

# MAKING THE CONNECTION WITH NORTHEAST MICHIGAN

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

SUMMER 2020

[www.alpenapower.com](http://www.alpenapower.com)

**Kraig Dubie**  
**Line Supervisor**  
**Alpena Power Company**

## VEGETATION MANAGEMENT

To help reduce tree-related outages, Alpena Power Company has an aggressive Vegetation Management Program with a goal of clearing approximately 20% of our lines each year. This trimming cycle ensures that all lines on our system are cleared of potentially troublesome trees over each 5 year period resulting in increased system reliability and reduced customer outages.

When trimming distribution lines, our policy is to trim to 15' on either side of the line. While trimming transmission lines we will trim to 25'-50' on either side of the line depending on the line voltage.

APC contracts tree trimming to professionals who carry Alpena Power Company identification. If you are not sure who is on your property trimming trees, please ask to see this 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: 358-4941 or Toll Free: 866-358-4900, ext 4941.

The main Vegetation Management areas for the remainder of 2020 include:

- Ossineke south of Old Ossineke Rd
- Spruce south of Beaver Lake Rd

### Alpena Power Company Phone Numbers

Alpena Power main	989-358-4900
Toll free	866-358-4900
Engineering	989-358-4900, option 8
Vegetation Mgmt.	989-358-4900, option 4

## CLEANING UP TREES AND DEBRIS AFTER A STORM

In the aftermath of a storm, our crews will work to trim or remove any tree that is interfering with power restoration. After power has been restored and it is safe, it is the property owner's responsibility to clean up trees or debris left on their property following emergency tree trimming or removal.

## SAFETY AND DOWNED POWER LINES

- Call 911 and Alpena Power Company immediately!
- Stay away from power lines! An energized line may not be sparking or arcing and lines that appear to be "dead" can become energized as crews work to restore power.
- Assume ALL low hanging and downed lines are energized and dangerous.
- Do not touch anything or anyone in contact with a power line, the current could flow through you.
- If your vehicle is in contact with a power line, stay inside the car and warn others to stay back and not touch the vehicle.
- Never drive over a downed power line, it could cause poles or equipment to come down.

## HANG UP ON APC IMPOSTERS!

Beware of scam phone calls where the caller is posing as your electric provider. Here are some red flags of imposter calls, **if we call you, we will NOT:**

- Ask for your account number
- Demand immediate payment or a specific form of payment, we accept several types of payment; Debit/Credit cards, EChecks, ACH transfers and more.
- **NEVER** give out your personal information.

- If you are not sure if your call is legitimate, hang up and contact APC directly at (989) 358-4900.



You can create an account online at [www.alpenapower.com](http://www.alpenapower.com) to view and pay your bill, sign up for text message alerts and more. We also have a mobile app that is available at the iTunes store and google play.



## **PAYMENT ASSISTANCE OPTIONS**

We hope all of our customers are doing well during this unprecedented virus and the subsequent changes we have experienced with our normal daily personal and work routines.



We understand the challenges some of you are facing with temporary and permanent lay-offs. If you are experiencing difficulties with paying any utility bill, we URGE you to call 2-1-1. This service has up-to-date information on agencies who have funds available to assist people with utility payments, rent, and much more. Their website is [www.211.org](http://www.211.org).

You can also contact Alpena Power directly to discuss your bill, make payment arrangements and more.

## **COVID-19**

The Alpena Power customer service office will remain closed until further notice. The vestibule at the customer service entrance has a payment drop box and is unlocked from 7:30 a.m. to 4:00 p.m. Monday thru Friday. We encourage everyone to use proper PPE and limit one customer at a time in the vestibule. Credit card and e-check payments are accepted 24/7, at no cost to you, by calling 989-358-4900. You can also sign up online at [www.alpenapower.com](http://www.alpenapower.com) to access your account information and make payments.

If you approach our crews in the field, please wear the proper PPE and adhere to the social distancing rules as set by the Governor. We want to keep our customers and employees safe and healthy.

## **Environmental Characteristics of Electricity Provided by Alpena Power Company**

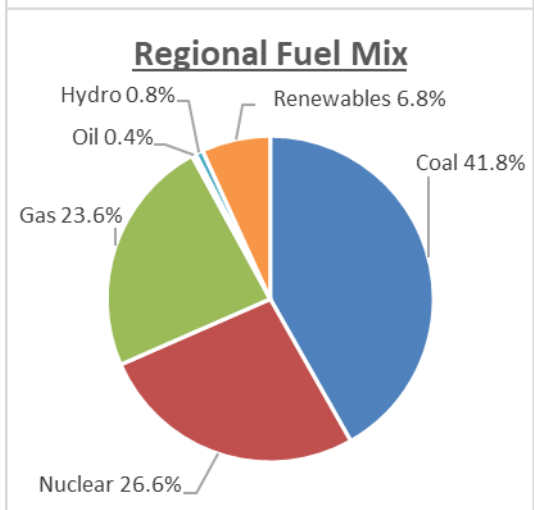
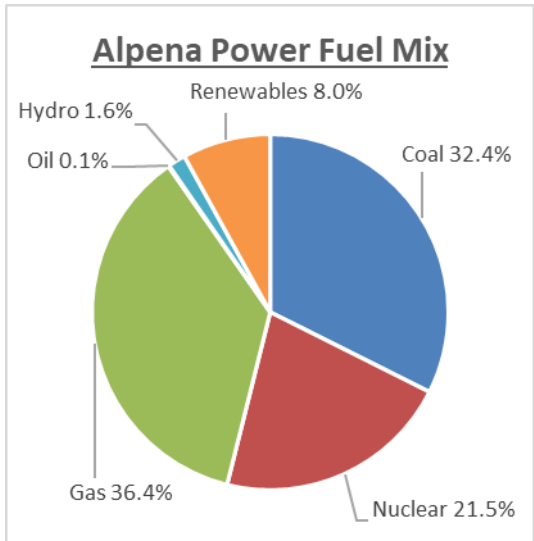
April 1, 2019 through March 31, 2020

<b>Projected Environmental Characteristics of Consumers Energy Electricity</b>		
<b>Apr 1, 2019 - Mar 31, 2020</b>		
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	32.4%	41.8%
Nuclear	21.5%	26.6%
Gas	36.4%	23.6%
Oil	0.1%	0.4%
Hydroelectric	1.6%	0.8%
Renewable Fuels	8.0%	6.8%
Biofuel	0.1%	0.8%
Biomass	<0.1%	0.5%
Solar	<0.1%	0.1%
Solid Waste Incineration	1.0%	<0.1%
Wind	4.5%	4.9%
Wood	2.4%	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	0.4	1.3
Carbon Dioxide	1013.0	1248.0
Oxides of Nitrogen	0.50	0.9
High-Level Nuclear Waste	0.0069	0.006

**Alpena Power purchases 100% of the power it supplies to customers.**



**Have you checked out our Energy Thrift Certificate rates lately? We are currently offering rates as high as 3.00% Call (989)358-4900, option 7 for more information.**