



Upper Peninsula Power Company
1002 Harbor Hills Drive
Marquette, MI 49855
www.UPPCO.com

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 up to 60% of the State Median Income (SMI).
- c) Customer must have NO incidents of unauthorized use or fraud in the prior 12 months, and NO unaddressed bankruptcies. If theft or fraud is identified while on the program, the participant will be removed.

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 at the end of the first 12 months, 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, 12, 18 and 24 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 906-449-2013 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 energy consumption at the new service location.

4. Exceptions

- a) Monthly charges associated with leased dusk-to-down light(s) and standard meter opt-out fees are the customer’s sole responsibility and are explicitly excluded from being paid by the credits in the EASE program.

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

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