



# MAKING THE CONNECTION WITH NORTHEAST MICHIGAN

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

**SUMMER/FALL 2025**

## **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, option 6 or Toll Free: 866-358-4900, option 6.

**The main Vegetation Management areas for 2025 include:**

- **Grand Lake/West Long Lake area**

Alpena Power main  
Toll free

989-358-4900, option 6  
866-358-4900, option 6

## **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, option 3. We will 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 \$5.25 credit per month for 12 months and must recertify 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.

## **ENERGY EFFICIENT TIPS for SUMMER**

- Install window air conditioners on a side of the home that is shaded
- Close curtains and shades on windows during the day to keep the heat from the sun out
- Use a dehumidifier instead of an air-conditioner
- Use exhaust fans to blow hot air out of the kitchen while cooking
- Avoid activities that add heat or humidity to the home during the hottest part of the day
- When leaving the house for five or more hours, raise the thermostat on central air 5 to 10 degrees
- Shut the vents or close off unoccupied rooms. Doing so can save 5% to 10% on your cooling costs
- Visit <https://www.energy.gov/energysaver/energy-saver> 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.

## **STORM PREPAREDNESS CHECKLIST:**

***If you rely on oxygen or other medical equipment, please place a sticker or notice on your door(s) to inform utility workers and emergency personnel.***

Before the storm

- Have some cash on hand as ATM's may not be working
- Fill your car with gas
- Charge all portable batteries
- Make sure you have enough prescription medications available
- Stock non-perishable foods: bread, canned goods, etc.
- Keep an outage kit ready with items like water, non-perishable food, batteries, a first aid kit, medications, a battery-operated radio, portable phone charger, flashlight, manual can opener and hand sanitizer.

During and after the storm

- Stay at least 20 feet away from a downed power line and anyone or anything in contact with it
- If a downed power line comes in contact with your vehicle, stay inside and wait for help
- If you leave home during a power outage, check to make sure all heat-producing appliances; stoves, clothes dryers, irons, curling irons and others, are unplugged.
- Protect sensitive equipment, computers, televisions, phones and others, with surge protectors. If you are home during a storm you may want to unplug this equipment.
- Check on others who may need assistance
- Do not use any gas or propane heaters in the house
- Minimize opening your refrigerator and freezer to keep food cold longer

## **METER TESTING**

The Michigan Public Service Commission (MPSC) Rules R460.3613 and R460.3613a contain guidelines regarding annual random meter testing.

Each year, Alpena Power tests approximately 300 electric meters. Most of the tests are performed in the field at the meter's location. A meter test van equipped with the necessary tools allows our team to remove, test and reinstall meters quickly with minimal service interruption. We make every effort to notify customers in advance of any testing.

If you rely on oxygen or other medical equipment, please place a sticker or notice on your door(s) to inform utility workers and emergency personnel.

All Alpena Power Company employees carry official identification and operate vehicles clearly marked with our logo. For your safety, please do not approach our crews or vehicles while they are working.

## **HOW ARE WE REGULATED?**

The Michigan Public Service Commission (MPSC), comprised of three (3) Commissioners who are appointed by the Governor, regulates generation and distribution functions in the state of Michigan for seven privately owned electric utilities (investor-owned utilities, IOU). The MPSC works to ensure they have adequate supply of electric energy to serve Michigan's homes and businesses in each service territory when demand is highest and approves the rates and conditions of service, including metering and billing, to residential, commercial, and industrial customers. Michigan's transmission system is regulated by FERC.

All electric cooperatives (co-op) in Michigan are member-regulated, private, and not-for-profit. The MPSC's oversight of member-regulated cooperatives is limited to code of conduct, electric choice rates, service territory designation, and service quality and safety standards.

Municipally owned electric utilities are public, non-profit organizations and are operated by local governments and they are not subject to MPSC regulation.

## **What type of utility is Alpena Power Co.?**

Alpena Power Company (APC) is an IOU and is fully regulated by the Michigan Public Service Commission. All billing rates and charges are filed and approved by the MPSC.

