

Check as you deck the halls



We're approaching the season for outdoor holiday displays. As you deck the halls, check for safety:

- ✔ Make sure there are no overhead power lines near ladders. Lower the ladder before you move it.
- ✔ Don't overload extension cords. Make sure they are approved for outdoor use.

Don't forget energy efficiency. LED lights use up to 80% less energy than traditional lights and have a longer life span.

Use our holiday lighting calculator and find more holiday safety and energy-saving tips at www.we-energies.com/savings/tips/holiday.

Highlighting our sustainability efforts

WEC Energy Group, parent company of Upper Michigan Energy Resources, released its 2023 Corporate Responsibility Report, which outlines the progress made on major projects and our commitment to the environment and the communities we serve.

Read more at www.wecenergygroup.com/csr.



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 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.

New address for payments coming

Effective Dec. 1, 2024, we will have a new address for payments:

**We Energies
PO Box 1125
Glenview, IL 60025**

Please make any necessary updates if paying through a third party, such as your bank or other institution.

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.

Customer connection

OCTOBER 2024

Ideas, advice and news from Upper Michigan Energy Resources

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We're here to help

Understanding your energy bill

Your bill is full of information to help you understand and manage your energy costs.

Energy use:
See your meter readings, plus other charges and credits.

Bill Date	Account Number	Next Meter Read Date	Amount Due	Payment Due Date
07/11/2024	123456789-00001	08/12/2024	\$76.25	08/02/2024

Item	Amount
09/11/2024 Previous Balance	\$74.14
09/05/2024 Balance	\$0.00
Total Current Charges	\$76.25
Total Current Credits	\$76.25
Electric Service	\$0.00
Facilities Charge	\$9.47
Power Supply Service	\$44.51
Other Service Charges/Credits	\$1.50
Tax Cuts-Jobs Act Credit	\$0.29
Taxes	\$2.53
Subtotal	\$76.25
Electric Service Total:	\$76.25

Account summary:

Compare this month's summary to the previous month and year.

Find contact information.

Get to know billing terms and definitions.

Overview
Retail rates for energy services are authorized and regulated by the Michigan Public Service Commission (MPSC). Rate information is published and sent with bills once a year. You'll find a sample bill on our website to help you read and verify your bill. Contact us for:

- Pricing information to verify the accuracy of your bill.
- Billing and payment options.
- Assistance with evaluating your energy use and conservation efforts.

Your payment is considered late if it is not received by the payment due date. When this happens, a late payment charge of 1.5% of the unpaid balance will be added to the next bill. If you have a question or concern about your bill, contact us before your energy bill is due.

Energy assistance
You may be eligible to receive funds to help pay your electric heating bill. Contact your county social service agency for information. When difficult circumstances prevent you from paying your bill in full, call us at 800-848-6556 to make a payment arrangement.

Facilities Charge: A daily charge that helps cover the fixed costs of providing service to customers. This includes equipment, billing and programs.

kW (kilowatt) hour: A measurement of electric use that is used to calculate your charges. One kWh will light a 100-watt bulb for 10 hours or a 11-watt LED bulb for 50 hours.

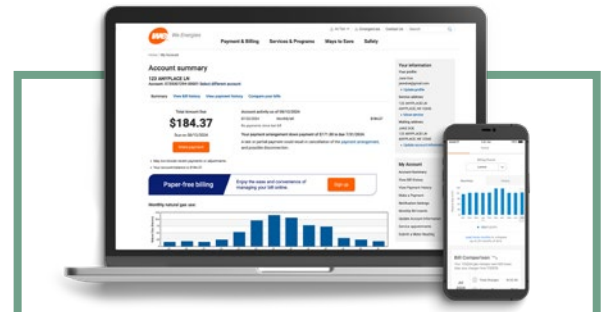
Power Supply Charges: The charges for generating or purchasing electricity and transmitting it from the generation facility to your substation.

Power Supply Cost Recovery: A charge or credit that's applied when the cost of purchased power and the cost of fuel to generate electricity are higher or lower than what was projected in your electric rates.

Renewable Energy Surcharge: A fee required by Michigan Public Act 2012-015. The money is used to pay for electricity generated from renewable energy sources.

Tax Cuts-Jobs Act Credit: A credit authorized by the Michigan Public Service Commission to reflect the impacts of the federal corporate tax reduction resulting from the Tax Cuts and Jobs Act of 2017.

Contact us:
Residential customers: 800-242-9372 • 24 hours a day contact@we-energies.com
Business customers: 800-714-7777 • Weekdays, 8 a.m. to 5 p.m.
Send correspondence to: WE Energies, P.O. Box 2046, Milwaukee, WI 53201-2046
we-energies.com



App or website

A PDF of your bill is available in our app and on our website. You'll also find copies of all monthly bill inserts, which provide safety and energy efficiency information.

For a closer look at sample bills, go to www.we-energies.com/payment-bill/reading-bill.

Plan ahead for winter

Increased energy bills in November, December and January are common, mainly due to colder weather. You're also likely to host more events — which may include decorating with lights and cooking for guests.

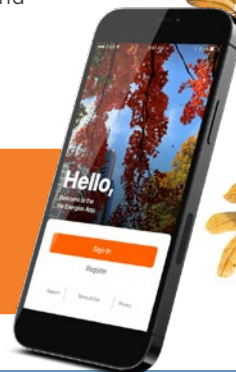
Manage your energy costs

- Check out our energy-saving tips.
- Sign up for Budget Billing to help even out seasonal variations in your bill.
- Apply for energy assistance, if eligible.

Automatic Payment

Never miss a payment with this free option. Automatic Payment provides the convenience of automatically paying your monthly energy bill on its due date from the bank account of your choice. You'll save time and money — and be worry-free.

Use our app or go to we-energies.com to sign up or learn more.



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.