the typical business calendar. Sign up for Automatic Payment, so your bill automatically gets paid while you enjoy time with family.

We're here to help

We offer programs and resources to help you manage your energy costs. Budget Billing can help you even out seasonal variations in your bill. There are also a wide variety of energy assistance programs. Use our app or go to we-energies.com to learn more about your options and enroll.



Stay cozy for less

Keep your costs low and your comfort high all winter.

Whether you want a new thermostat, or need to update your home's insulation and air sealing, Efficiency United offers up to \$200 in electric rebates.

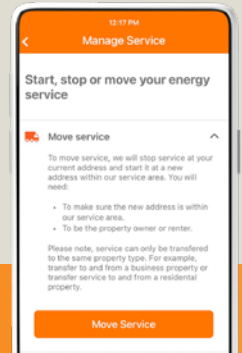
Go to efficiencyunited.com to save.

Moving goes mobile

Simplify your next move by using our app to change your energy service.

- Start service as a new customer.
- Stop service after leaving your current address.
- Move service from one address to another.

Download the app by texting We Energies to 91924.



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.*

