

## Refrigerator Recycle and Replace program



Income-qualified electric customers may be eligible for the no-cost replacement of a **primary** refrigerator that is at least 10 years old.

### Program includes:

- Opportunity to lower monthly energy bills with a new, high-efficiency refrigerator model at no-cost.
- Free pickup of the old fridge.

### Customers must meet income guidelines to participate.

Household members	Total income	This program provides refrigerator exchange, <b>not</b> an additional refrigerator. Old refrigerator will be taken for recycling.
1	\$39,125	
2	\$52,875	
3	\$66,625	
4	\$80,375	
5	Add \$13,750 each additional person	

Sign up at <https://rebrand.ly/refrigeratorecycling>



## Connecting with us

### Online

[uppermichiganenergy.com](http://uppermichiganenergy.com)  
Download our app.

### 24-hour customer service

800-242-9137  
[contactwe@mail.we-energies.com](mailto:contactwe@mail.we-energies.com)

### 24-hour power outage/emergency service

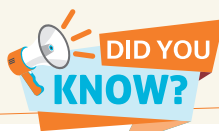
800-662-4797

### Call or go online before you dig

811 or [missdig811.org](http://missdig811.org)

### Para traducciones

Le proporcionamos esta información como cliente.  
Si desea recibir una traducción, llame al 800-242-9137.



We need your current contact information to reach you during an outage or emergency, or to help you with your service. Verify your information in My Account, in our app or by calling us at 800-242-9137.

### 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.



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# Customer connection

DECEMBER 2025

Ideas, advice and news from Upper Michigan Energy Resources

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Season's greetings







## Hints for the holidays

**Gather and celebrate while improving energy efficiency and managing costs.**

### Before company arrives

#### Seal drafty windows

- Fill gaps with weatherstripping or caulk.
- Cover windows with plastic sheeting.
- Use insulated cellular shades.
- Close curtains at night.

#### Decorate smarter

- Use LED lights.
- Use timers or smart plugs.
- Estimate your energy use:  
[www.we-energies.com/holidaycalculator](http://www.we-energies.com/holidaycalculator)

### During your gatherings

#### Cook for a crowd

- Use slow cookers and air fryers to minimize oven use.
- Keep oven door closed; use light to check progress.
- Turn off oven early and finish cooking with residual heat.

#### Avoid using too much hot water

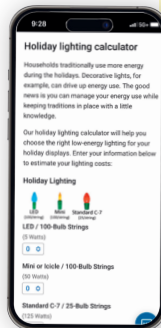
- Set water heater to 120 degrees Fahrenheit.
- Run dishwasher with a full load.
- Wash and rinse full loads of laundry in cold water.

### Reminders for overall energy use

Several factors can contribute to a change in costs, even if you aren't hosting parties or putting up holiday displays.

- College students on break will be charging devices, staying up later and doing laundry.
- Seasonal changes mean fewer hours of warm sunshine and colder nights.

**Monitor and manage your energy use on our website or in our app.**



## Unleash the power of paper-free billing!

Break free from the limitations of paper bills and discover the power of managing your bill online.



Paper-free billing delivers your energy bill directly to your inbox — more quickly and securely. No more lost statements or, perhaps, missed due dates. Simply open your email and manage your bill on your schedule.

## Why go paper-free?

- **Convenience:** View your bill online, either as a summary or in the same detail as your paper bill. Download or print if you choose.
- **Peace of mind:** Receive timely bill notifications and reminders, and set up one-time or automatic payments.
- **Bill management:** Easily track energy costs online by viewing bill history, comparing months and spotting unusual changes.
- **Security:** Reduce the risk of lost or intercepted mail with digital delivery. Encrypted billing protects your personal information.
- **Recordkeeping:** Quickly access billing statements that can be saved, searched and sorted.

Unleash the power today. Sign up for paper-free billing at [www.we-energies.com/unleash-paper-free](http://www.we-energies.com/unleash-paper-free)

## Expanded eligibility and increased funding for Michigan Energy Assistance Program (MEAP)

MEAP works with households to provide supplemental bill payment assistance and self-sufficiency services to income-qualified residents.

New this heating season:

- Expanded eligibility for households in energy crisis.
- Assistance regardless of employment status.
- You don't have to be facing shutoff to get help.
- You may reapply if you were previously denied.

For information about resources, call 211 or go to [www.michigan.gov/mpsc/consumer/energy-assistance](http://www.michigan.gov/mpsc/consumer/energy-assistance)

