

# Scam awareness

Scammers will threaten to shut off your power in a ploy to get your money.

## Know the red flags

- 1 Beware of scammers calling.** Sometimes they even spoof the caller ID to display our company name. We notify customers about past-due bills by mail before service is shut off — not by a phone call the same day.
- 2 Hang up.** If a phone call or text message seems fishy, follow your instincts.
- 3 Don't use certain forms of payment.** Scammers may ask for money using a prepaid debit card, money transfer apps or even cryptocurrency. We will never do that.
- 4 Browse internet search results with care.** Scammers may impersonate us through online "sponsored" search results. Contact us directly through **we-energies.com**, our app or information listed on your energy bill.

### Important reminders

Don't give personal or financial information when you encounter these warning signs.

Contact us if you have questions about a call, email or text you've received.

Call your local law enforcement if you've fallen victim to a scam.

## 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 misddig811.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.

# Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

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## Winter safety

### After it snows, take these steps to keep your meters working properly.

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

### Winter emergencies

#### Report power outages using our app or website.

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

#### Add our emergency numbers to your cell phone

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

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



## Connect with energy and payment assistance options

If you or someone you know needs assistance, there are several ways to find energy payment programs and services.

### Michigan Energy Assistance Program

- Supplemental energy bill payment assistance for low-income households.

### State Emergency Relief Program

- Assistance for energy-related expenses such as heating fuel, electricity and home repairs.

### Home Heating Credit

- Tax credits to help Michigan residents cover heating bills.

### Winter Protection Plan

- Protects eligible seniors and income-qualified customers from service shutoff Nov. 1 to March 31.

## Prevent carbon monoxide poisoning

When a natural gas heating system or appliance isn't working correctly, it can produce carbon monoxide (CO), a dangerous gas that is colorless, odorless and tasteless.

Install a CO alarm on each level of your home. Alarms should be centrally located near sleeping areas.

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

## Energy efficiency ideas

Spend time this winter working on ways to improve energy efficiency and manage costs. Our series of videos show you the benefits of making changes and upgrades, such as air sealing to smart technology.



Check out our newest videos featuring low-cost ways to save. Scan or go to [www.we-energies.com/homeenergyvideos](http://www.we-energies.com/homeenergyvideos)

## We're here to help

We offer programs to help you manage your costs. Budget Billing helps avoid seasonal variations in your bill, and payment arrangements are available for past-due bills.

Get started in our app or at [we-energies.com](http://we-energies.com)

To determine if you qualify, call **211** or find a community partner at <https://newmibridges.michigan.gov>