



## Voluntary Green Pricing Program

Green energy, clean energy or renewable energy (sometimes called green power) is electricity produced from sources that replenish themselves naturally, never run out, and are cleaner for the environment, which includes but is not limited to: Wind, Solar (sunlight), Landfill and Agricultural Waste (biomass and biogas), Heat of the earth (geothermal) and Water (some low-impact hydroelectric facilities).

The voluntary green pricing (VGP) program allows customers to support the growth of green energy in the State of Michigan.

The way the program works is Alpena Power Company (APC) purchases Renewable Energy Credits (RECs). Each REC purchased is documented proof that 1,000 kilo-watt hours (or 1 megawatt hour) of green energy has been generated in the State of Michigan. APC totals up all of the energy used by all the customers who **opt into** the program each year and then purchase that number of RECs to offset usage. Green energy then goes directly onto the power grid in the exact amount purchased by APC customers.

If you make the decision to lower your carbon footprint and buy green energy you can subscribe to the option that works best for you.

- **Option 1** – Purchase a percentage of your monthly kilowatt-hour (kWh) usage. We offer 25%, 50% and 100%
- **Option 2** – Purchase blocks (one block equals 100 kWh of energy usage) on a monthly basis.

In addition to your normal monthly bill, you will be charged the small incremental cost to match your energy use with renewable energy credits at the cost of .0078¢ for each kWh of electric energy you use. Each block is 100 kWh and is 78¢ per block.

One block = \$0.78 per month

100% would be monthly kWh usage X .0078 (1,000 kWh X .0078 = \$7.80)

50% would be monthly kWh usage X .0078 divided by 2 (1,000 kWh X .0078 X 50% = \$3.90)

25% would be monthly kWh X .0078 X .25 (1,000 kWh X .0078 X 25% = \$1.95)

There will be an itemized line item on each monthly bill for the additional green pricing program cost.

Customers who **opt into** the program are required to enroll for a 12-month period. Once opted in, you shall **not be permitted to leave the program or change your initial level of participation** in the program (unless moving from APC service territory) until your 12-months have expired. If you move within APC service territory, the program travels with you. If you move out of the APC territory, you will automatically be removed from the program.

The program is open to any residential, commercial, or industrial customer who meets the eligibility requirements. Contact our office at (989) 358-4900 to get more information or sign an agreement. APC and all Michigan electric utilities are required to file semi-annual renewable energy reports with the Michigan Public Service Commission. Those reports can be accessed through the Commission's website.



## **OUTAGE MANAGEMENT SYSTEM**

Beginning in January 2022, Alpena Power Company (APC) will begin installing new outage management software. The software will allow APC to contact customers during outages via interactive voice response (IVR) messages and text messaging.

**For our customers to benefit from this new this new technology, we need current phone numbers.**

**Please call 989-358-4900 to speak with a representative who will assist you in updating your contact information and answer any questions you may have.**

Some of the advantages of our new program are:

- If a customer is in an affected outage, APC has the ability to send out a notification via email, text or phone to notify them.
- APC has the ability to send out notice via email, text, phone if a planned outage is in their area. Or any other information we wish to convey.
- If a customer is in a known outage area and they call our office to report an outage, a message will let them know we are aware of their outage. If this is the reason they are calling, they can end the call or request a text, email, phone call when restored.
- Customers will have the ability to pay their bill via IVR by Credit card or e-check. Customers can speak their response or key in via phone
- Customers phone calls will be routed to intended department i.e., billing, tree trimming, engineering more efficiently.
- Customers will have the ability to view outage maps.
- Predictive data to locate outages faster.