



Energy Assistance, Self-sufficiency & Education (“EASE”) Terms and Conditions

Upper Peninsula Power Company (“UPPCO”) is offering its Energy Assistance, Self-sufficiency & Education (“EASE”) program, also known as “EASE”, to help low-income customers move to self-sufficiency by linking affordable monthly payments with a credit incentive for on-time payments. Under the program, monthly payments will be established that help customers plan and budget for their energy bills reducing the potential for disconnections.

PROGRAM REQUIREMENTS:

1. Federal and State Eligibility

- a) Customer or spouse, with authorization, must be an active residential UPPCO account holder of the primary household.
- b) Customer household income between 20% and 150% of Federal Poverty Level (FPL) guidelines.
- c) Customer must have NO incidents of unauthorized use or fraud in the prior 12 months, and NO unaddressed bankruptcies.

2. Program Benefits

- a) Affordable customer payments uniquely established based on income and energy consumption.
- b) Monthly credits for active customers making regular monthly payments.
- c) A reconciliation payment may occur, as a reward for consistent customer payments, in the program year, if funding is available.
- d) Shut off protection is provided to active customers enrolled in EASE.

3. Expectations

- a) Customer or spouse will live at the address where EASE benefits will be received.
- b) Customer will make their affordable monthly payments on time.
- c) Customer will monitor, maintain, and/or reduce energy consumption whenever possible.
- d) EASE affordable payment amount will be reviewed, based on energy consumption, at program months 6 and 9 with annual reconciliation in program month 12.
- e) Customer will call UPPCO or the enrolling agency if having trouble making monthly payment.
- f) Notify UPPCO at 800-562-7680 if moving to a new location. The EASE program may be transferred with no deposit or re-application, upon customer request, if new service is established within 30 days. EASE budget amount will be re-calculated based on new service location.

4. Exceptions

- a) Monthly charges associated with leased dusk-to-down light(s) and standard meter opt-out fees are explicitly excluded from participation in the EASE program.

If you have any questions or concerns, please contact your enrolling agency immediately.

EASE in to self-sufficiency! Enroll today, pay on time, and become energy wise!