



RESIDENTIAL UTILITY CUSTOMER'S RIGHTS AND RESPONSIBILITIES

The mission of Alpena Power Company is to provide in a responsible and environmentally compatible manner; for our customers, high quality, low cost services; for our employees, continuing development in a productive workplace; and for our shareholders, a fair rate or return on their investments.

This pamphlet is provided by Alpena Power Company to residential customers in accordance with the rules of the Michigan Public Service Commission

The main Company office is located at: 401 N. 9th Avenue
Alpena, MI 49707
(989) 358-4900

Alpena Power Company is regulated by: Michigan Public Service Commission
PO Box 30221
Lansing, MI 48909
1-800-292-9555

TO OUR RESIDENTIAL CUSTOMERS

We hope this information, outlining your rights and responsibilities and providing general information regarding the use of our electric service, is helpful to you. We are here to provide you with the best service possible. Your satisfaction is of the utmost importance to us.

Alpena Power Company (APC) provides electric service to the entire City of Alpena, and portions of the following: Townships of Alpena, Green, Long Rapids, Maple Ridge, Ossineke, Sanborn, Wellington and Wilson, in the County of Alpena; the Township of Presque Isle in Presque Isle County; the township of Caledonia in Alcona County; and the Village of Hillman and Township of Hillman in Montmorency County; all in the State of Michigan.

The service area covers approximately 250 square miles.

Directory

POWER OUTAGE (emergency).....(989) 358-4900 or toll free (866) 358-4900

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CUSTOMER SERVICE

Application for Connection

To apply for service at a new address, please contact our office at (989) 358-4900. Applicants will need to do all of the following: Rule 6.

- 1) Applicants for service may become customers by requesting service in person at the utility company office, in writing, by telephone, fax, or internet, or other means of communication. Using any of these methods, an applicant shall do all of the following:
 - a) Provide positive identification information as defined in R 460.102a.
 - b) Upon request, show ownership or a lease for the property where service will be rendered if applying to be a nonresidential customer.
 - c) Pay a deposit, if required by these rules.
- 2) The utility may also require payment of a delinquent account as a condition of providing or continuing service if the following conditions apply:
 - a) The delinquent account is in the customer's or applicant's name.
 - b) The delinquent account is not in dispute, owed to the utility, and accrued within the last 6 years. The utility shall provide the applicant with information on the process to refute or contest the delinquent account.

Note: If the power is off at the residence or business you are applying for, please be sure the main breaker is off or the main fuse is pulled. This insures the applicants' safety as well as the safety of our employees when they restore service to the home or business.

Disconnection of Service

R 460.127 Voluntary Termination. Rule 27.

- 1) Subject to the provisions of the rules, a utility customer or authorized representative shall do all of the following:
 - a) Notify the utility in person, or by telephone, in writing, by fax or on the internet at least 10 days prior to requested service termination.
 - b) Allow safe access to the utility, if necessary, to perform a final meter read.
 - c) Provide an address for final billing at the time of request for a final read.
 - d) Notify the utility if an existing occupant continues to occupy the premises.
- 2) The utility shall do both of the following:
 - a) Provide a final actual meter reading within 10 business days of the request for termination or estimate the final reading and offer the customer the option to provide an actual meter reading. If the meter is not read within the 10-day time frame the utility shall document the reason for no actual meter reading. An actual meter reading shall be obtained by the next normal actual meter reading cycle.
 - b) Schedule the customer's final meter reading within a 4-hour time frame if the utility cannot access the meter.
- 1) A property owner shall provide notice to the utility within 30 days after abandoning or surrendering a property to avoid liability for any unauthorized use of utility service as provided in MCL 460.9d(6).

Security Deposits

R 460.109 Deposits for Residential Customer.

- 2) A utility may require a deposit as a condition of providing, restoring, or continuing residential

service to an applicant or customer if any of the following provisions apply:

- a) At the time of request for service, the applicant or customer has an unpaid balance for electric service that accrued within the last 6 years and that remains unpaid and is not in dispute.
- b) The applicant or customer misrepresents his or her identity or credit standing.
- c) The applicant or customer fails to provide positive identification information upon request at the time of applying for new service.
- d) The applicant or customer requests service for a location at which he or she does not reside.
- e) The applicant or customer engaged in unauthorized use of utility service within the last 6 years, if the finding of unauthorized use of utility service was made after notice and an opportunity for a hearing and is not in dispute.
- f) Has sought relief under federal bankruptcy laws within the past six years.
- g) Tampered with equipment and/or energy was obtained illegally.
- h) Could not provide prior, satisfactory utility credit information.

Previous Customer or For Continued Service

A Security Deposit may be required as a condition of providing or restoring service to a previous customer or continuing service to a current customer if any of the following provisions apply, the applicant:

- a) Had a prior service account that is delinquent, accrued within the last six years, remains unpaid, and is not in dispute.
- b) Misrepresented their identity or credit standing.
- c) Failed to provide positive identification.
- d) Tampered with equipment and/or energy was obtained illegally.
- e) Had service that has been shut-off for non-payment.
- f) Has had a check returned NSF (insufficient funds) or closed account, or one or more payments from their debit or credit card or other form of payment has been denied within the last 12 months, excluding financial institution error.
- g) Was a member of a household when another member incurred a past due utility bill that remained unpaid and is not in dispute.
- h) Sought relief under federal bankruptcy laws within the last six years.

Exceptions

Deposits are not required if the applicant:

- Secures a guarantor with a satisfactory payment history who is a current APC customer
- The full amount of your energy bills are regularly paid directly to us by the Michigan Department of Human Services
- Is age 65 or older and has a satisfactory payment history with any electric provider for the past 3 years

Guarantor Agreements

A security deposit will not be charged if the applicant has another person (guarantor) sign a written guarantee that the applicants bills will be paid, or the guarantor will be held responsible. The guarantor must be a current APC customer who has had service in his/her name for a minimum of 12 months and has a good credit standing. The written agreement will state the terms. The applicant and the guarantor are jointly responsible for paying the applicants APC bills. However, when 12 consecutive bills are paid on time, the guarantor is released from the agreement and the applicant's credit is established.

Deposit Amounts

The amount of a security deposit depends on energy usage at the location and the customer's payment history. When a deposit is required because of an unpaid bill, the customer must pay the bill, a security deposit and possibly a reconnection fee before we can provide or continue service.

Interest and Refunds

Security deposits earn interest at a rate set by the MPSC. Deposits and interest are refunded when satisfactory credit is established. Credit is established by paying your electric bills on or before the due date for 12 consecutive months. The deposit refund is applied to the monthly/or final bill. If the refund exceeds the bill amount, it will carry forward as a credit balance toward future bills until the credit is fully utilized. We will, upon request, issue a check for the credit balance. If service is discontinued before the customer has established good credit, we credit the amount of the deposit, with interest, to the final bill. If it exceeds the final bill, we will issue a check for the balance.

Reading Your Meter

Customers desiring to read their own meter, or to check a bill for accuracy, should follow these simple instructions. All residential meters are digital. To find out how much energy has been used over a given period of time, subtract the meter reading taken at the beginning of the period from the present meter reading. The difference is the number of kilowatt hours of electricity which have used since the last reading.

To read your digital meter, please follow these instructions:

1. Read your meter from **left to right**.



The meter in this example reads as: '2', '5', '3', '8', '4'.

Customers can visit www.alpenapower.com, login to their account, click on bill calculator, enter the current read and the program will generate the dollar amount due as of that reading.

Estimated Meter Readings

We read meters each month to determine the amount of energy used and then prepare a monthly bill. During 2014-2015 APC replaced every meter in our service territory with an AMR (automated meter read) meter. AMR meters allow us to drive down the road and pick up readings from the vehicle.

If a meter is located inside and there are barriers between the meter and the road, we may not be able to capture a reading. If this occurs, a meter may be estimated.

If estimated usage seems too low or too high, or if customers prefer to read their meter each month, they need to contact us. If we haven't been able to read the meter or don't receive meter reading information from the customer before the bill is prepared, that month's usage is estimated.

Your Monthly Utility Bill

Once a month customers will receive a bill (paper or electronic) for their use of electricity. The rates the Company charges its customers have been approved by the Michigan Public Service Commission and a copy of the rates can be obtained from the APC office or online at www.alpenapower.com. If you have a question about our service, want to check the accuracy of a bill, or did not receive a bill, please contact Customer Service by calling (989) 358-4900 or toll free at (866) 358-4900. You may also correspond through mail by sending information to us at 401 N 9th Avenue, P. O. Box 188, Alpena, Michigan 49707 or email at solutions@alpenapower.com

Please note customers are responsible for paying for their electric usage on or before the bill's due date. A bill that is transmitted by APC will contain all of the following information:

- Beginning and ending meter readings and dates for the billing period
- Units of energy consumed during the billing period and the units of energy consumed during the comparable period the prior year
- A designation of the rate
- The due date
- Any previous balance
- The amount due for energy usage
- The amount due for other authorized charges such as surcharges or the Power Supply Cost Recovery (PSCR) Factor. The PSCR is the adjustment by which certain increased or decreased costs of providing the electric energy to customers is passed. These costs will include purchases of power from other utilities and the costs of fuel used in generating electricity.
- The amount of tax
- The total amount due
- The rate schedules, the explanation of rate schedules, and the explanation of how to verify the accuracy of the bill will be provided by the company upon request
- Customers should contact the company regarding an inquiry or complaint about the bill before the due date
- Address and telephone number of the utility at which the customer may initiate any inquiry or complaint regarding the bill or the service provided by the utility
- The utility is regulated by the Michigan Public Service Commission

Payment of Your Monthly Bill

Payment in full of the monthly utility bill is due twenty-one (21) days after the date the bill is issued. If a current bill becomes delinquent, a 2% late charge (net of taxes) will be added. Please notify us if you are 65 years of age or older to avoid this charge.

APC offers several ways to pay bills: Online service is available 24 hours a day 7 days a week by visiting www.alpenapower.com on the website customers can view their account; pay their bill using credit card, e-check; or sign up for automatic monthly checking or savings account withdrawal. We recommend Customers who pay by mail pay with a check or money order. To ensure payments are received and processed by the due date, please allow 3-5 working days for U.S. Postal Service delivery.

APC has authorized bill payment centers for customer convenience. Please visit our website for a listing of the banks and credit unions and remember to allow 3-5 days for payment to reach us from the payment center. All payments should be received at APC by the due date to avoid a late charge.

Energy Gift Certificate

Need a gift for someone? Alpena Power Company offers energy gift certificates at our office. Payments will be applied to the APC customer of your choice. Call (989) 358-4900.

Kill-A-Watt EZ Power Meter

APC has a device customers can borrow for up to two weeks to help measure power consumption of household appliances and determine the cost of power consumed. It will work on any appliance you can plug into a normal outlet. It will not test devices needing a 220 volt power source. Please call (989) 358-4900 for more information. A deposit is required that will be refunded upon return of the device.

Budget Payment Plan

Call APC at (989) 358-4900 to enroll or receive additional information. The Budget Plan is available to all customers. This plan does not reduce energy costs. Budget amounts are a pre-determined dollar amount using the monthly average of the customers past year's kilowatt usage. If customers have not been at a residence for a year, the amount will be determined by the prior 12 month's usage for the building. There will be a mid-year evaluation of budget accounts, and changes may be made to the budget amount if we feel they are necessary. Reconciliation of budget accounts will at 12 months from the start date of the plan. If the budget year reconciliation leaves a credit balance, the credit amount will be applied to the next bill(s). If there is a balance due, that full amount will be due in the reconciliation month.

Landlord/Tenant Program

If a customer owns or is purchasing property for a rental, they may wish to notify us and complete our Landlord form. This will give us the authority to put power back into a landlord or business name in the event your tenant moves out. It may prevent winter problems of frozen pipes, etc. In the event the Company needs to turn off power for non-payment of a tenant, we will attempt to notify the landlord on file beforehand. It is the landlord's responsibilities to notify us when they are no longer the landlord.

CREDIT DEPARTMENT

ELECTRIC SHUT-OFF POLICIES

Bill Payment Problems

Alpena Power Company does not want to shut-off electric service for non-payment. Please contact us immediately if you have a payment problem and our Credit Department will try to work out satisfactory payment arrangements. Information on energy assistance and conservation measures is also available by calling (989) 358-4900.

Medical Emergency

Shut-off for non-payment shall be temporarily postponed for twenty-one days if customers obtain a physician's certificate identifying the medical emergency, or a notice from a public health or social service official, stating that shut-off of service will aggravate your existing medical emergency, (or that of another permanent resident of your household). The certificate shall identify the medical condition, any medical or life supporting equipment being used, and the specific time period during which the shut-off of service will aggravate the medical emergency. The utility shall extend the postponement for further periods of not more than 21 days, not to exceed a total postponement of shut-off of service for 63 days, only if the customer produces a physician's certificate for each extension period. If shut-off has occurred, service may be restored provided the customer furnishes APC with a physician's certificate.

Military: Shut-off Protection on Active Duty

If a customer or their spouse is the customer of record and is called to full-time active military service by the President of the United States or the Governor of Michigan during a time of declared national or state emergency or war, they may apply for shut-off protection for up to 90 days and may request an extension of this protection by re-applying.

Customers must provide verification of active duty status. At the end of active duty, customers must notify us of their status. Customers will still be required to pay for the energy used during participation in this program. We will set up a payment plan for all past-due amounts to be paid within one year.

Winter Protection

The Winter Protection Plan (WPP) may protect low income customers and seniors age 65 and older from service shut-off and high payments during the winter (November 1 through March 31). Qualified customers will pay a percentage of their estimated annual bill each month along with a portion of the past due bills.

To help assure that all Michigan residents have adequate heat throughout the winter, state and local agencies and utilities have joined in a cooperative effort to provide Michigan residents with information about energy assistance & conservation programs.

Contact Alpena Power Company immediately if you have a payment problem. Our collection department (989) 358-4961 will gladly work out payment arrangements with you. Remember...You are encouraged to call as soon as you know you will be unable to pay your bill rather than waiting until you have a shut-off notice. APC representatives can advise you about available payment plans and assistance programs.

The following outlines **Home Heating Assistance and Energy Conservation Programs** available for Winter Protection, *November 1 through March 31*.

1.) MICHIGAN PUBLIC SERVICE COMMISSION (MPSC) WINTER PROTECTION PLAN

Alpena Power Company..... (989) 358-4900

2.) HOME HEATING CREDIT

Michigan Department of Treasury (517) 636-4486

3.) EARNED INCOME TAX CREDIT

Michigan Department of Treasury..... (800) 829-3676

4.) CRISIS ASSISTANCE PROGRAM

State Emergency Relief (SER)

Alpena County Dept. of Health and Human Services (DHHS)..... (989) 354-7200

5.) VETERANS ASSISTANCE

Veterans Trust Office (989) 354-9671

6.) LOW-INCOME HOME WEATHERIZATION

NE MI Community Service Agency (NEMCSA)..... (989) 358-4713 or (866) 484-7077

7.) APC MEDICAL EMERGENCY

Alpena Power Company..... (989) 358-4900

2 – 1 – 1 directory for assistance..... 211

Assistance may be obtained from the following agencies and organizations after first contacting DHS:

Salvation Army (989) 358-2769

NEMSCA (989) 358-4713

St. Vincent DePaul..... (989) 884-1341

Settlement Agreement

Customers who are having difficulty paying their bill by the due date should contact our office immediately and we will work out a reasonable, extended settlement agreement. A Company representative and the customer must sign the agreement before it is considered valid. Payments will be based on:

- Size of the delinquent amount
- The customers' ability to pay
- Length of time the debt has been outstanding
- The individuals payment history

Customers will receive a signed copy of the agreement for their records. As long as customers keep the terms of the agreement, their service will not be shut-off for the amount indicated. If there is a default on the agreement, service may be shut-off after proper notification. Current bills should also be paid by the current bill due date.

Reconnection of Service After Shut-off

To have service restored after being shut-off for nonpayment customers must pay the entire amount due, plus a reconnect charge and security deposit (or guarantor).

Reasons for Possible Disconnection

Alpena Power Company may discontinue service for any of the following reasons:

- failing to pay a past due bill that accrued within the last six years
- failing to pay a deposit or obtain a guarantor as permitted by the rules approved by the MPSC
- you or others have caused the unauthorized use, diversion, or interference with the utility service situated or delivered on or about your premises
- failure to comply with the terms and conditions of a settlement agreement
- refusal to arrange access, at reasonable times, for the purpose of inspection, meter reading, maintenance, or the replacement of equipment that is installed upon your premises, or for the removal of a meter
- misrepresenting your identity for the purpose of obtaining utility service
- having violated any rules of APC approved by the MPSC so as to adversely affect your safety or any other person's safety or the integrity of the utility system
- having been a household member when another current household member incurred an undisputed past-due bill that remains unpaid.

Ten Day Shut-off Notice

When an account becomes delinquent, a ten-day shut-off notice will be mailed. This notice states that electric service is subject to shut-off if not paid in our office by the date indicated. Customers are urged to contact our Collection Department and make payment arrangements before the expiration date on the notice.

Physical Shut-off of Service for Nonpayment

Shut-off will be between the hours of 8 a.m. and 4 p.m. When our field Representative arrives at a residence to shut-off service for nonpayment, if a customer can provide a valid receipt that the past due bill has been paid, service will continue. If the delinquent amount has not been paid service will be discontinued.

Meter Tampering

It is unlawful to tamper with, or in any way alter, the operation of an APC electric meter. State law provides strict penalties for such infractions. The customer is responsible for the cost of unauthorized use, investigation costs, and a tampering charge as currently authorized by the MPSC.

Complaint/Hearing Procedures

A customer's first contact should be with Alpena Power Company, located at 401 N. 9th Avenue, Alpena, MI 49707, (989) 358-4900. One of our representatives will investigate a customer complaint and respond back to them. Alpena Power Company will try to solve the problem/complaint. This may include telephone calls, meetings, and visits to homes or businesses.

Settlement Agreement

There may be occasions when it is desirable for both parties to enter into a Settlement Agreement. A Settlement Agreement is a written statement, signed by the customer and our representative, describing how a dispute is to be handled. The Settlement Agreement is used to resolve many types of problems; for example, payment arrangements for past due bills, providing access to the meter or for preventing service shut-offs.

When a Settlement Agreement involves bill payment arrangements, the following facts are considered:

- Amount past due, length of time amount has been outstanding, and reason it has not been paid.
- A customer's ability to pay and their past payment history.

Customers will be given a copy of any signed Settlement Agreement; both parties are committed to the terms of the agreement. If customers follow the agreement, utility service will continue as before. If a customer fails to follow the agreement, service can be shut-off.

If a Settlement Agreement is in progress or if a customer has defaulted on a previous agreement within the past 12 months, under the rules of the MPSC, we do not have to enter into an additional Settlement Agreement. Additionally, customers need to be aware that when they sign a Settlement Agreement, they waive their right to have a hearing before a Utility Hearing Officer on any matter included in the agreement.

Hearing Procedures

If customers are not satisfied with our attempt to resolve their complaint, they will have the opportunity for a hearing before a Utility Hearing Officer. The Utility Hearing Officer is a neutral third party who hears and decides the dispute. The Company's hearing procedures, including the actions of the Utility Hearing Officer, are reviewed by the MPSC to ensure the impartiality and integrity of the hearing process.

Before the Hearing

If a customer requests an Informal Hearing, a representative from our Customer Service Department will contact them to make arrangements. Customers need to notify us of their decision to have the hearing within five (5) business days from the date they are contacted.

If the hearing is about the amount of a bill, the customer must pay the portion of the bill that is not in dispute, or if the disputed amount cannot be agreed upon they must pay 50 percent of the disputed amount not to exceed \$100. The payment is due within ten (10) business days from the date of the hearing notice. If they do not make the payment on time, the service may be shut-off in accordance with these rules.

Normally, hearings are held during regular business hours at the APC office. If the time or location is not convenient, other arrangements can be made. The Informal Hearing will be held within 30 business days of the request. Customers will be officially notified of the agreed upon date, time and place at least ten (10) business days before the hearing. Not less than two (2) days before the hearing, both parties (the customer and APC) have the right to review a list of all witnesses who will testify and any evidence relevant to the issues to be raised at the meeting. Utility Hearing Officers do not handle legal property damage claims or monetary claims.

A customer must apply for such relief through civil court. Failure of the customer, or the utility, to attend the hearing without good reason, or without having requested an adjournment, constitutes a waiver of the right of that party to the hearing.

At the Hearing

The hearing is informal. Customers can bring anyone they choose to assist them. However, all testimony is given under oath and the customer, or a licensed Michigan attorney, must be there to present their position. Otherwise, the customer may lose their right to the hearing and any past-due amount on their account, including the disputed amount, must be paid. With the Utility Hearing Officer presiding, both parties present their evidence, witnesses and testimony. We may also examine each other's evidence and question each other's witnesses.

The Utility Hearing Officer collects a written statement of each party's position in the dispute. Copies of all the written evidence presented are also collected. Before rendering a decision, the Utility Hearing Officer offers both parties a final opportunity to enter into a Settlement Agreement. If the parties do not reach agreement, the Utility Hearing Officer writes a "complaint determination" based on the oral and written facts presented at the hearing. A copy of the Utility Hearing Officer's decision is given to both parties within seven (7) business days. If the decision of the Utility Hearing Officer is in favor of the customer, any excess money paid is refunded with interest. If the decision is in our favor, customers have seven (7) business days after a Utility Hearing Officer issues the written complaint determination to follow the steps outlined in the decision or appeal.

Right to Appeal Hearing Decisions

Michigan Public Service Commission Executive Secretary
PO Box 30221
Lansing, MI 48909

Toll-Free Telephone: (800) 292-9555

Telephone: (517) 284-8100

Web site: <http://michigan.gov/mpsc>

The informal appeal is referred to a Complaint and Information Officer of the MPSC who reviews the hearing record and investigates the matter further if needed. The Complaint and Information Officer issues a written decision and sends a copy of the decision to both parties within 30 days from the time the hearing record was received.

Each party has 10 days to follow the steps outlined in the decision. If either party is still dissatisfied, a final appeal may be filed for a formal hearing before the MPSC. The formal hearing process does not delay paying the amount in dispute unless the MPSC agrees that it should.

SPECIAL SERVICES

Service Interruption Information

An outage can be caused by storm damage, lightning, downed trees, or even a squirrel on the lines. If you see a downed power line, stay away from it and report it to Alpena Power Company immediately at (989) 358-4900 or toll free (866) 358-4900.

If you have a power outage, check fuses/circuit breakers first. If customer owned equipment is not the problem, call Alpena Power Company at (989) 358-4900 or toll free (866) 358-4900. Don't assume someone else will call. The quicker we know where the problem is located, the quicker our service representatives can respond to correct the problem.

Upgrades & Underground Services

For disconnection of service for siding or upgrade, or underground services, please contact our Engineering Department at:.....(989) 358-4948 or (989) 358-4949
If you are calling from outside the area: toll free (866) 358-4900 ext. 4948 or ext. 4949

Electrical Safety

Visit our web site at www.alpenapower.com. Don't take chances with electricity. Follow these common sense safety rules:

- Make sure power is off before going into a flooded basement.
- Double check the location of overhead lines before trimming a tree, raising an antenna, or using long- handled pool cleaning tools. It's easy to misjudge the height of the lines.
- Stay away from downed power lines.
- If a downed line falls on your car, stay in the car until help arrives! If you must leave the car, jump out so that your body is not in contact with the car and the ground at the same time.
- Make sure ladders are securely positioned at a safe distance from electrical lines and connections when making outdoor or house repairs.
- Teach your children to respect electricity.
- Train them to stay away from overhead lines when climbing trees and flying kites.

Tree Trimming

Fallen trees and branches account for a measureable amount of the annual outage minutes that occur in the APC service territory. Our tree trimming policy has resulted in a significant decline in outage minutes and helps support our exceptional reliability rating.

APC contracts tree trimming professionals to trim a percentage of its service territory annually, therefore trimming our entire service territory every five years. APC tree trimming contractors will carry APC identification. If customers are not sure who is on their property trimming trees, please ask to see their identification. When trimming distribution lines, our policy is to trim 15 feet on either side of the line. When trimming transmission lines we will trim 25-50' on either side of the line depending on the voltage carried by those transmission lines.

If there is a tree on your property interfering with APC power lines, please call:

Locally (989) 358-4900
Long distance (866) 358-4900

APC is not responsible for wind damaged trees and debris on your property. Please contact your insurance company.

Miss Dig

Miss Dig is a statewide alert system that notifies all utilities of work to be done near their underground lines.

Miss Dig should be called BEFORE you dig at: (800) 482-7171 or 811

A seventy-two (72) hour advance notice should be given for most work. However, Miss Dig can be contacted any time for emergency purposes.