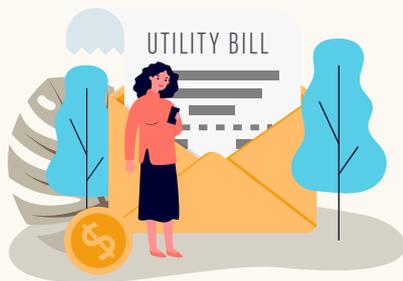


# Need help paying your energy bill?



If you're having financial difficulties, or know someone who is, contact the Wisconsin Home Energy Assistance Program at [homeenergyplus.wi.gov](http://homeenergyplus.wi.gov) or **866-432-8947** to learn more about these offerings:

**Heating assistance:** Helps eligible households pay for winter heating. The amount of heating assistance depends on the household's size, income and heating costs.

**Electric assistance (nonheating):** Helps eligible households pay a portion of nonheating electric energy costs.

**Crisis assistance:** Provides assistance to households that have no heat, received a disconnect notice from their heating supplier or are nearly out of heating fuel and do not have any way to pay for their heating needs. Proactive nonemergency assistance also is available through the entire year to avoid future emergencies.

**Weatherization assistance program:** Provides assistance in caulking, weatherstripping and insulation to those who meet energy assistance income eligibility guidelines.

If you are behind on your energy bill, contact us at **800-842-4565** to discuss payment options and other programs.

## Energy savings made easy with Focus on Energy

Did you know you can request a free energy-saving pack from Focus on Energy? Options include LED lightbulbs, high-efficiency showerheads and more. Order your free pack online at [www.focusonenergy.com/free](http://www.focusonenergy.com/free) or by calling **800-762-7077**. Limit: one per household every three years.

If you already received your free energy-saving pack, visit the Focus on Energy Online Marketplace for additional energy-efficient products. Save instantly when you shop for LED lighting, water savers, and smart thermostats such as Google Nest, ecobee and Emerson.



Visit [www.focusonenergy.com/marketplace](http://www.focusonenergy.com/marketplace) to start saving today.

Learn more at [we-energies.com](http://we-energies.com) or call **800-242-9137**.

# Customer connection

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Ideas, advice and news from We Energies

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WE-210007-02-GJ-GH-900M

Energy you can depend on

# DON'T BE SCAMMED

Scammers may try to scare you into giving them money by pretending to be from We Energies. Don't be a victim. If you think a scammer is targeting you, call us at **800-242-9137**. If you fall victim to a scam, report the theft to your local police.



## Beware of these common scams:

### Door-to-door scams

If someone comes to your door claiming to be from We Energies, ask for identification. Here's how to tell a real employee or contractor from a fake one.

- An employee or contractor will readily prove their identity. An imposter won't.
- An employee or contractor will carry a photo ID with their name and company logo.

→ *When in doubt, call us so we can confirm our employee's or our contractor's identity.*



### Phone scams

This is the most common scam. A caller may:

- Pretend to be from We Energies. They may even manipulate caller ID to display "We Energies" or use a recording that sounds like it's from us.
- Threaten to turn off your power or natural gas in a short amount of time.
- Demand immediate payment – often by prepaid debit card or through cash apps like Zelle.

→ *If you are ever in doubt about a phone call, hang up and call us.*

## What **YOU** can do to stop scams

### Hang up.

If you have any doubts about a call, hang up and call us. If it is a real call, we won't be offended. We can verify your payment status and check on your account anytime.

### Get it in writing.

We typically contact you several times via mail about past-due bills before service is shut off – not by a phone call the same day.

### Know your options.

We provide many payment options and never require use of a prepaid debit card or unusual payment method.

### Report it.

Contact local authorities and us to report a theft or attempted theft.

### Keep others safe.

Share these tips with neighbors, family and friends.

## Report streetlight, pole and equipment problems

We are not always aware of damage to our streetlights, poles and transformers. This is especially true in rural areas. Describing the exact location of a streetlight not working, downed pole or damaged transformer can be difficult. We have a simple way for you to report equipment issues to us.

Our poles and transformers have identifying tags. The information on the tag includes the year the equipment was placed in service and a number that can be mapped in our system to its specific location.

If you see a streetlight not working or damage to our equipment, call us anytime at **800-242-9137** or report it online at **we-energies.com**. Refer to the tag number on the pole or transformer, and we'll send a crew out to make repairs.

*Example of an identification tag on an electric pole. Some tags have a "T" in place of the dash.*



*Example of an identification tag on a transformer.*

