

Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

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Summer storm
safety

Beat the heat

Stress-free
summer

Call before you dig

Home energy
assessment



Connecting with us

Online

uppermichiganenergy.com
Download the We Energies 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.

Help us, help you

Update your contact information and
notification preferences in our app or
My Account so we can reach you
when it matters.

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.



Home energy assessment

Small changes can help you save big on energy. Identify
quick energy-saving upgrades for your home by
scheduling a **no-cost home energy assessment**.
Income-qualified residents also may be eligible for energy
efficient home upgrades valued at up to \$600 — **for free**.

Your no-cost assessment may include:

- A Wi-Fi smart thermostat
- Hot water pipe wrap
- High-efficiency showerheads and faucet aerators

*Some restrictions apply. Offer subject to change without notice.
Income-qualified homeowners and renters may be eligible for
additional benefits.*

Schedule now at
efficiencyunited.clearexult.com/services/hea





Summer
storms:
**Staying safe
and informed**

If a storm causes a power outage, 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 **we-energies.com**. 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.

Don't enter a flooded basement

Always assume that basement floodwater is energized and follow these steps:

- Call us or your fire department to turn off electricity and/or natural gas.
- Hire a qualified contractor to inspect wet or damaged electric and/or natural gas equipment and appliances to ensure they are safe.

Learn more at www.we-energies.com/safety/flood



Beat the heat

Managing your summer energy use

Use thermal blocking drapes to prevent intense sunlight from south- and east-facing windows.

Run ceiling fans counterclockwise to circulate and push cool air down. Remember to turn the fan off when you leave the room.

Maximize your air conditioner's performance by replacing filters and keeping vents clear.



Options for *stress-free* bill paying

We have several free 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:** Have your payment automatically withdrawn from your bank account on your due date each month.

View all of your payment options at we-energies.com.



Call or click before you dig

Safety laws require you to locate all buried natural gas piping, electric lines and other facilities before any excavation work.

Contact Miss Dig at 811 or misstdig811.org at least three business days in advance. It's free — and it's the law.

