Service *and* Safety Guide

Learn about our services, policies and how to be safe around electricity.

This guide provides information about your rights as an electric customer of Upper Michigan Energy Resources. Please keep it handy for future reference. The information is provided in accordance with the rules and regulations of the Michigan Public Service Commission.

UPPER MICHIGAN ENERGY RESOURCES

ENERGY *SERVICES*

We are committed to safely and reliably providing the electricity you need, and we want your energy use to be simple and worry-free. We are available 24 hours a day to answer your energy service questions.

Meter reading

Meters are read remotely using automated meter reading systems. If necessary, estimates are made based on past use and seasonal weather trends. Any difference between estimates and actual metered use is adjusted with your next reading, so you only pay for the energy you use. We still may need to access your meter, so make sure that it is accessible. Keep the meter and surrounding area clear of snow, foliage and pets.

Bill mailings

You receive a bill once a month for your electricity use. Your bill is mailed and posted in My Account about two days after your meter is read and shows the next scheduled meter reading date. We'll notify you by mail at least 10 days ahead of time if there's a major change to the schedule.

Bill due date

The due date of your bill is shown on the top right corner of your bill and on the payment stub. This date is 21 days from the day we mail your bill.

Late payment charges

If you are a residential customer, the late payment charge is 1.5% (not compounded) of the portion of the bill (minus taxes) that is past due. The late payment charge doesn't apply to you if your payments are made by the Department of Health and Human Services or if you are participating in a shut-off protection program.

If you are a business customer, the late payment charge is 1.5% per month applied to past due charges.

Pricing and rate information

The rates we charge have been approved by the Michigan Public Service Commission (MPSC). Rate schedules are available by request from our office at 800 Industrial Park Drive, Iron Mountain, Michigan; by going to our website at uppermichiganenergy.com; or by calling 800-242-9137.

Once a year, electricity prices are published and sent with bills. You can use the pricing information to verify your bill's accuracy. You'll find a sample bill on our website with details about how to read and verify your bill. You may access your energy use and billing information by signing up for My Account at we-energies.com or by contacting us. Contact us if any personal information is incorrect or needs to be changed.

Your bill also includes a line item for Power Supply Cost Recovery (PSCR). When the cost of fuel to generate electricity is higher or lower than the amount included in your base rate, the MPSC can authorize an adjustment. If our fuel costs are more than expected, you receive a PSCR charge on your bill. If our costs are less than expected, you receive a PSCR credit.

Customer Choice

You may have a retail access service option, or choice, to purchase your generation and transmission service from a licensed unregulated alternative electric supplier (AES) at a price determined solely between you and the AES, with power delivered through our company's distribution system. The AES will charge your for the energy and transmission services.

Energy efficiency

Contact us for energy efficiency resources and materials. We offer money-saving tips and other energy efficiency information at www.we-energies.com/savings.

For more ways to save, contact Efficiency United, our partner in energy efficiency programs and rebates. Call 877-367-3191 or go to efficiencyunited.com to learn more.

Energy for Tomorrow renewable energy program

Energy for Tomorrow is an optional renewable energy program through which you can make a difference in the environment by increasing electricity production from biogas sources. Learn more at www.uppermichiganenergy.com/rates/mi-energy-for-tomorrow.htm

BILLING AND PAYMENT CHOICES

We make it simple:

Online account management

Easily manage your energy account in our app or on our website at we-energies.com.

Account summary — View your latest bill, amount due and monthly energy use.

Make a payment — Make a free online payment from your bank account, or enroll in another payment option to meet your needs.

View bill history — Review up to 24 months of bill history, including energy use and charges.

View payment history — View and sort up to 24 months of your past payments.

Compare your bills — Analyze changes to your energy bills and learn how they may have been affected by weather, living habits and more.

Report an outage — Quickly report a power outage and get status updates.

Customized notifications — Know when your bill is ready and your payment is due with billing notifications, and set a dollar limit alert in our app.

Account information — Verify or update your contact information.

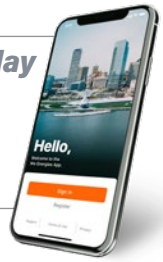
Monthly bill inserts — Stay informed about programs and services designed for you. View monthly safety reminders and energy-saving ideas.

Start. Stop. Move. — Manage energy service when you move to a new address.

Download the app today

Available on the App Store

GET IT ON Google Play



More billing and payment choices

Automatic Payment

Have your monthly payment automatically deducted from your bank account on your bill's due date.

Budget Billing

Even out seasonal variations in your energy bills, so your bill remains stable from month to month.

Quick Payment

Pay your energy bill instantly by credit card, debit card, checking or savings account 24 hours a day, on our website or by calling 888-823-2943. A service fee will be charged by the vendor processing the payment. Go to our website for payment posting information.

Payment by mail

Mail your check or money order to:
We Energies
PO Box 1125
Glenview, IL 60025

Pay in person

Go to our website for a list and map of authorized payment locations near you or call us for more information. A service fee will be charged by the vendor. Go to our website for payment posting information.

Help with bill payment

Payment arrangements

When circumstances prevent you from paying your bill in full, you can make payment arrangements via our app, website or automated phone system.

Energy assistance

Contact your local social service agency for eligibility requirements and other information on funds available to help pay the heating portion of your residential energy bill.

Gift of Energy

Give the Gift of Energy by paying a portion of someone's energy bill — a practical and convenient gift for any occasion.

Simply complete the form at we-energies.com and mail it to us with a check for any amount. You choose whether we mail the certificate to you or the recipient. The amount is credited to the recipient's bill. *No fees apply.*

UPPER MICHIGAN ENERGY RESOURCES

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.

Your safety *is our priority*

INDOOR SAFETY

Electrical appliances

Practice good appliance safety habits and treat appliance cords with care.

- Don't overload outlets. When using multiple appliances in one area, plug them into different outlets.
- Always pull the plug and not the cord.
- Don't carry an appliance by the cord.
- Keep cords out from under rugs or furniture and safely away from ledges.
- Be sure appliances and cords are in good working condition before you use them.
- Dry your hands before using appliances and keep electrical toys and appliances away from water. Electricity + Water = **DANGER**.

Generators

Never use a gasoline-powered generator indoors. Outside, keep it away from windows, doors, vents or any other opening to your home. Improper ventilation could cause carbon monoxide poisoning, leading to serious injury or death. *Learn more about carbon monoxide in the Emergencies section of this guide.*

Fireplaces

Your fireplace should be properly maintained, inside and out. Before using your fireplace, make sure the chimney is swept and the flue is open. Proper air flow is important for clean air and safe fires.

Furnaces and water heaters

Maintain your heating equipment on a regular basis.

- Have a qualified contractor check your furnace annually.
- Change your furnace filter regularly.
- Watch for warning signs of equipment failure such as black soot stains, natural gas odors and gas flames that are not blue.
- Prevent burns and conserve energy by setting your water heater temperature at 120 F.
- Keep the area around heating equipment clear of combustibles.
- Keep furnace intake and exhaust vents clear of snow and ice to prevent carbon monoxide buildup inside your home and maintain furnace performance.

Space heaters

When used safely, space heaters are convenient for heating a single room. The safest types have switches that turn off the heater if tipped over. Allow enough clearance around both floor-standing and wall-mounted space heaters, and inspect them regularly for corrosion. If you have a gas space heater, make sure it's properly vented to the outside and has an oxygen-depletion cut-off switch, and that the area around it is clear of combustibles.

Power surge

A power surge is a brief but sharp increase of electricity that can enter your home and damage your appliances and electronic equipment. A power surge occurs on the system when higher voltage makes contact with a lower-voltage line. Power surges can be caused by:

- Immediate or cumulative damage to the system as a result of inclement weather — wind, rain, snow or lightning.
- Third-party involvement — a car striking a utility pole.
- Equipment failure — a breakdown within the distribution system.

Power surges are rare, but they do occur. One way to protect yourself from a power surge is to install a whole-house surge protector. Contact an electrician to discuss installation costs and other details.

OUTDOOR SAFETY

Power lines

Telling the difference between power lines and cable or phone lines is difficult. Avoid contact with all lines (both overhead and underground) and always assume they are energized and dangerous.

When working outdoors using a ladder, pool skimmer, tree-pruning tool or any long object, watch out for overhead wires. Always use a wood or fiberglass ladder. Metal ladders are conductive and should not be used around electricity.

Report any downed power lines or exposed underground cables to us immediately at **800-662-4797**.

Utility poles

Never post signs or other objects on utility poles. These obstructions put you and utility workers at risk and often violate local ordinances.

Electric meters

For your safety, make sure meters remain accessible.

- Keep the area around your meter clear and free of debris and obstacles, such as plants, snow, ice or pets.
- Never tamper with, tie anything to, or alter meter components. These activities are illegal and dangerous.
- Contact us if you suspect meter damage or tampering.

Substations

Substations carry high voltages and are protected by locked fences. "Warning — Keep Out" or "Danger — High Voltage" signs are found on substation fences and other electrical utility equipment for your protection. Stay away from all electrical equipment and never enter a substation fence. Contact us if you see an unlocked substation gate or opening in a security fence.

Ground-mounted equipment

Ground-mounted equipment reduces electrical voltages and distributes electricity to your home. These boxes are located in your neighborhood and have a Mr. Ouch sticker to warn you of danger.

- Never work close to these boxes or open them.
- Report any damaged or unlocked equipment to us.
- Keep all plantings at least 10 feet away from this equipment.
- Do not use fake rocks or anything else to hide or cover utility equipment. Covering ground-mounted equipment can delay repair work and/or cause a safety hazard for utility employees.

UNDERGROUND UTILITIES

Most natural gas utilities and some electric utilities are buried underground. We monitor thousands of miles of underground natural gas pipeline by conducting leak surveys and safety inspections.

If you dig without knowing what's underground, you could be in danger. State law requires that you call Miss Dig or 811 at least three business days before you plan to dig to have your property marked for underground utilities. You also can file a request at **missdig811.org**.

811®

SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

Share these tips with children:

CHILDREN'S SAFETY

Stay away from power lines — especially downed lines. Never climb trees or fly kites near power lines, and don't release metallic balloons outdoors.

Natural gas smells like rotten eggs. If you smell the stinky, rotten egg odor of natural gas, do not use a light switch or even a phone. Get everyone out of the house and tell a trusted adult to call us for help.

Mr. Ouch means danger. Never play near electrical equipment such as substations, power poles or transformers (green boxes). When you see Mr. Ouch, don't touch.

Outlets are for plugs. Don't chew on cords or put your fingers or any object other than a plug into an electrical outlet.

Check out **www.we-energies.com/educators** for more energy-related educational resources.

FOR MORE INFORMATION

24-hour customer service

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

Servicio bilingüe disponible.

Collections center and payment arrangements for residential customers

800-842-4565
Weekdays — 8 a.m. to 5 p.m., Central time
Automated information available anytime.

TDD — Telephone device for the deaf

For deaf and hard-of-hearing customers
711

Make the right call

Use these numbers for emergencies or safe digging information.

Power outage
800-662-4797

Medical or fire emergency
911 or your local medical or fire dispatcher

Carbon monoxide
911 after leaving the building

Call before you dig — Miss Dig
811 or 800-482-7171
missdig811.org

UPPER MICHIGAN ENERGY RESOURCES

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EMERGENCIES

Carbon monoxide (CO)

CO is a colorless, odorless, tasteless and toxic gas produced when fuels such as gasoline, natural gas, propane, fuel oil and wood do not have enough oxygen to burn completely. CO poisoning symptoms are similar to flu symptoms. To help prevent CO poisoning:

- Install a UL-listed CO detector per state and local code requirements.
- Maintain and routinely inspect all heating and fuel-burning systems and appliances.
- Check vent pipes, chimneys and flues for corrosion and blockages.
- Leave immediately if you suspect CO in your home and call 911 or the Poison Control Center.

Natural gas leak

For your safety, we add a stinky odorant to natural gas. If you smell natural gas, hear an unusual hissing sound or see blowing dirt or debris — it could be a natural gas leak. Here's what to do:

- Leave your home immediately.
- Call us from a safe location away from the natural gas leak.
- Don't light matches.
- Don't turn electrical switches on or off.

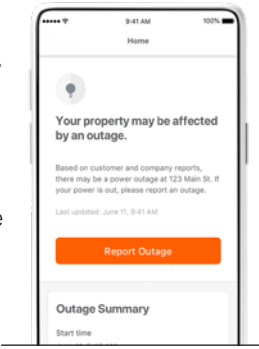
Scratch the flame to smell the odor of natural gas.

Power outage

If storms, accidents or equipment failures cause an outage, stay 25 feet away from downed lines, utility poles or anything near or touching a power line, and urge others to do the same. Always assume all downed power lines are energized and dangerous. For added safety, prepare an outage emergency kit. If someone in your household has a critical medical condition or uses critical medical equipment, contact customer service for assistance in developing a power outage backup plan.

Outage assistance on the We Energies app

- Quickly report your outage.
- Get latest outage information, including cause and estimated time of restoration.
- View an outage map to see currently affected areas.
- Customize and get outage alerts by text, phone, email or push notification.



You also may go to **we-energies.com** to report an outage and get status updates.

Flooding

If there is standing water anywhere in your home, garage or other building due to flooding, stay out of the water and call us to disconnect the electricity. After the service is disconnected, you may enter the area safely to begin cleanup or repairs.

Keep electric tools away from water. Do not use any type of electric tool or appliance in wet conditions.

If any appliances were damaged due to flooding, you must have them serviced by a contractor before we can restore electric service.

POLICIES

Privacy of customer information

We must collect certain personal information to provide you with service. Your privacy is important to us. Be assured that we keep your information secure and private.

Our customer data privacy tariff outlines the protections we take to ensure the privacy of your information and data. You may request a copy of our currently approved tariffs anytime by calling 800-242-9137, or you may view the tariffs on our website at uppermichiganenergy.com.

Service deposits

We may ask you for a deposit if:

- You're a new customer and have an outstanding balance with any Michigan utility that accrued during the last six years.
- You give false credit information on your application for service.
- You have had one or more checks returned within the last 12 months.
- You tamper with our equipment or steal service.
- We disconnect you for nonpayment.
- You file for bankruptcy.
- You switch your name to avoid payment.
- You have no prior utility history.
- You are a nonresidential customer and two or more shut-off notices have been issued within the most recent 12-month period.

We do not require a residential deposit if your household income is at or below 60% of the state median. In lieu of a deposit, we may accept a written guarantee from you if you are in good standing.

Guarantees

If you are unable to pay a cash deposit, an option is to have another person sign a written guarantee that your utility bill will be paid. This person is called a guarantor. A guarantor can be anyone using service for at least one year who has a good credit standing with no unpaid bills on their account. The Michigan Department of Health and Human Services also can act as a guarantor.

The guarantor is responsible for your bills until you pay your bill in full and on time for 12 consecutive months without a service shut-off notice. When these conditions are met, the guarantor is released from responsibility. The guarantor is only responsible up to the dollar amount written on the agreement.

Deposits and refunds

All deposits earn interest at a rate set by the MPSC. We refund the deposit plus interest after you complete 12 consecutive months of service with no more than three late payments and no past due balance at the time of the refund. Your deposit will be removed and applied to your balance if you are at or below low-income guidelines at any time while the deposit is in effect.

Servicemembers Civil Relief Act

We support the Servicemembers Civil Relief Act (SCRA). The act provides relief from potential hardships if you or a family member is called to active duty. The act helps families avoid utility service interruptions and adverse credit reporting that may result from being called to active duty. Contact us at 800-242-9137 for more information.

Service disconnection

If your account is past due, we may disconnect your service.

Notice of disconnection

If we do not receive payment of past due energy charges and you do not make payment arrangements, you may receive a disconnection notice. The notice states the past due amount, the date your service is subject to disconnection and the phone number to call to make payment arrangements to avoid disconnection.

After we receive full payment or an agreed-upon partial payment and payment plan, your service will be scheduled for reconnection the next business day. A service reconnection fee will be charged.

Cold weather disconnection rules

The MPSC sets rules for winter service disconnections. These rules protect you if you are having trouble paying your energy bill. If you have the ability to pay for service during the heating season, but choose not to, these rules may not apply, and you may be subject to disconnection.

Medical or protective services emergency

If you have a medical or protective services emergency, we may postpone service disconnection up to 21 days or may reconnect service to allow you extra time to make a payment and/or payment arrangements. You must contact us to see if you qualify for an extension.

Third-party notification

Third-party notification is a confidential procedure in which we notify another person, designated by you, that your service may be disconnected. This third party can be any person you choose. The third party is not obligated to pay your bill but can make sure you receive and understand the disconnection notice and help you take action to prevent disconnection.

Moving and name changes on your bill

Contact us at least three business days before moving or requesting a name change on your bill. Contacting us in a timely manner eliminates the potential of you being held responsible for energy used after you move.

Telephone consumer protection

The phone number you provide for your account may be used to contact you regarding your utility service. To update your phone number, go to My Account at we-energies.com or call 800-242-9137.

Service disputes

If a dispute cannot be resolved in a mutually satisfactory manner, you may request an informal hearing before a utility hearing officer. If you are not satisfied with the response of the hearing officer, you may contact the MPSC to request a formal review of your concerns.

Michigan Public Service Commission
PO Box 30221
Lansing, MI 48909
800-292-9555

Michigan service reliability

You may qualify for a service credit if you experienced any of these conditions:

- An outage lasting longer than 48 hours during gray sky conditions.
- An outage lasting longer than 16 hours during normal conditions.
- An outage lasting longer than 96 hours during catastrophic conditions.
- Six power interruptions in a 12-month period.

If you qualify, call 800-242-9137 to request this credit.