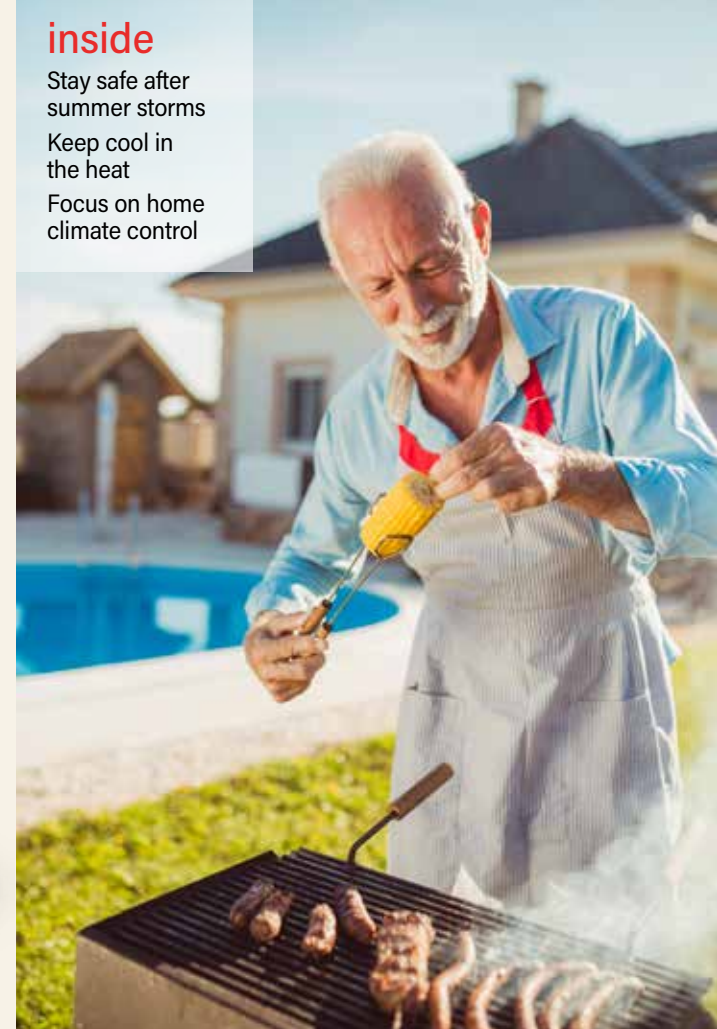


Customer connection

Ideas, advice and news from We Energies

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Connecting with us

Online

we-energies.com

 facebook.com/WeEnergies

 @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.



Focus on home climate control

With a smart thermostat, you can conveniently control your home's

climate with an app on your smart phone or set a schedule directly through the unit.

Smart thermostats give real-time feedback that can help lower your energy use and save on your energy bill. One of their best features is heating and cooling system alerts that can help prevent critical and costly issues from occurring in your home.

Shop for your smart thermostat at focusonenergymarketplace.com and get a \$50 instant discount from Focus on Energy, our energy efficiency partner.



Focus on Energy annual statement

Focus on Energy is Wisconsin utilities' statewide energy efficiency and renewable resource program funded by the state's investor-owned energy utilities and participating municipal and electric cooperative utilities. In 2022, Focus on Energy offered financial incentives and technical assistance to help eligible Wisconsin residents and businesses reduce their energy waste.

According to an independent evaluation of 2022 programs, Focus on Energy delivered \$4.55 in benefits to Wisconsin residents and businesses for every \$1 spent, including economic benefits, reduced energy costs and reduced pollution. In addition, the overall customer satisfaction rating for 2022 was 9.5 on a 10-point scale.

For more information on how Focus on Energy can help you save energy, go to focusonenergy.com.

Get the app that puts you in control

Anytime. Anywhere.

Text We Energies to 91924



Staying safe after summer storms

What it takes to get your power back on



If your power goes out in a storm, make sure you report the outage using our app or online. You'll get notifications as our crews determine what needs to be fixed. The outage map will display additional details such as the number of customers impacted by an outage.

If you see a downed power line near you, stay at least 25 feet away and consider the line energized. Call 911 or 800-662-4797 to report it. Emergency crews can block the area and keep people safe.

How power is restored

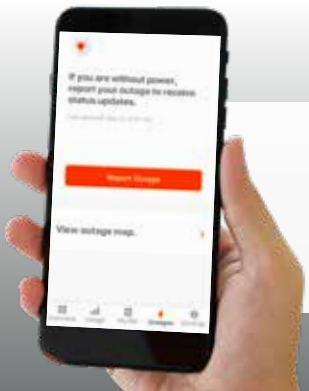
Damage related to forestry issues or equipment damage requires additional crews and specialized equipment to make repairs and restore power. In any type of outage, there's a sequence to how power is restored.

1. Check areas with downed equipment to make them safe.
2. Repair damaged substations, which serve large numbers of customers.
3. Restore service to hospitals as well as public safety, water treatment and other critical facilities.
4. Repair main distribution lines serving large areas and neighborhoods.
5. Begin fixing outages in smaller areas and affecting individual homes and businesses.

Depending on the damage, an electrician may be needed to repair customer-owned equipment before we are able to restore power. If you are home, we will let you know what is needed. If you are away, a door tag will be left for a follow-up phone call.

Be prepared, download our app

Using the We Energies app is one of the easiest ways to stay prepared. Download it from your app store or by texting **We Energies** to **91924**. Make sure you go to the app's settings to customize your outage notifications.



Keep cool in the heat

When the temperature rises, stay cool while saving energy

Close the blinds: The summer sun can really heat up a room. Keeping your blinds and drapes closed will minimize the impact.

Air it out: Use an outdoor clothes line to dry your laundry. Let the dishes air-dry instead of using heat settings on the dishwasher.

Cooking made easy: Use the grill, microwave and slow cooker as much as possible. Bonus points for one-pot meals that leave fewer dishes to wash.

The spin on ceiling fans: Circulating the air makes a room seem cooler, but only when you are there to feel it. Turn off fans when you leave a room to avoid wasting energy.

Let me vent: Keep vents open in every room. Heating and cooling systems are designed to distribute air evenly; closing vents throws the system off balance.

