

# Customer connection

Ideas, advice and news from Upper Michigan Energy Resources

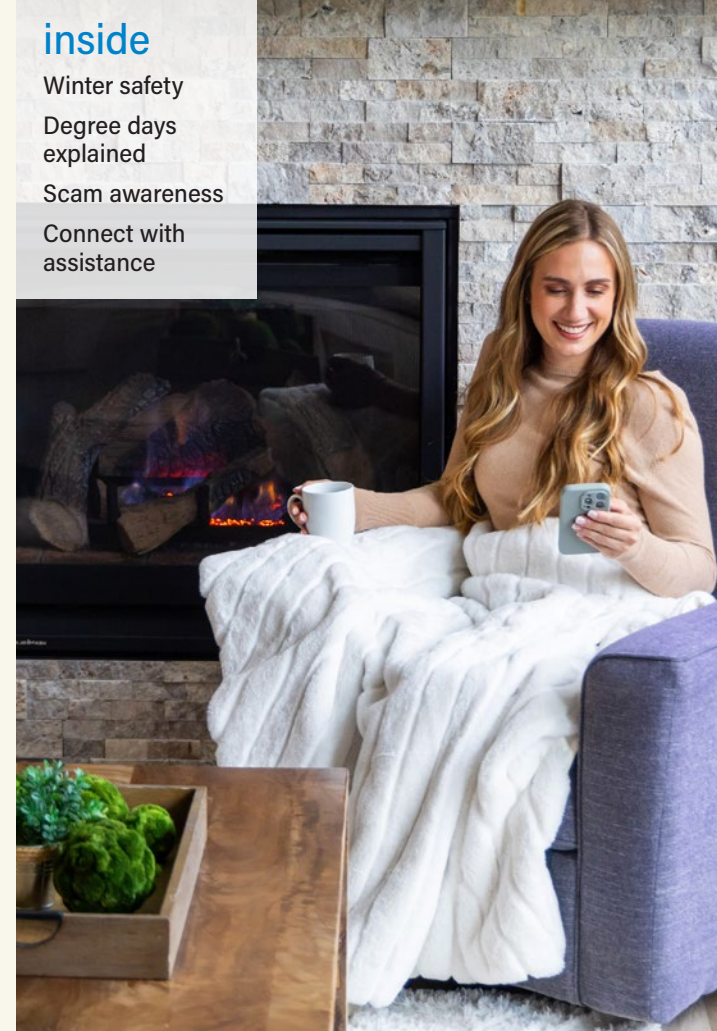
## inside

Winter safety

Degree days explained

Scam awareness

Connect with assistance



## Connect with energy and payment assistance options

If you or someone you know needs assistance, there are several ways to find energy payment programs and services.

- ➔ **Winter Protection Plan** protects eligible seniors and income-qualified customers from service shut-off and high energy bills from Nov. 1 to March 31.
- ➔ **Home Heating Credit** helps eligible Michigan residents cover their heating bill by filing for a tax credit. Go to [www.michigan.gov/taxes](http://www.michigan.gov/taxes) to apply.
- ➔ **State Emergency Relief Program** provides assistance for energy-related expenses such as heating fuel, electricity and home repairs. Learn more at [www.michigan.gov/mdhhs](http://www.michigan.gov/mdhhs).
- ➔ **Weatherization Assistance Program** provides free home energy conservation services to low-income homeowners and renters. To learn what's available, call 211 or work with a MI Bridges community partner.

## We're here to help

We offer programs to manage your costs. Budget Billing helps avoid seasonal variations in your bill, and payment arrangements are available for past-due bills. Go to our app or [we-energies.com](http://we-energies.com) to get started.

## Connecting with us

### Online

[uppermichiganenergy.com](http://uppermichiganenergy.com)  
Download our app.

### 24-hour customer service

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

### 24-hour power outage/emergency service

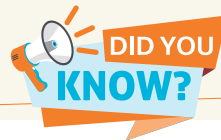
800-662-4797

### 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.



As an industry leader in the decarbonization effort, we are committed to protecting the environment and reducing greenhouse gas emissions while providing the reliable 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.



# Winter safety

## When the snow flies, take these steps to keep your meters working properly.

- Use your hand or a brush to gently remove snow from natural gas and electric meters. Shovels and other tools can damage the equipment.
- Clear the outdoor vent pipes for your natural gas furnace and appliances.
- Remove icicles that may drip onto meters. Icy buildup can interfere with the flow of natural gas through the meter and into the house.
- Don't bury meters when using a snow blower or shovel.
- Keep walkways clear for easy access to equipment in an emergency.



## Prevent carbon monoxide poisoning

When a natural gas heating system or appliance isn't working correctly, it can produce carbon monoxide (CO), a dangerous gas that is colorless, odorless and tasteless.



- Install a CO alarm on each level of your home. Alarms should be centrally located near sleeping areas.

### Know the warning signs of CO poisoning:

#### Low levels

Symptoms similar to flu or cold.

Shortness of breath, mild headache and nausea.

#### Higher levels

Dizziness, mental confusion, severe headache, nausea and fainting.

- If you suspect carbon monoxide poisoning, get out of the house immediately and call 911.

## Add our emergency numbers to your cellphone

**Power outage or electric emergency:**  
800-662-4797

**Natural gas leak, odor or emergency:**  
800-261-5325

## Report winter outages on our app

- Get the estimated restoration time, the number of customers affected and updates.
- View the interactive outage map.
- Sign up for outage alerts by text, email, phone or push notification.



# Degree days explained

**Have you ever wondered why your energy bill might be different each month, or year to year, even if you're doing everything the same?** The answer is probably the weather. Weather is one of the biggest factors that affects how much energy you use — especially during temperature extremes.

So, how do you know just how much the weather is influencing your bill over a given time? That's where "degree days" come in. Degree days create a standard to account for the changing temperatures when looking at energy use.



Scan now to watch how it works or go to [www.we-energies.com/homeenergyvideos](http://www.we-energies.com/homeenergyvideos).

# Scam awareness: Know the red flags



Scammers will threaten to shut off your power in a ploy to get your money. Here's how to protect yourself:

- 🚩 **Beware of scammers calling.** Sometimes they even spoof the caller ID to display our company name. We notify customers about past-due bills by mail before service is shut off — not by a phone call the same day.
- 🚩 **Hang up, and don't be polite.** If a phone call or text message seems fishy, follow your instincts.
- 🚩 **Don't use certain forms of payment.** Scammers may ask for money using a prepaid debit card, money transfer apps or even cryptocurrency. We will never do that.
- 🚩 **Browse internet search results with care.** Scammers may impersonate us through online "sponsored" search results. Contact us directly through [we-energies.com](http://we-energies.com), our app or information listed on your utility bill.

## What you can do

- ➔ Don't give personal or financial information when you encounter these warning signs.
- ➔ Contact us if you have questions about a call, email or text you've received.
- ➔ Call your local law enforcement if you've fallen victim to a scam.

