

# Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

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## Connecting with us

### Online

[uppermichiganenergy.com](http://uppermichiganenergy.com)

### 24-hour customer service

800-242-9137  
[contactwe@mail.we-energies.com](mailto:contactwe@mail.we-energies.com)

### 24-hour power outage/emergency service

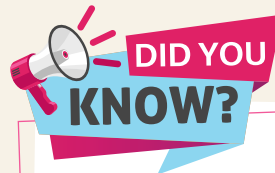
800-662-4797

### Call or go online before you dig

811 or [missdig811.org](http://missdig811.org)

### Para traducciones

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



### We are investing in renewable energy —

wind, solar and battery storage — to provide the affordable, reliable and clean energy you depend on.

### 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.

## Season's greetings

Happy holidays from all of us at Upper Michigan Energy Resources.

Have a *bright* start to 2025!



# Hints for the holidays

## We're here to help

Gather with friends and family while managing costs and improving energy efficiency.

**Bake in batches:** Conserve energy by baking multiple batches of cookies or more than one pie at a time. Prevent heat from escaping by keeping the oven door shut.

**Slow it down or speed it up:** Slow cookers and air fryers can really help you save. Slow cooking uses a smaller amount of energy than an oven. Air fryers cook food quickly — and can have the added benefit of being healthier by using less oil.

**Keep it cool:** Turn your thermostat down when cooking and entertaining. There will be plenty of residual warmth from the oven and your guests.

**Deck the halls with LEDs:** Choose the best options with our holiday lighting calculator. Get started at [www.we-energies.com/holidaycalculator](http://www.we-energies.com/holidaycalculator).

**Bonus tip:** Use a timer or smart plug to limit how long the lights stay on.

**Stuff stockings with savings:** Still need a gift? Gadgets such as smart plugs and LED bulbs make great energy-saving stocking stuffers.

### New Year's resolutions for 2025

- Make it a priority to manage and monitor your energy use.
  - Set up billing, payment and energy use notifications on our website or in our app.
- Simplify your life by bundling billing options: Sign up for Budget Billing, paper-free billing and Automatic Payment.
  - If you cannot pay your energy bill, contact us early to discuss payment arrangements.



## Stay in control of your bills, payments and time

### Paper-free me!

Join almost 830,000 customers who already signed up for paper-free billing and are enjoying the ease and convenience of managing their bill on our website and in the app.

### Simple. Smart. Streamlined. Secure.

- Simple — view the same bill detail online as your paper bill.
- Smart — receive bill notifications and set up payment reminders.
- Streamlined — access up to 25 months of bill history.
- Secure — your online energy bill and personal information are protected.

Sign up for paper-free billing today at [www.we-energies.com/paper-free-me](http://www.we-energies.com/paper-free-me)

### Put your payment on autopilot

For even more convenience and peace of mind, sign up for Automatic Payment to have your bill paid automatically each month from your bank account for free.

# Time for new appliances? Look for ENERGY STAR®



Upgrade or replace appliances such as your washer and dryer or dishwasher, and you can save energy and money by choosing ENERGY STAR certified appliances. Get a \$50 rebate per appliance and benefit from long-term savings on your electric bill.

Learn more at [efficiencyunited.com](http://efficiencyunited.com).

