

# SATISFIED CUSTOMERS

WE PUT CUSTOMER SATISFACTION ABOVE EVERYTHING ELSE!

Barbara Siehr, “during my time as CEO at Upper Peninsula Power Company (UPPCO) and Vice President Customer Service Operations at Alliant Energy, I have had the pleasure to leverage industry knowledge from C3iTSM LLC and Chuck Rukstales for Program Management with an enterprise SAP IS-U implementation and integration with IT Service Management Processes. Chuck was the lead solutions architect during the Alliant Energy eMeter Smart Meter roll out.”

**Upper Peninsula Power Company (UPPCO)** is a regulated electric utility delivering safe, reliable energy to about 54,000 customers in 10 counties in Michigan's Upper Peninsula or about 12 customers per square mile. UPPCO's service territory of 4,460 square miles covers primarily rural countryside. Industries served by UPPCO include forest products, tourism and manufacturing.

UPPCO's company assets include 7 hydroelectric renewable energy generation facilities that also offer public recreational opportunities on land and water and 2 combustion turbines providing a total generation capacity of approximately 80 megawatts, as well as 3,300 miles of electric distribution lines and 58 distribution substations.

## Website

<http://www.uppco.com>

## Year founded

1947

## Company type

Privately Held

## Company size

51-200 employees

## Specialties

The company's assets include seven hydroelectric renewable energy generation facilities and two combustion turbines providing a total generation capacity of approximately 80 megawatts.

**Alliant Energy Corporation** (NYSE: LNT) is an energy holding company with more than 4,000 employees. Our top priority is providing nearly 953,000 homes, farms, and businesses in Iowa and Wisconsin with safe, reliable energy and power in a variety of sustainable forms. Our corporate headquarters is in Madison, Wisconsin.

**Website**

<http://www.alliantenergy.com>

**Headquarters**

Madison, Wisconsin

**Year founded**

1917

**Company type**

Public Company

**Company size**

1,001-5,000 employees

**Specialties**

Providing Midwest utility customers in safe and reliable electric and natural gas services is our top priority and Wind & Renewable Energy