

# Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

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## Connecting with us

### Online

uppermichiganenergy.com  
Download our app.

### 24-hour customer service

800-242-9137  
contactwe@mail.we-energies.com

### 24-hour power outage/emergency service

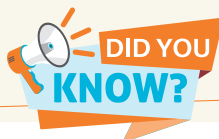
800-662-4797

### Call or go online 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.



When you share your feedback, we listen.  
Take monthly polls and surveys.  
Join MyEnergyPanel and make an impact.  
[www.we-energies.com/company/myenergypanel](http://www.we-energies.com/company/myenergypanel)

### A reminder about your utility

While Upper Michigan Energy Resources 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.

## Recycle an old appliance and earn a rebate

If you have an old appliance wasting space and energy in your home, drop it off and receive a rebate.\* Just bring your recent utility bill or account number, and Efficiency United will do the recycling.

### Rebates available:

- Refrigerators: \$50
- Freezers: \$50
- Window air conditioner units: \$20
- Dehumidifiers: \$20
- Mini refrigerators: \$15

### Saturday, Aug. 23, 9 a.m.-noon

Bay College  
2801N US 2  
Iron Mountain, MI 49801

For details, go to [efficiencyunited.com](http://efficiencyunited.com) or call 877-367-3191.

\*Available for Michigan residential customers of participating Efficiency United energy providers only, who must provide a copy of their bill or account number at the time of drop-off. Limit two large appliances and four small appliances per year, per account. All appliances must be in working condition.



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# Keep cool upstairs

## Ways to manage your summer energy use

Second-story rooms can be stuffy in the summer. Try these upstairs cooling tips to improve your comfort:

- Use thermal blocking drapes to prevent intense sunlight from warming bedrooms.
- Run ceiling fans counterclockwise to circulate and push cool air down while you sleep.
- Seal air leaks to prevent hot air entering your home.
- Keep your attic properly insulated and vented.



# Summer storms: Staying safe and informed

## If a storm causes power outages, follow these steps:

- Stay 25 feet away from downed power lines. Consider them energized and call 911 and 800-662-4797 to report them.
- Report outages using our app or website. Customize your notifications to get outage alerts.
- Check our outage map. It updates every 10 minutes with details including crew status, cause and estimated time of restoration.

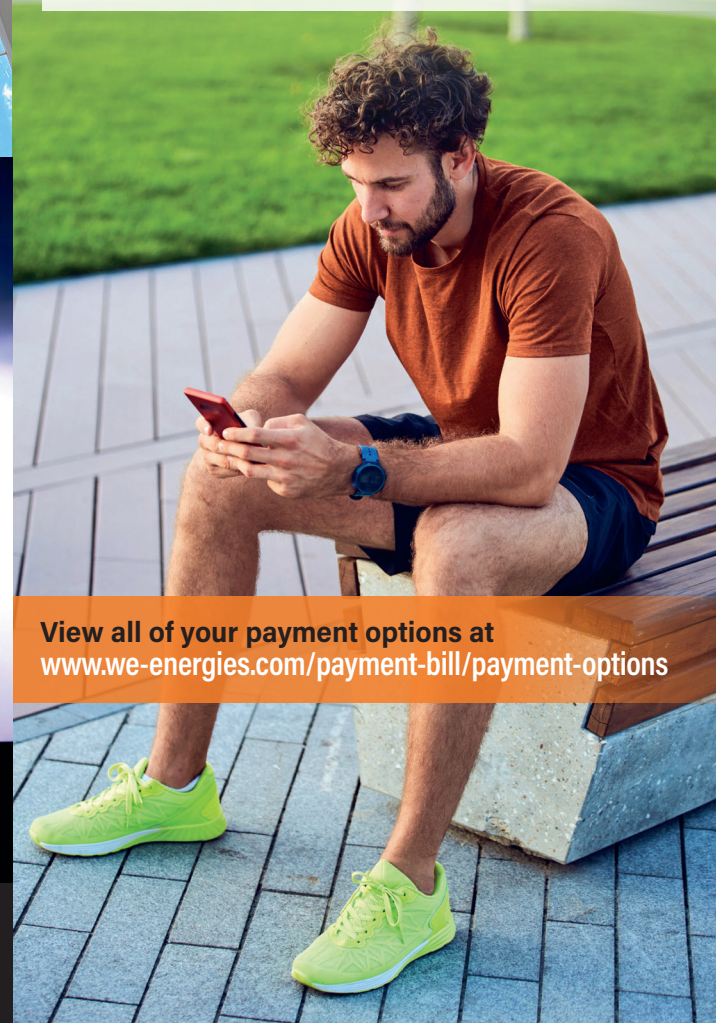
## Payment options for a stress-free summer

**Busy with vacation plans? We have several convenient options to stay ahead of your bills.**

**App:** Pay from our app using your checking or savings account, or your debit or credit card for a fee.

**My Account:** Pay from our website using your bank account.

**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](http://www.we-energies.com/payment-bill/payment-options)