



MAKING THE CONNECTION WITH NORTHEAST MICHIGAN

"...low rates and exceptional reliability for Northeast Michigan!"

FALL/WINTER 2022-2023

www.alpenapower.com

VEGETATION MANAGEMENT

In an effort to reduce tree-related power outages, increase system reliability and reduce customer power outages, Alpena Power has an aggressive Vegetation Management Program. Our goal is to clear approximately 20% of our power lines each year. This trimming cycle ensures that all lines on our system are cleared of potentially troublesome trees over each 5 year period.

When trimming distribution lines, our policy is to trim to 15' on either side of the line. When trimming transmission lines we trim 25'-50' on either side of the line depending on the line voltage. We contract tree trimming professionals. If you are not sure who is on your property trimming trees, please ask to see identification.

If there is a tree on your property interfering with Alpena Power Company power lines or if you have questions about our Vegetation Management Program, please call: 358-4900 or Toll Free: 866-358-4900

The main Vegetation Management areas for 2022 include:

- Hubbard Lake Rd area South of Beaver Lake Rd
- Area between Thunder Bay Ave and Michigan Ave

| | |
|-------------------|--------------|
| Alpena Power main | 989-358-4900 |
| Toll free | 866-358-4900 |

PAYMENT ARRANGEMENTS AND ASSISTANCE

We encourage anyone who is having difficulty paying their power bill to contact Alpena Power Company's collection department at 989-358-4900. We will gladly work with customers to make satisfactory payment arrangements. 2-1-1 is a free service for Northeast Michigan residents. It operates 24 hours a day and provides callers with information about state and local agencies who have energy assistance programs available, as well as programs for many other needs.



APC offers an Income Assistance Service Provision credit to residential customers whose total household income does not exceed 150% of the Federal Poverty level. If qualified, customers will receive a \$5.00 credit per month for 12 months and must re-certify annually. Customers who receive assistance from a MEAP program, receive a home heating credit energy draft, or qualify for State Emergency Relief (SER) are automatically enrolled. Customers who haven't received assistance, but receive Medicaid or the Supplemental Nutrition Assistance Program (SNAP) can request a low-income verification form to see if they qualify.

INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

Alpena Power Company has installed a new IVR phone and Outage Management System. When customers call our main number, 989-358-4900, they can choose options to report power outages, make payments, or get account information without having to wait to speak to a representative.

If your current phone number is on file and you are calling from that number, the outage management system will recognize it and let you know immediately if you are affected by a current outage. You can request call backs or text messages for restoration notifications.

PAYMENT OPTIONS

- Go to www.alpenapower.com Click on "Pay my bill", if you have an account, sign in OR use "Guest Pay".
- When calling our office, at 989-358-4900, choose the option to Pay your bill and use our IVR system.
- Sign up to pay by text. A link to your account will be texted to your cell phone, click on the link and it will direct you to your account information. Enter your payment information and choose the amount you wish to pay.
- Sign up for automatic monthly withdrawal from your savings/checking or debit/credit card. Forms are available on the back of your statement and on our website.

ENERGY EFFICIENT HEATING TIPS

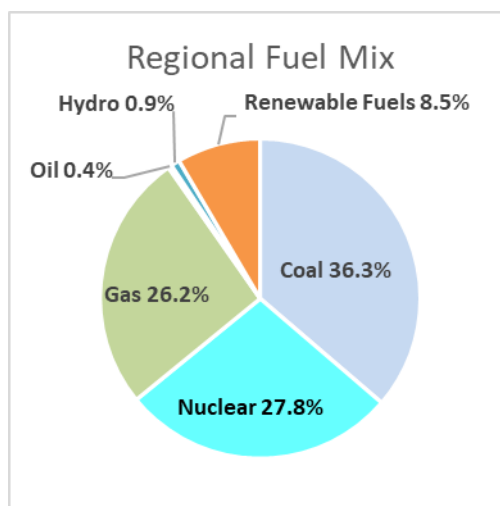
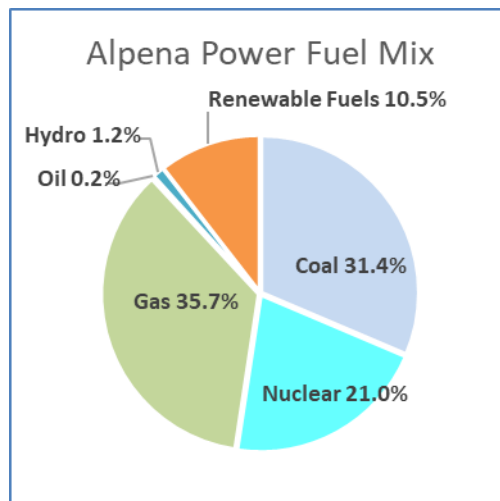
- Install programmable thermostats, set them for the lowest comfortable temp for when you're home away.
- Clean or replace furnace filters once a month, or as recommended.
- Clean warm-air registers, baseboard heaters, and radiators as needed; make sure they're not blocked by furniture, carpeting or drapes.
- Eliminate trapped air from hot-water radiators once or twice a season; if unsure about how to perform this task, contact a professional.
- Turn off kitchen, bath and other exhaust fans within 20 minutes after you are done cooking or bathing.
- Install insulated draperies or shades. Keep drapes open on south-facing windows during the day to allow sunlight to enter your home and closed at night to reduce the chill from cold windows.
- The cost for small electric space heaters starts at \$0.21 per hour and goes up with larger units.
- Visit <https://www.energy.gov> for more information and tips on heating and cooling, weatherization, and more.
- Visit <https://www.energy.gov/energysaver/estimating-appliance-and-home-electronic-energy-use> to assist in calculating how much an appliance might cost to use.
- If you are replacing appliances or heating/cooling systems, or are just looking for energy savings information, be sure to visit <https://www.encyclopedia.com>. Click on Alpena Power to see available rebate options.

Environmental Characteristics of Electricity Provided by Alpena Power Company

| Projected Environmental Characteristics of Alpena Power Company's Electricity April 1, 2021 - March 31, 2022 | | |
|---|--|--|
| Fuel Source | Alpena Power's fuel mix used to generate electricity | Regional average fuel mix used to generate electricity (MI, IL, IN, OH and WI) |
| Coal | 31.4% | 36.3% |
| Nuclear | 21.0% | 27.8% |
| Gas | 35.7% | 26.2% |
| Oil | 0.2% | 0.4% |
| Hydroelectric | 1.2% | 0.9% |
| Renewable Fuels | 10.5% | 8.5% |
| Biofuel | 0.1% | 0.7% |
| Biomass | <0.1% | 0.5% |
| Solar | 0.5% | 0.3% |
| Solid Waste Incineration | 0.9% | <0.1% |
| Wind | 7.0% | 6.5% |
| Wood | 2.0% | 0.4% |
| Other (1) | < 0.1% | 0% |

Note: Biomass excludes wood; solid waste incineration includes landfill gas

| Type of Emission/Waste | Alpena Power Average Pounds per Megawatt-hour | Regional Average (MI, IL, IN, OH and WI) Pounds Per Megawatt-hour |
|------------------------------|---|---|
| Sulfur Dioxide | 0.5 | 1.2 |
| Carbon Dioxide | 1005.2 | 1133.0 |
| Oxides of Nitrogen | 0.50 | 0.8 |
| High-Level Nuclear Waste (2) | 0.0069 | 0.006 |



Have you checked out our Energy Thrift Certificate rates lately? We are currently offering rates as high as 4.50% Call (989)358-4900, and choose the Energy Thrift Note option for more information.

