



Upper Peninsula Power Company
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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 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. 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, 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!