

Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

inside

- Summer storms
- Beating the heat
- Stress-free summer
- Insulation and air sealing rebates



Connecting with us

Online

uppermichiganenergy.com

24-hour customer service

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

24-hour power outage/emergency service

800-662-4797

Call or click before you dig

811 or missdig811.org

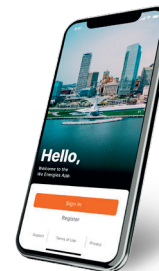
Para traducciones

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

Get the app that puts you in control



Anytime. Anywhere.
Text We Energies to 91924



Be ready year-round

Updating your home's insulation and air sealing can help you reduce energy costs and improve your home comfort year-round. Now is the perfect time to get projects done. The results will keep you cooler in the summer and warmer in the winter.

Check out rebate savings of up to \$200 on insulation and air sealing from Efficiency United. For more information and rebate requirements, go to efficiencyunited.com.



A reminder about your utility

While Upper Michigan Energy Resources (UMERC) 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.



UMERC-WE-240148-08-JN-GH-16M

Energy you can depend on



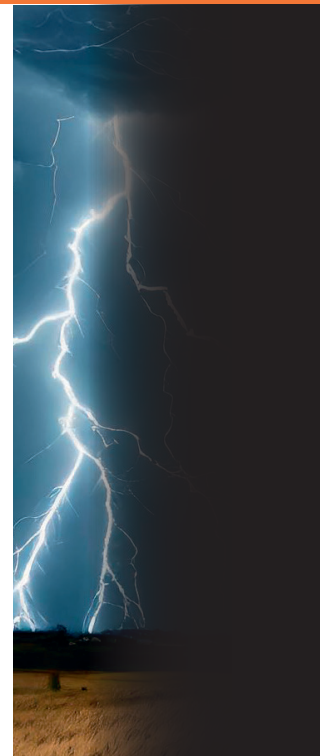
Summer storms: Making repairs and keeping you informed

If a storm causes power outages, follow these steps:

- Stay 25 feet away from downed power lines. Consider any downed line to be energized and call 911 or 800-662-4797 to report it. Emergency crews can block the area and keep people safe until repairs are made.
- Report the outage using our app or website. Customize your notifications to get outage alerts.
- Check our outage map to see where the problems are located. The map is updated every 10 minutes with details including crew status, cause and estimated time of restoration (ETR).

Restoring power

Using your reports and our technology, we can pinpoint the source of outages and generate an ETR. The time can vary based on staff and equipment needed, other ongoing hazards and outages and current weather conditions. The ETR is updated on the outage map and in the notifications you receive.



Stay *stress-free* this summer



You can stay in vacation mode and have the peace of mind that your bill is paid.

We have several convenient options:

- 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.

Beat the heat while being energy efficient

You don't have to sweat to save during the summer. There are plenty of ways to stay cool while managing your costs.

- Keep your blinds and drapes shut to minimize how much the sunlight heats up a room.
- Use an outdoor clothesline to dry your laundry.
- Let dishes air-dry instead of using heat settings on your dishwasher.
- Use a grill, microwave or slow cooker instead of your oven.

