Your account is past due!

Disconnection Notice

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

¡ADVISO DE DESCONEXIÓN!
¡Favor de solicitar ayuda de un traductor inmediatamente!

Please call: 800-842-4565
Or the phone number listed on your bill.

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.

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 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.

Servicemembers Civil Relief Act

If you or your spouse is called to full-time active military service, you may apply for shut-off protection. You must provide verification of active duty status.

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 10 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.