

Your online account has the keys to convenience



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When December rolls around, for many people that means the coming weeks will be hectic with holiday preparations, family gatherings, travel, and many other year-end activities. It's a good time of the year to look for ways to add some convenience to our lives.

Although we can't help much with those pre-holiday to-do lists, Great Lakes Energy offers many tools to make your life a little easier throughout the year.

Here are some examples:



Online bill payment will save you the time and cost associated with paying your bill by mail.



Set up automatic bill payments to enjoy even more convenience and the peace of mind of knowing you'll never miss a bill payment.



Want to have the reassurance of knowing how much your bill will be each month? Enroll in budget billing, which allows you to pay the same each month based on the long-term average of your monthly bills.



You can set up notifications for many types of messages related to your GLE account. You can sign up to receive emails, text messages, or both for billing and payments, changes to your account, and — especially important — power outage notifications. You can also enroll to receive electric usage notifications that will send you a message if your account shows hourly or daily electric use above or below your chosen thresholds.



You can explore your home's past electric use — down to the hour — which can be a useful tool in looking for ways to manage your energy costs. We will soon be adding a new suite of services that will greatly increase your ability to monitor and take control of energy use in your home.

These are just some of the many tools and services available to GLE members. But there is one very important key to unlocking all these conveniences:

You must have your GLE online account set up. Not only does your online account serve as the gateway to all these services, but it's also required to have our Trustream fiber internet service.

SET-UP IS SIMPLE!

Setting up your online account is easy and takes just a few minutes.

All you have to do is visit GLE's website at gtlakes.com, click on the red "Log Into Your Account" link near the top of the page, and on the following page click on "Sign up to access our self-service site," and enter the requested information. You can also set up and access your online account through the GLE mobile app.





Stay up-to-date with **outage notifications**

GLE works hard to provide our members with reliable electric service. However, thanks to the whims of the weather and other factors, occasional power outages are unavoidable. When that happens, our crews work just as hard to get the lights back on as quickly as possible.

We know power outages can be a significant cause of concern and inconvenience for our members. We also know that when an outage occurs, members want to know if GLE is aware of the outage, if we are working to restore it, and how long it will be until their service is restored.

To help provide more information to members when they are affected by a power outage, **GLE now offers the option of signing up to receive automated outage notifications via text message, email, or the GLE mobile app.**

① **OUTAGE REPORTED**

When an outage is reported by a member or is detected on our system but has not yet been confirmed, you'll receive this message:

"A power outage affecting your area has been reported and is awaiting review by GLE staff for confirmation."

② **OUTAGE VERIFIED**

When we have confirmed that an outage exists, but a crew has not yet been assigned to it, you'll receive this message:

"A power outage affecting your service location has been confirmed and is queued for assignment for restoration with an available crew."

③ **CREW ASSIGNED**

When a crew has arrived at the site and are beginning work on your outage, you'll receive this message:

"A crew has been dispatched to address the cause of the power outage affecting your service location."

④ **RESTORED**

When the outage has been resolved and service has been restored, you'll receive this message:

"The assigned crew has reported that power has been restored. If your location is still without power, please report the outage by replying OUT, using the GLE app, your online account, or by calling 1-888-485-2537."

SIGN UP IS SIMPLE

First, members must have their GLE online account set up and verify their cell phone number as a means for contact. This can be done on the GLE website or through the GLE mobile app.

1. Log in to your online account.
2. Navigate to the Notifications menu and select **"Manage Notifications"**.

3. A new page will appear. Select the **"Service"** option.
4. Assign the appropriate phone number and/or email address for each alert type.
5. Click **"Save"** to finish the process of setting up outage notifications.
6. Log out or close your browser window.



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