

Delinquent Service Account**DISCONNECTION NOTICE***We-Energies*

**Your account is past due!**

If you purchase gas, electric or steam service from We Energies, any of these services may be disconnected.

# Disconnection Notice

**¡ADVISO DE DESCONECCION!**  
Favor de solicitar a ayuda de un traductor inmediatamente!

**Please call:**  
**(800) 842-4565**

**Or the phone number listed on your bill.**  
Monday-Friday, 7 a.m. to 9 p.m.  
Saturday, 8 a.m. to 1 p.m.

**Payment Options**

**Payment Arrangements:** If you cannot pay your bill in full, you may be eligible for a payment arrangement.

**Pay Stations:** You can pay your energy bill in-person. Contact us to find the pay station location nearest you.

**Credit Card Payments:** You can pay your energy bill by credit card 24 hours a day using your touch-tone phone by calling (888) 823-2943. A convenience fee will be charged. Some restrictions may apply.

**Automatic Pay Plan (APP):** When your bill is paid in full, you may be eligible for APP. Once enrolled in APP, your full balance can be paid automatically through your designated bank account. Our APP can help you make on-time payments every month.

**we energies**   
today, tomorrow, together.

**Contact Us**

Please contact us immediately to make a payment and a payment arrangement if your household has an infant, young child, elderly person, someone with developmental/mental disabilities, someone who is seriously ill or someone using a life-support system.

**Medical or Protective Services Emergency**

If you have a medical emergency or protective services emergency, we may postpone your service disconnection up to 21 days. You will need to provide proof that your household situation is considered a medical emergency or protective services emergency. This proof can be a statement from a licensed Wisconsin physician, or a notice from a public health, social services or law enforcement official, which identifies the emergency condition or situation that exists in your home and specifies the period of time during which disconnection will aggravate the circumstances.

**Service Reconnection**

When we receive payment of all past-due charges or when you make a payment and a payment arrangement, we will schedule the reconnection of your energy service the next available business day. There will be an additional charge for reconnection, and an adult may need to be home.

**Energy Assistance**

Contact your County Social Service Agency for eligibility requirements and other information on funds available to help pay your residential energy bill.

**Credit Bureau Reporting**

We report residential and farm accounts to the credit bureau each month.

**Appeal Process**

If you are disputing the grounds for disconnection, please contact us. We will investigate your inquiry. If you are not satisfied, you may contact the Public Service Commission of Wisconsin at (800) 225-7729 or the Michigan Public Service Commission at (800) 292-9555\* and ask for an informal review of the situation.

\*Michigan customers who are still not satisfied may request a hearing with a utility hearing officer before the date of proposed disconnection of service. However, you must pay that portion of the bill not in dispute within three days after such request. You have the right to represent yourself during the complaint process or be represented by counsel or any other person of your choice. The disconnection of your service will be postponed pending the resolution of your complaint.

**we energies**   
today, tomorrow, together.

2K4117-PC-SP-750M

Delinquent Service Account**COMMERCIAL DISCONNECTION NOTICE***We-Energies***Your  
account is  
past due!**

If you purchase gas, electric or steam service from We Energies, any of these services may be disconnected.

# Disconnection Notice

**¡ADVISO DE DESCONECCION!**

Favor de solicitar a ayuda de un traductor inmediatamente!

To avoid service disconnection, payment of all past due charges must be paid immediately. You may be eligible to negotiate a payment arrangement as an alternative to disconnection.

**Payment Options**

**Pay Stations:** You can pay your energy bill in-person. Contact us to find the pay station location nearest you.

**Credit/Debit Card Payments:** You can pay your energy bill by credit/debit card 24 hours a day using your touch-tone phone by calling (888) 823-2943. A convenience fee will be charged. Some restrictions may apply.

**Automatic Pay Plan (APP):** When your bill is paid in full, you may be eligible for APP. Once enrolled in APP, your full balance can be paid automatically through your designated bank account. Our APP can help you make on-time payments every month.

**Online Bill Payment:** Once your account is current, you can enroll in our online bill payment program. This free service allows you to view and pay your energy bill online anytime. Visit [we-energies.com](http://we-energies.com) to learn more.

For more information on the payment options listed above, contact our Business Center at (800) 714-7777. The Business Center is open Monday-Friday from 8 a.m. to 5 p.m.

**Medical or Protective Services Emergency**

Contact us if your business has an attached residential dwelling and there is a threat to health or safety due to age, disability or use of life support. We may postpone your service disconnection for up to 21 days if a medical emergency or protective services emergency exists in the household. You will need to provide proof that the household situation is considered a medical emergency or protective services emergency. This proof can be a statement from a licensed Wisconsin physician, or a notice from a public health, social services or law enforcement official, which identifies the emergency condition or situation that exists in your home and specifies the period of time during which disconnection will aggravate the circumstances.

**Service Reconnection**

When we receive payment of all past-due charges, we will schedule the reconnection of your energy service the next available business day. If your service is disconnected, you may be assessed a disconnection and/or reconnection fee. An adult may need to be present for reconnection.

**Credit Bureau Reporting**

We report all accounts to the credit bureau each month.

**Appeal Process**

If you are disputing the grounds for disconnection, please contact us. We will investigate your inquiry. If you are not satisfied, you may contact the Public Service Commission of Wisconsin at (800) 225-7729 or the Michigan Public Service Commission at (800) 292-9555\* and ask for an informal review of the situation.

\*Michigan customers who are still not satisfied may request a hearing with a utility hearing officer before the date of proposed disconnection of service. However, you must pay that portion of the bill not in dispute within three days after such request. You have the right to represent yourself during the complaint process or be represented by counsel or any other person of your choice. The disconnection of your service will be postponed pending the resolution of your complaint.



2NB129-PC-SP-750M

**BILL MESSAGES****Disconnection notice message printed on bills for our large commercial customers.**

\*\*\* DISCONNECTION NOTICE \*\*\* NOTE – To avoid service disconnection, payment in full of all past due charges must be received in our office by \_\_\_\_\_. Disconnection can take place after this date. Please see Disconnection Notice insert for important information or call 1-800-714-7777 ext. 7700. In addition, your current charges are due by \_\_\_\_\_.

\*\*\* PAYMENT OPTION \*\*\* For your convenience, We Energies offers a credit card payment option. Call 1-888-823-2943 for details. A convenience fee will be charged. Some restrictions may apply.

**Disconnection notice message printed on bills for small commercial customers.**

\*\*\* DISCONNECTION NOTICE \*\*\* NOTE – To avoid service disconnection, payment in full of all past due charges must be received in our office by \_\_\_\_\_. Disconnection can take place after this date. Please see Disconnection Notice insert for important information. In addition, your current charges are due by \_\_\_\_\_.

\*\*\* PAYMENT OPTION \*\*\* For your convenience, We Energies offers a credit card payment option. Call 1-888-823-2943 for details. A convenience fee will be charged. Some restrictions may apply.

**Disconnection notice message printed on bills for residential customers. In addition to the disconnection notice message we also print the medical condition message and the payment options message.**

\*\*\* DISCONNECTION NOTICE \*\*\* NOTE – To avoid service disconnection, payment in full of all past due charges must be received in our office by \_\_\_\_\_. Disconnection can take place after this date. If you cannot make your payment in full, please call 1-800-842-4565 to make payment and payment arrangements. In addition, your current charges are due by \_\_\_\_\_.

\*\*\* MEDICAL CONDITION SERVICES \*\*\* If anyone in your household has a critical medical condition, please call 1-800-842-4565 to discuss our medical conditions service.

\*\*\* PAYMENT OPTION \*\*\* For your convenience, We Energies offers a credit card payment option. Call 1-888-823-2943 for details. A convenience fee will be charged. Some restrictions may apply.

**Important Notice bill message prints on customer accounts when the account is past due, but not in collection action.**

\*\*\* IMPORTANT NOTICE \*\*\* Your account is past due. To stay connected, payment in full must be received in our office by the due date. If you cannot make your payment in full, please call 1-800-842-4565 to make payment and payment arrangements.

**BILL MESSAGES (Continued)****Disconnection notice message printed on bills for customers subject to disconnection due to failed payment arrangements.**

Your pay agreement has been cancelled. The required payment has not been received. Your account remains past due and is subject to collection action which may include disconnection of energy service and/or legal action. If you cannot make payment in full, please call 1-800-842-4565 to make payment and payment arrangements.

\*\*\* DISCONNECTION NOTICE \*\*\* NOTE - To avoid disconnection of service, payment in full of all past due charges must be received in our office by \_\_\_\_\_. Disconnection can take place after this date. If you cannot make your payment in full, please call 1-800-842-4565 to make payment and payment arrangements. In addition, your current charges are due by \_\_\_\_\_.

**Disconnection notice message printed on bills for residential customers during period when Minimum Payment Option is offered.**

\*\*\* DISCONNECTION NOTICE \*\*\* NOTE - To avoid disconnection of service, you have three options for payment: 1) Make a payment in full of all past due charges of \$\_\_\_\_\_; 2) Make a minimum payment of \$\_\_\_\_\_; or 3) Make an agreed-upon payment and payment arrangements for the balance by calling 1-800-842-4565 immediately. A FULL, MINIMUM OR AGREED-UPON PAYMENT MUST BE RECEIVED IN OUR OFFICE BY \_\_\_\_\_, OR SERVICE CAN BE DISCONNECTED AFTER THAT DATE.

**Separate bill message-containing current bill information to be printed along with MPO message:**

After your past-due charges are paid, your current charges of \$\_\_\_\_\_ are due by \_\_\_\_\_.

**DOOR HANGER DISCONNECTION NOTICE**

Disconnection Door Hanger

Outside View

Inside View

## Disconnection Notice

## Aviso de Desconexión

Today's Date: \_\_\_\_\_


Name: \_\_\_\_\_

Address: \_\_\_\_\_

Fecha de hoy: \_\_\_\_\_

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_



### You must act now!

A disconnection notice was included in your last bill with information about the payment required to stop disconnection of your service.

Because you did not make the required payment:

- We disconnected your service.**
- Please contact us immediately about your service disconnection.**

**For service reconnection, or to discuss payment options or arrangements, call:**

**800-842-4565**  
 (have your account number ready)  
 Mon. - Fri., 7 a.m. - 9 p.m. or Sat, 8 a.m. - 1 p.m.

Contact us immediately if anyone in your household has a critical medical condition or protective services emergency. Your doctor or other professional will need to verify the condition in writing on a form provided by the utility.

**Any unauthorized reconnection of service will result in additional charges and possible criminal prosecution.**

### ¡Debe actuar YA!

En su última factura se le incluyó un aviso de desconexión con información acerca del pago que se requiere para evitar la suspensión de su servicio.

Al no efectuar el pago requerido:

- Su servicio ha sido desconectado.**
- Por favor contactenos inmediatamente para saber acerca de la desconexión de su servicio.**

**Para la reconexión de su servicio o para discutir opciones o arreglos de pago llame al:**

**800-842-4565**  
 (tenga su número de cuenta a la mano)  
 de lunes a viernes de 7 a.m. a 9 p.m.  
 o los sábados de 8 a.m. a 1 p.m.

Contáctenos de inmediato si alguien en su hogar presenta una condición médica crítica o requiere algún tipo de servicio de protección de emergencia. Su doctor o un profesional del caso deberán verificar dicha condición de forma escrita en un formulario proporcionado por la empresa de servicio público.

**Cualquier reconexión no autorizada del servicio dará lugar a cargos adicionales y posiblemente a un proceso de delito judicial.**

**DOOR HANGER DISCONNECTION NOTICE**

5 Day Posting Hanger

Outside View

Inside View


**Five-Day Service Disconnection Notice**  
**Aviso de Desconexión del Servicio en 5 días**

Today's Date: \_\_\_\_\_

Occupant at: \_\_\_\_\_

Fecha de hoy: \_\_\_\_\_

Inquilino en: \_\_\_\_\_



**Five-Day Service Disconnection Notice**

The energy account at this property is scheduled for disconnection in five days. It is our intent to disconnect this property on or after \_\_\_\_\_.

We encourage you to contact the person responsible for this account to discuss the pending service disconnection at this address.

You also may apply for energy service in your name and accept responsibility for future bills to avoid service disconnection. If you choose to apply for service in your name, your application is subject to Public Service Commission rules.

**Note:** If you live in a multifamily building and share an appliance – such as a furnace – with another unit, you are not eligible to apply for energy service in your name.

To learn more about applying for service, contact us at 800-242-9137. We are available 24 hours a day.

**Please contact us immediately if anyone in your household has a critical medical condition or protective services emergency. Your doctor or other professional will need to verify the condition in writing on a form provided by the utility.**

**Aviso de Desconexión del Servicio en 5 días**

La cuenta de energía de esta propiedad esta programada para ser desconectada en 5 días. Nuestra intención de desconectar el servicio en esta propiedad es el día o después del \_\_\_\_\_.

Le solicitamos contactar a la persona responsable de esta cuenta para discutir sobre la desconexión pendiente en esta dirección.

También podría aplicar por el servicio de energía bajo su nombre y aceptar la responsabilidad de las facturas futuras para evitar la desconexión del servicio. Si usted elige aplicar por el servicio bajo su nombre, su aplicación está sujeta a las reglas de la Comisión de Servicios pública.

**Nota:** Si usted vive en un edificio multifamiliar y comparte algún electrodoméstico, como la calefacción, con alguna otra unidad, no se le permite aplicar por servicio de energía a su nombre.

Para saber más acerca de cómo aplicar por un servicio, contáctenos al 800-242-9137. Estamos disponibles las 24 horas del día.

**Por favor contáctenos de inmediato si alguien en su hogar presenta una condición médica crítica o requiere algún tipo de servicio de protección de emergencia. Su doctor o un profesional del caso deberán verificar dicha condición de forma escrita en un formulario proporcionado por la empresa de servicio público.**

**Past Due Charges Letter**

Date

Mailing Name

Mailing Address

Mailing City, State, Zip Code

Dear Mailing Name

Service Address :

Your utility service is subject to disconnection as explained on the enclosed disconnection notice.

To stay connected we must receive your payment in full on or before #Date1. Please refer to the enclosure for information on payment options. If you cannot pay in full, please call us immediately at (800) 842-4565.

After your service is disconnected, we may require you to make payment in full or make a substantial payment to be reconnected and will discuss payment arrangements for any remaining balance. Reconnection of service will occur on the next available business day. An adult 18 years of age or older needs to be present from 8 a.m. to 6 p.m. for all reconnections.

**You have the right to suggest a different payment agreement. If we can not agree on terms, you can ask the Public Service Commission to review the disputed issues.**

Please give this notice your prompt attention. **Your service will be disconnected if you do not take action.**

Sincerely,

(Name)

(Title)

Enclosure

(Account Number)

**Check Returned By Bank Letter**

Date

Mailing Name  
Mailing Address  
Mailing City, State, Zip Code

Dear Mailing Name

RE: Service Address

Your check number (Number), in the amount of (Amount) was returned by the bank for (Reason).

Your utility service account has been charged with the amount of this check plus a returned check charge of (Amount).

If these charges are not paid immediately your service could be subject to disconnection.

If you require further assistance in this matter, please call 1-800-842-4565.

Sincerely,

(Name)  
(Title)

Enclosure

(Account Number)

### Request for Access Letter

Date

Mailing Name  
Mailing Address  
Mailing City, State, Zip Code

Dear Mailing Name

RE: Service Address

#### DISCONNECTION NOTICE FINAL NOTICE

You have not responded to our previous requests to obtain a reading of the service meter at the above address.

The Wisconsin Administrative Code Section PSC 134.062(1)(d) requires that to ensure accuracy in billing, the utility must read the meter at least once every six months. This section of the code further provides that service can be disconnected by the utility if access is denied. If arrangements are not made to permit us access to our equipment within 15 (fifteen) days from the date shown on this letter, it will be necessary to disconnect your service. If your service is disconnected, a \$(see amount on schedule X-235) reconnect charge will be added to your account when service is restored.

To avoid disconnection of your gas service please call us at 1-800-242-9137.

If in contacting our office you are unable to make satisfactory reading arrangements and you still feel that disconnection of your service is not justified, you may appeal to the Public Service Commission.

Sincerely,

(Name)  
(Title)  
(Account Number)

### Minimum Payment Option Disconnection Letter

#MDate

#MName  
c/o Name  
#MAddr 1  
#MAddr 2  
#MAddr 3

Subject: Service disconnection  
#SAddr, #SAddr2

Dear #SName:

Your energy service is subject to disconnection as explained on the enclosed Disconnection Notice.

To avoid service disconnection you have three payment options:

- 1) Make a payment in full of all past due charges of \$#Amt1
- 2) Make a minimum payment of \$#Amt2
- 3) Make an agreed-upon payment and payment arrangements for the balance

A full, minimum or agreed-upon payment must be received in our office by #Date1, or service can be disconnected after that date. For your convenience, we offer a credit card payment option. Please call 888-823-2943 to pay by credit card. A fee will be charged and restrictions may apply.

If you need to make payment and payment arrangements or need additional information regarding your account, please call 800-842-4565.

If your service is disconnected, we may request payment in full, in addition to a reconnection fee, to restore your service. Service reconnection will occur on the next available business day. An adult 18 years of age or older may need to be present from 8 a.m. to 6 p.m. for service reconnection.

Please give this notice your prompt attention. Your service will be disconnected if you do not take action.

Sincerely,

(Name)  
(Title)  
(Account Number)