



We're here to help

Energy and payment assistance is available

With winter in full swing, we want to make sure you are safe and warm. For those who need it, there are several ways to connect with programs and services.

If you're having financial difficulties, or know someone who is, contact the Division of Energy, Housing and Community Resources at energyandhousing.wi.gov or **866-432-8947** to learn more about these offerings:

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

Crisis assistance: Provides assistance to households that have no heat, received a disconnect notice or are nearly out of heating fuel and do not have any way to pay for their heating needs.

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


- The Keep Wisconsin Warm/Cool Fund is also available for households in need. Visit kwwf.org to apply or learn how to help.
- There are also ways to manage your costs. Budget Billing is an option to avoid the seasonal variations in your bill, with a review every six months. There's also the possibility of payment arrangements. Visit www.we-energies.com/payment-bill/managing-energy-costs or use our app to get started.

Connecting with us

Online

we-energies.com

 facebook.com/WeEnergies

 [@we_energies](https://twitter.com/we_energies)

24-hour customer service

800-242-9137

contactwe@mail.we-energies.com

24-hour emergency service

Electric: 800-662-4797

Natural gas: 800-261-5325

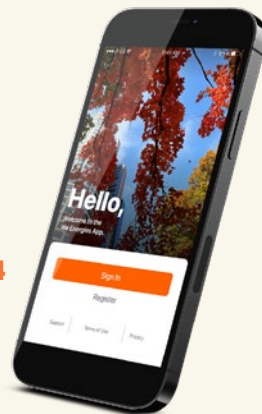
Para traducciones

Le proporcionamos esta información como cliente.

Si desea recibir una traducción, llame al 800-242-9137.

Get the app that puts you in control

Anytime. Anywhere.
Text We Energies to 91924



Customer connection

FEBRUARY 2023

Ideas, advice and news from We Energies

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WE-230017-02-GJ-GH-950M

Energy you can depend on

Winter reminders:

Be smart. Stay safe.

Keep vents and meters clear of snow and ice

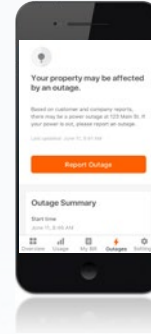
As the snow piles up, remember these tips:

- If you have natural gas appliances that vent outside of your home, remember to keep the vent pipes clear of snow and ice.
- Keep your natural gas and electric meters clear of snow and ice. Use your hand or a brush to gently remove snow from the meter. Shovels and other tools can damage the equipment.
- Remove icicles that may drip water onto the meters. Icy buildup can interfere with the flow of natural gas through the meter and into the house.
- Don't bury meters when using a snowblower or shovel.



Outage assistance on the We Energies app

- Quickly report your outage.
- Get the estimated restoration time, cause and number of customers affected in real time.
- View an outage map to see currently affected areas.
- Sign up for outage alerts you can receive by push, text or email.



Be prepared for an emergency

Add our emergency numbers to your cellphone:

Power outage or electric emergency:
800-662-4797

Natural gas leak, odor or emergency:
800-261-5325

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, where describing the exact location can be difficult.

To simplify the process, 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.

Scam warning

Over the years, We Energies customers have lost tens of thousands of dollars in utility scams. If you think a scammer is targeting you, hang up! It's not rude; it's safe.



Scammers may:

- Pretend to be from We Energies. They may even manipulate caller ID to make it look like We Energies is calling or leave a recorded message that sounds like it's from the company.
- Threaten to turn off your energy right away.
- Demand immediate payment — often by prepaid debit card, third-party apps like Zelle or Venmo, or unusual payment methods such as bitcoin. **We Energies will never do that.**

Call We Energies at **800-242-9137** if you have questions about a call, email or text you've received, and contact your local law enforcement if you've fallen victim to a scam.

For more warning signs, visit www.we-energies.com/scam-warnings

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.

