



# Service Guide

This guide provides information about our electric service. Please keep it handy for future reference.

The information in this guide is provided in accordance with the rules and regulations of the Michigan Public Service Commission.



***We Energies – Energy You Can Depend On***

To protect your privacy and provide fair and responsive service, we operate under the following policies to serve your account:

### Privacy of customer information

We must collect certain personal information (which may include your Social Security or tax identification number and banking information) to provide you with service. Your privacy is important to us. Be assured that we keep your information secure and private, and do not sell it to third parties.

At times, we are required by law to provide confidential customer information to third parties, such as law enforcement agencies. This only would occur when doing so is allowable within and required by law.

Nonconfidential customer information may, in certain circumstances and in accordance with privacy laws, be shared with third parties such as governmental agencies and research organizations.

### Credit bureau reporting

We provide payment history data to the credit bureau on all accounts. You can avoid late payment charges and protect your credit rating by making sure we receive your payment by the due date.

### Service deposits

We may ask you for a deposit if:

- You are a new customer and have an outstanding, unpaid balance with any Michigan utility that accrued during the last six years.
- You gave false credit information on your application for service.
- You have had two or more returned checks within three years.

We do not require a deposit if your household income falls at or below 60 percent of the state median. We may accept a written guarantee in lieu of a deposit from customers in good standing.

### Deposit amounts/refunds

All deposits earn interest at a rate set by the Michigan Public Service Commission. Once you pay the deposit in full, we will refund the deposit and interest after 12 consecutive months of on-time payments. We will bill the deposit in installments upon request.

### Servicemembers Civil Relief Act

We support the Servicemembers Civil Relief Act (SCRA). The act provides relief from potential hardships if you or a family member is called to active duty. The act helps families avoid service interruptions and adverse credit reporting that may result from call to active duty.

When full-time, active-duty personnel are called to service, they are given orientation on how to prepare for their departure. They are instructed to contact creditors for any relief or consideration they may provide until their active-duty status is modified by providing copies of:

- SCRA cover letter.
- Military orders.
- Name of person stateside who can confirm their active-duty status.

Upon receipt of these documents, we will:

- Establish special payment plans as required.
- Postpone service disconnection.
- Reconnect services already disconnected if proper military paperwork is provided.

### Service disconnection

If your account is past due, we may disconnect your service.

#### Notice of disconnection

If we do not receive past-due energy charges and you do not make payment arrangements, you may receive a disconnection notice. The notice states the past-due amount, the date your service is subject to disconnection and the phone number to call to make payment arrangements to avoid disconnection.

After we receive full payment or an agreed-upon partial payment, along with an agreed-upon payment plan, we schedule service reconnection for the next available business day. We charge a service reconnection fee to your account.

#### Cold weather disconnection rules

The Michigan Public Service Commission sets rules for winter service disconnections. These rules are designed to protect your health and life if you have trouble paying your bills. If you have the ability to pay for service but do not pay during the heating season, you are not necessarily covered by these rules and may be subject to disconnection.

### Medical emergency or protective services emergency

If you have a medical emergency or protective services emergency, we may postpone service disconnection up to 21 days (or may reconnect service) to allow extra time to make payment and payment arrangements. You must contact us to see if you qualify for an extension.

### Third-party notification

Third-party notification is a confidential procedure in which another person, designated by you, is alerted that your service may be disconnected. This third party can be any person you choose. The third party is not obligated to pay your bill but can make sure that you receive and understand the disconnection notice, provide counseling and help take action to prevent disconnection.

### Moving and name changes on your bill

Contact us at least three business days in advance when moving or requesting a name change on your bill. Contacting us in a timely manner eliminates the potential of you being held responsible for energy consumed after your move.

### Service disputes

If a dispute cannot be resolved in a mutually satisfactory manner, you may request an informal hearing before a utility hearing officer. If you are not satisfied with the response of the hearing officer, you may contact the Michigan Public Service Commission to request a formal review of your concerns.

#### Michigan Public Service Commission

P.O. Box 30221 • Lansing, MI 48909 • 800-292-9555

#### Michigan service reliability

You may qualify for a service credit if you experienced any of the following conditions:

- An outage longer than 16 hours during normal conditions.
- An outage longer than 120 hours during catastrophic conditions.
- Eight interruptions in a 12-month period.

If you qualify, call 800-242-9137 to request this credit.

Choose electric services to meet your needs.

## Energy services

We know that each household is unique, so we offer basic service and optional programs to meet your energy needs. Our customer consultants are available 24 hours a day to answer your questions and help you make the service choices that are right for you.

### Electric services\*

We offer a choice of four basic plans:

#### Standard rate plan

Under this plan, you pay a flat rate per kilowatt-hour (kWh) 24 hours a day.

#### Time-of-Use plan

Under this plan, you pay a higher rate during the day, when electric demand is highest, and a lower rate the rest of the time, including evenings, weekends and holidays. This plan gives you the ability to lower your electric bill by using energy during off-peak periods.

#### Seasonal plan

Under this plan, you are billed each of six consecutive months, June through November, in lieu of monthly billing. Because customers receive just six bills per year, the facilities charge, excess meter charge and renewable energy surcharge are doubled on each bill. Electric use during the nonbilling period may not exceed a total of 1,000 kWh.

#### Space-heating plan

Under this plan, you pay a rate for permanently installed electric space-heating equipment that is the primary source of heating. The rate applies November through June. The standard flat rate applies July through October.



### Energy for Tomorrow\*

*A renewable energy program*

We offer an optional renewable energy program for electric service to support environmental efforts.

Take action to increase the amount of electricity generated by sources such as wind, solar and biomass.

When you sign up at the 25, 50 or 100 percent level, you pay a slightly higher rate for us to generate or purchase enough renewable energy to match that percentage of your electricity use. Help improve and preserve our environment by choosing to add more renewable energy to the overall energy mix.

### Meter reading

Meters are read remotely using automated meter reading systems. If necessary, estimates are made based on past use and seasonal weather trends. Any difference between estimates and actual metered use is adjusted with your next reading, so you only pay for the energy you use. We still may need to access your meter, so make sure that it is accessible. Keep the meter and surrounding area clear of snow, foliage and pets.



### Pricing/rate information

Electricity prices are regulated by the Michigan Public Service Commission (MPSC) and are published and sent with bills once a year. However, this information is available by request at any time. You can either call us or visit our website for pricing information. You can use the available pricing information to verify the accuracy of your bill. You'll find a sample bill on our website that provides details about how to read and verify your bill.

Your bill also includes a line item for Power Supply Cost Recovery (PSCR). When the cost of fuel to generate electricity is higher or lower than the amount included in your base rate, the MPSC can authorize an adjustment. If our fuel costs are more than expected, you receive a PSCR charge on your bill. If our costs are less than expected, you receive a PSCR credit.

### Energy efficiency

Visit our website or contact us for energy efficiency resources and materials. We offer money-saving tips and other energy efficiency information.

For more ways to save, contact Efficiency United, our partner in energy efficiency programming. Call 877-367-3191 or visit [efficiencyunited.com](http://efficiencyunited.com) to learn more.



\*On Jan. 1, 2002, Michigan introduced Customer Choice so Michigan customers can (1) choose to purchase electricity competitively at a price determined solely between the customer and an unregulated Alternative Electric Supplier (AES); or (2) continue to buy electricity from their local utility at prices regulated by the Michigan Public Service Commission. The AES charges for the production of electricity as well as for transporting the electricity to homes by the local utility.



## CHOICES

Enjoy the convenience of our flexible ways to receive and pay your energy bill.

### Billing and payment choices

We offer billing and payment options to meet your needs and preferences. Some options can be combined to make it even easier to manage your account.

#### Online billing with My Account

View and pay your bill online and eliminate paper bills, stamps and trips to the mailbox. Sign up for My Account at [we-energies.com](http://we-energies.com).

#### Automatic Pay Plan

Deduct your monthly payment automatically from your bank account at no additional charge to you.

#### Budget Billing

Spread your monthly energy costs more evenly over the year at no additional charge to you.

#### Credit/debit and electronic check payments

Pay your energy bill by credit/debit card or by electronic check 24 hours a day at 888-823-2943 or on our website. A vendor processes payments on our behalf and charges a convenience fee for this service. Payments post the next business day.

#### Payment by mail

Mail your check or money order to:  
We Energies  
P.O. Box 90001  
Milwaukee, WI 53290-0001

#### Walk-in payments

Visit our website for a map of authorized payment centers located closest to you or call us for more information. Vendors acting as authorized payment centers charge a convenience fee for each payment. Payments post the next business day.

#### Payment arrangements

Call 800-842-4565 to make a payment arrangement when difficult circumstances arise that prevent you from paying your bill in full.

#### Energy assistance

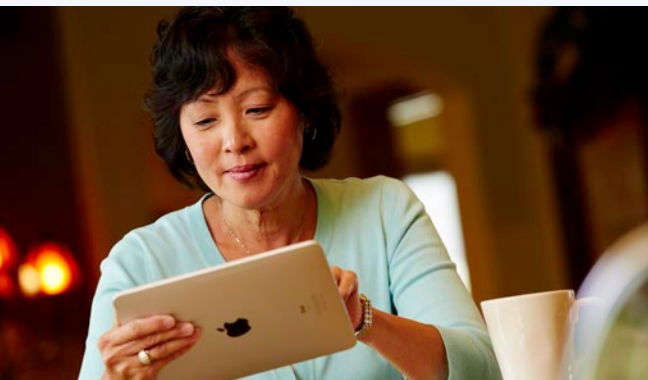
Contact your local social service agency for eligibility requirements and other information on funds available to help pay your electric heating bill.

#### Early Identification Program

If difficult financial circumstances require long-term assistance, we may refer you to our Early Identification Program. If your income qualifies you for this program, we can establish payment plans, provide information about energy conservation and weatherization services, and/or direct you to certain community programs and services.

#### Gift of Energy

Give the Gift of Energy by paying a portion of someone's energy bill – a practical and convenient gift for any occasion. Use your credit or debit card to buy a gift card, which can be mailed to you or the recipient. Fees apply.



Learn more about billing and payment choices



[we-energies.com](http://we-energies.com)



800-242-9137

## *For more information*

### **Customer service**

24 hours a day, seven days a week

Bilingual services available – para español, oprima el número cero y después el ocho.

800-242-9137

contactwe@mail.we-energies.com

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### **Collections center/ payment arrangements**

April to November – agents available weekdays, 7 a.m. to 9 p.m., and Saturdays, 8 a.m. to 5 p.m.

December to March – agents available weekdays, 7 a.m. to 6 p.m.

All hours are Central time.

Automated information available anytime.

800-842-4565

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### **Telecommunications Relay System**

For deaf and hard-of-hearing customers

711 or 800-649-3777

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### **Emergencies**

24 hours a day, seven days a week

#### **Power outage hotline**

800-662-4797

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### **Call before you dig**

#### **Miss Dig**

811 or 800-482-7171

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**we-energies.com**



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