

Help is available

Find energy and payment assistance options



Help is available to keep you and your family safe and warm this winter. For those who need it, there are several ways to connect with energy payment programs and services.

Winter Protection Plan protects eligible seniors and low-income customers from service shut-off and high energy bills from Nov. 1 to March 31.

Home Heating Credit helps eligible Michigan residents cover their heating bill by filing for a tax credit. Go to www.michigan.gov/taxes to apply.

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.

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 also provides options. To learn what's available to you, call **211** or use a MI Bridges community partner.



Managing energy costs

We also offer programs to manage your costs. Budget Billing is an option to avoid seasonal variations in your bill, and payment arrangements are available to help pay past-due bills.

Go to we-energies.com 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

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

FEBRUARY 2024

Ideas, advice and news from Upper Michigan Energy Resources

inside

Winter safety reminders
Dangers of CO
Upgrade your home
Scam warning
Help is available



UMERC-WE-240010-02-GJ-GJ-17M

Energy you can depend on



Winter reminders

Keep vents and meters clear of snow and ice

When the snow flies, take these steps to stay safe.

- Keep the outdoor vent pipes for your natural gas appliances clear of snow and ice.
- Use your hand or a brush to gently remove snow from natural gas and electric meters. Shovels and other tools can damage the equipment.
- Remove icicles that may drip 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 snow blower or shovel – and keep walkways clear for easy access to equipment in an emergency.

Outage assistance on our app

- Report outages.
- Get the estimated restoration time, the number of customers affected and updates.
- View the interactive outage map.
- Sign up for outage alerts by text, email, phone or push notification.

Add our emergency numbers to your cellphone

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

**Natural gas leak, odor or emergency:
800-261-5325**



Dangers of carbon monoxide

When a natural gas heating system or appliance isn't working correctly, it can produce a dangerous gas. Carbon monoxide (CO) is colorless, odorless and tasteless, which makes it very difficult to detect.

How to keep your family safe:

- **Install a CO alarm on each level of your home.** Alarms should be centrally located on each floor near sleeping areas.
- **Know the warning signs of CO poisoning.** Low levels cause symptoms similar to those of the flu or a cold, including shortness of breath, a mild headache and nausea. Higher levels can lead to dizziness, mental confusion, a severe headache, nausea and fainting.

If you suspect carbon monoxide poisoning, get out of the house immediately and call 911.



Upgrade your home with comfort and savings in mind

Discover a new level of home comfort with properly insulated replacement windows. The Efficiency United Energy Waste Reduction Program delivers rebates up to \$30 per replacement window. Go to efficiencyunited.com to learn how to protect your wallet from outdoor weather conditions.

Scam warning: Know the red flags

Scammers are relentless. They will threaten to shut off your power in a ploy to get your money. Here's how to protect yourself:



Don't be polite; hang up.

If a phone call or text message seems fishy, follow your instincts.



🚩 **Beware of scammers calling.** We notify customers about past-due bills before service is shut off – not by a phone call the same day.

🚩 **Stay away from selecting or calling numbers in search engines** claiming to be We Energies, especially numbers in "Sponsored Results." Contact us directly through our website, app or information listed on your utility bill.

🚩 **Don't use certain forms of payment.** Scammers may ask for money on a prepaid debit card, third-party app like Zelle or Venmo, or even bitcoin. We will never do that.

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