

Privacy of customer information

We must collect certain personal 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.

Service deposits

We may ask you for a deposit if:

- You are a new customer and have an outstanding, unpaid balance with any Wisconsin utility that accrued during the last six years.
- You gave false credit information on your application for service.
- Your payment for service from Nov. 1 to April 15 is more than 80 days overdue, or you have a history of not paying during the heating season.
- Your service was shut off for nonpayment during the last 12 months.
- Your energy charges were included in a bankruptcy.

We do not require a deposit if your household income falls at or below 60% of the state median. Instead of a cash deposit, we may accept a noncash deposit.

Deposit amounts/refunds

All deposits earn interest at a rate set by the Public Service Commission of Wisconsin. After 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 being called 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.

After receipt of these documents, we will:

- Establish special payment plans as required.
- Postpone service disconnection.
- Reconnect services already disconnected.

Service disconnection

If your account is past due and you purchase both natural gas and electricity from us, we may disconnect either or both of your services.

Notice of disconnection

If we do not receive payment on 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 Public Service Commission of Wisconsin 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 or legal action to recover up to three times the amount of the unpaid balance, plus all court costs.

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 a 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.

We also notify the county department of human or social services at least five calendar days before a scheduled disconnection if you or another responsible person has requested this notification in writing.

Moving and name changes on your bill

Contact us at least three business days before 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 used after your move and the risk of having your service interrupted.

Service disputes

If you have contacted us and are not satisfied with our response to your service needs, you may contact the Public Service Commission of Wisconsin to request a formal review of your concerns.

Public Service Commission of Wisconsin
 P.O. Box 7854
 Madison, WI 53707
 800-225-7729

FOR MORE INFORMATION

Customer service

800-242-9137
 24 hours a day, seven days a week
 Servicio bilingüe disponible.
 contactwe@mail.we-energies.com
 we-energies.com

Collections and payment arrangements

800-842-4565
 Weekdays — 8 a.m. to 5 p.m.

Automated information available anytime.

Telecommunications Relay System

For deaf and hard-of-hearing customers
 711

Make the right call

Use these numbers for emergencies, digging or safety information.

Power outage hotline

800-662-4797

Natural gas leak and emergency

800-261-5325

Medical or fire emergency

911 or your local medical or fire dispatcher

Poison control

800-222-1222

Call before you dig — Diggers Hotline

811 or 800-242-8511



Service and Safety Guide

Learn about our services, policies and how to be safe around electricity and natural gas.



ENERGY SERVICES

Electric services

We offer two basic plans:

Standard rate plan

You pay a flat rate per kilowatt-hour (kWh) 24 hours a day.

Time-of-Use plan

You pay a higher rate on weekdays, 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.

Natural gas service

Natural gas is a convenient and cost-effective way to heat your home. Line-item charges for your natural gas service are explained on the back of the bill.

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 and rate information

Electric and natural gas prices are regulated by the Public Service Commission of Wisconsin and are published and sent with bills once a year. The information also is available by request at any time by either calling us or visiting our website. You also can request your personal energy use information any time.

Energy efficiency

Contact us for electric and natural gas energy efficiency resources and materials. We offer money-saving tips and other energy efficiency information at www.we-energies.com/mst.

For more ways to save, contact Focus on Energy, our utility program for customer energy efficiency opportunities. Call 800-762-7077 or visit focusonenergy.com to learn more.

Energy for Tomorrow®

We offer an optional renewable energy program to strengthen the market for renewable energy, which can result in the increased production of electricity generated by renewable resources such as wind, solar and biomass. When you sign up at the 25%, 50% or 100% 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 the environment by choosing to add more renewable energy to the overall energy mix.

BILLING AND PAYMENT CHOICES



View and pay your bill online with My Account

Looking for a *better, faster and easier* way to pay your energy bill? Sign up for My Account, to view and pay your bill online.

What can you expect from My Account?

Great features — Pay bills, choose paper-free billing, access previous bills and download and print bills in a few quick clicks.

Enhanced security — Keep your personal and account information safe with password requirements and added security features.

With My Account, you also can:

See why your bill changes from month to month. Use My Account to understand how weather, price and use impact your bill.

Get personalized money-saving tips.

Answer basic questions about your home, and My Account suggests specific energy efficiency improvements.

Start enjoying the benefits of paying your bill online today. Visit we-energies.com to sign up.

More billing and payment choices

Automatic Payment

Deduct your monthly payment automatically from your bank account on your bill's due date.

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 card, debit card or 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 6042

Carol Stream, IL 60197-6042

Pay in person

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.

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.

Simply complete the form at we-energies.com and mail it to us with a check for any amount. You choose whether we mail the certificate to you or the recipient. The amount is credited to the recipient's bill. *No fees apply.*

Learn more at we-energies.com

Help with bill payment

Payment arrangements

When circumstances prevent you from paying your bill in full, call 800-842-4565 to make a payment arrangement.

Energy assistance

Call 866-432-8947 or contact your county social service agency for eligibility requirements and other information on funds available to help pay your natural gas or electric heating bills.

Early Identification Program

If your 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 make payment plans, provide information about energy conservation and weatherization services, and/or direct you to community programs and services.



Your safety is our priority



INDOOR SAFETY

Natural gas appliances

Use natural gas appliances safely and only for their intended purposes.

- Never use a natural gas oven or range to heat a room. This can cause carbon monoxide poisoning.
- Make sure natural gas flames are steady and blue. If they are flickering or yellow, call an appliance repair service.
- Leave at least 1 inch of air flow all the way around a natural gas appliance.
- Make sure vent hoods, pipes and any flues are not cracked, corroded, blocked or dented.
- Keep all flammable liquids, such as gasoline, away from appliances and stored outside of the home.
- When using a natural gas range, keep long sleeves, towels and potholders away from flames.
- Make sure flexible natural gas appliance connectors meet current standards. Go to [we-energies.com](https://www.we-energies.com) and search for "appliance connector" to learn about uncoated, flexible appliance connectors.



Electrical appliances

Practice good appliance safety habits and treat appliance cords with care.

- Don't overload outlets. When using multiple appliances in one area, plug them into different outlets.
- Always pull the plug and not the cord.
- Don't carry an appliance by the cord.
- Keep cords out from under rugs or furniture and safely away from ledges.
- Be sure that appliances and cords are in good working condition before you use them.
- Dry your hands before using appliances and keep electrical toys and appliances away from water. Electricity + Water = DANGER.

Furnaces and water heaters

Maintain your heating equipment on a regular basis.

- Have a qualified contractor check your furnace annually.
- Change your furnace filter regularly.
- Watch for warning signs of equipment failure such as black soot stains, natural gas odors and gas flames that are not blue.
- Prevent burns and conserve energy by setting your water heater temperature at 120 F or less.
- Keep the area around heating equipment clear of combustibles.
- Keep furnace intake and exhaust vents clear of snow and ice to prevent carbon monoxide buildup inside your home and to maintain furnace performance.

Fireplaces

Your fireplace should be properly maintained, inside and out. Before using your fireplace, make sure the chimney is swept and the flue is open. Proper air flow is important for clean air and safe fires.



Generators

Never use a gasoline-powered generator inside your home. Outside, keep it away from windows, doors, vents or any other opening to your home. Improper ventilation could cause carbon monoxide poisoning, leading to serious injury or death. *Learn more about carbon monoxide in the Emergencies section of this guide.*

Space heaters

When used safely, space heaters are convenient for heating a single room. The safest types have switches that turn off the heater if it is tipped over. Allow enough clearance around both floor-standing and wall-mounted space heaters and inspect them regularly for corrosion. If you have a gas space heater, make sure that it's properly vented to the outside, has an oxygen-depletion cut-off switch, and the area around it is clear of combustibles.

Power surge

A power surge is a brief but sharp increase of electricity that can enter your home and damage your appliances and electronic equipment. A power surge occurs on the system when higher voltage makes contact with a lower-voltage line. Power surges can be caused by:

- Immediate or cumulative damage to the system as a result of inclement weather — wind, rain, snow or lightning.
- Third-party involvement — car striking a utility pole.
- Equipment failure — a breakdown within the distribution system.

Power surges are rare, but they do occur. One way to protect yourself from a power surge is to install a whole-house surge protector. Contact an electrician to discuss installation costs and other details.

EMERGENCIES

Natural gas leak

For your safety, we add a stinky odorant to natural gas. If you smell natural gas, hear an unusual hissing sound or see blowing dirt or debris — it could be a natural gas leak. Here's what to do:

- Leave your home immediately.
- Use a phone away from your home to call us.
- Don't light matches.
- Don't turn electrical switches on or off.

Carbon monoxide (CO)

CO is a colorless, odorless, tasteless and toxic gas produced when fuels such as gasoline, natural gas, propane, fuel oil and wood do not have enough oxygen to burn completely. CO poisoning symptoms are similar to flu symptoms. To help prevent CO poisoning:

- Install a UL-listed CO detector per state and local code requirements.
- Maintain and routinely inspect all heating and fuel-burning systems and appliances.
- Check vent pipes, chimneys and flues for corrosion and blockages.
- If you suspect CO in your home, leave the house immediately and call 911 or the Poison Control Center.

Smells like rotten eggs!



Scratch the flame to smell the odor of natural gas.



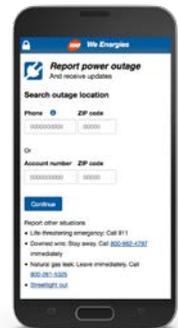
Power outage

If storms, accidents or equipment failures cause an outage, stay away from downed lines, utility poles or anything near or touching a power line, and urge others to do the same. Always assume all downed power lines are energized and dangerous. For added safety, prepare an outage emergency kit. If someone in your household has a critical medical condition, contact our Customer Care Center for assistance in developing a power outage backup plan.

Outage assistance at we-energies.com

Report an outage online

- Use your account number or phone number linked to your account.
- Get updates and an estimate for when your power will be restored.



View our outage map

- See outage numbers by community or region.
- Get time when outage was reported and cause, if known.

Flooding

If there is standing water anywhere in your home, garage or other building due to flooding, stay out of the water and call us to disconnect the electricity and/or natural gas. Also contact us if your natural gas meter is submerged due to flooding. After the service is disconnected, you may enter the area safely to begin cleanup or repairs.

Keep electric tools away from water. Do not use any type of electric tool or appliance in wet conditions.

If any appliances were damaged due to flooding, you must have them serviced by a contractor before we can restore electric or natural gas service.

OUTDOOR SAFETY

Power lines

Telling the difference between power lines and cable or phone lines is difficult. Avoid contact with all lines (both overhead and underground) and always assume they are energized and dangerous.

When working outdoors using a ladder, pool skimmer, tree-pruning tool or any long object, watch out for overhead wires. Always use a wood or fiberglass ladder. Metal ladders are conductive and should not be used around electricity.

Report any downed power lines or exposed underground cables to us immediately at **800-662-4797**.

Utility poles

Never post signs or other objects on utility poles. These obstructions put you and utility workers at risk and often violate local ordinances.



Electric and natural gas meters

For your safety, make sure meters remain accessible.

- Keep the area around your meter clear and free of debris and obstacles, such as plants, snow, ice or pets.
- Never tamper with, tie anything to, or alter meter components. These activities are illegal and dangerous.
- Contact us if you suspect meter damage or tampering.

Substations

Substations carry high voltages and are protected by locked fences. "Warning — Keep Out" or "Danger — High Voltage" signs are found on substation fences and other electrical utility equipment for your protection. Stay away from all electrical equipment and never enter a substation fence. Contact us if you see an unlocked substation gate or opening in a security fence.



Ground-mounted equipment

Ground-mounted equipment reduces electrical voltages and distributes electricity to your home. These boxes are located in your neighborhood and have a Mr. Ouch sticker to warn you of danger.

- Never work close to these boxes or open them.
- Report any damaged or unlocked equipment to us.
- Keep all plantings at least 10 feet away from this equipment.
- Do not use fake rocks or anything else to hide or cover utility equipment. Covering ground-mounted equipment can delay repair work and/or cause a safety hazard for utility employees.



Buried customer piping

We own and are responsible for maintaining natural gas mains and underground lines that connect our main to our natural gas meter at your home.

You own and are responsible for maintaining all natural gas lines running from our meter to your natural gas appliances and equipment in and around your property.

For safety, we advise you to periodically inspect the natural gas metal piping that is your responsibility. Piping that is not maintained can be subject to potential leak and corrosion hazards. If an unsafe condition is discovered, have it repaired as soon as possible.

Before digging with shovels or other tools near customer-owned natural gas piping, locate the piping and excavate by hand. A contractor can assist with locating, inspecting and repairing the pipe. If you are unsure which natural gas facilities are your responsibility, contact us.

Excess flow valve

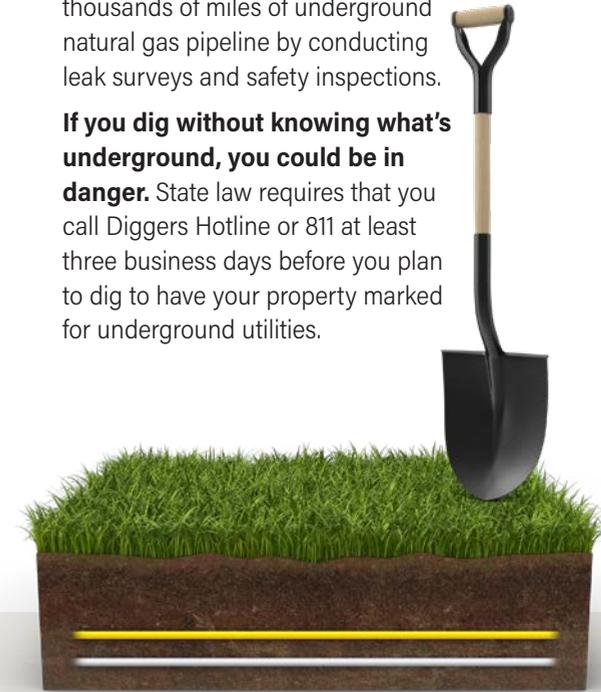
An excess flow valve (EFV) is a safety device designed to automatically stop the flow of natural gas through the utility-owned service line if it exceeds a predetermined rate. When activated, an EFV may prevent the buildup of natural gas and lessen the potential for property damage and/or injury. It should be noted that these devices generally do not protect against slow leaks, such as those caused by corrosion or loose fittings, or leaks located along customer-owned piping beyond the natural gas meter.

Many customers already have an EFV installed on their natural gas service line. Customers who do not have an EFV may be eligible to have one installed at their own expense. Contact us to request more information about EFV installations.

UNDERGROUND UTILITIES

Most natural gas utilities and some electric utilities are buried underground. We monitor thousands of miles of underground natural gas pipeline by conducting leak surveys and safety inspections.

If you dig without knowing what's underground, you could be in danger. State law requires that you call Diggers Hotline or 811 at least three business days before you plan to dig to have your property marked for underground utilities.



**Know what's below.
Call before you dig.**



Share these tips with children:

CHILDREN'S SAFETY



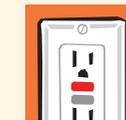
Stay away from power lines — especially downed lines. Never climb trees or fly kites near power lines.



Natural gas smells like rotten eggs. If you smell the stinky, rotten egg odor of natural gas, do not use a light switch or even a phone. Get everyone out of the house and tell a trusted adult to call us for help.



Mr. Ouch means danger. Never play near electrical equipment such as substations, power poles or transformers (green boxes). When you see Mr. Ouch, don't touch.



Outlets are for plugs. Don't chew on cords or put your fingers or any object other than a plug into an electrical outlet.

Check out www.we-energies.com/educators for more energy-related educational resources.