

Knowledge is power: An education in power surges

Power surges are rare, but they do occur. A brief, but sharp, increase of electricity can enter your home and damage your appliances and electronic equipment. It happens in the electrical distribution system when higher voltage makes contact with a lower-voltage line.

Power surges can be caused by:

- Damage from wind, rain, snow or lightning.
- Third-party issues, such as a car striking a utility pole.
- Equipment failure within the system.

Surge protectors help protect your electronics. Look for one with a higher joule rating — that's how much energy it can absorb. Also, replace older models. In general, you'll need a new one every five years.

Highlighting our sustainability efforts

WEC Energy Group, parent company of We Energies, released its 2022 Corporate Responsibility Report, which outlines the progress made on major projects and our commitment to the environment and the communities we serve.

Read more at www.wecenergygroup.com/csr.



Connecting with us

Online

we-energies.com

 facebook.com/WeEnergies

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

Call or click before you dig

811 or call811.com

Para traducciones

Le proporcionamos esta información como cliente.

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

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Customer connection

OCTOBER 2023

Ideas, advice and news from We Energies

inside

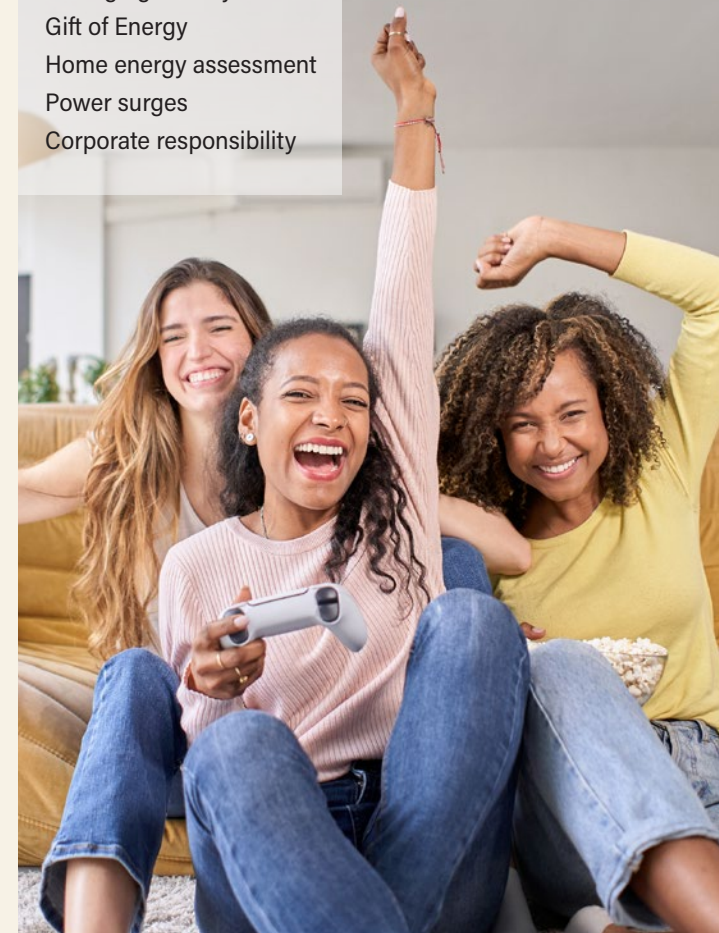
Managing holiday bills

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Energy you can depend on

Plan ahead for managing winter bills

We're here to help

Increased energy bills in November, December and January are common, mainly due to colder weather and holiday activities. Here are some tips and ways we can help:

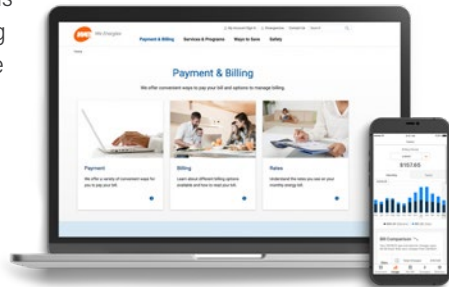


Weather

As temperatures go down, your costs tend to go up. Running the furnace is the biggest contributor. You also are indoors more thanks to the cooler, shorter days. Set your thermostat to 68° and lower it to 60° overnight or when away.

Energy use

Entertaining holiday guests leads to higher energy use for cooking and cleaning. You also use more electricity for your indoor and outdoor lighting. Sign up for alerts in the We Energies app to stay on top of your energy use and bill.



Longer billing periods

Bills in November, December and January can range over more days than other months, because the holidays interrupt the typical business calendar. Sign up for Automatic Payment, so your bill automatically gets paid while you enjoy time with family.

We're here to help

We offer programs and resources to help you manage your energy costs. Budget Billing can help you even out seasonal variations in your bill. There are also a wide variety of energy assistance programs. Use our app or go to we-energies.com to learn more about your options and enroll.



Ready to make your home more efficient?

A FOCUS ON ENERGY® home energy assessment identifies areas in your home that cause drafts, discomfort and high energy bills. Typically assessments are performed by Building Performance Institute-certified Trade Ally contractors and can save you 15% or more on energy costs once your recommended upgrades are completed.

How to prepare for your assessment:

- Make a list of condensation areas, uncomfortable rooms or ice dams.
- Gather your utility bills from the last year.
- Close and latch windows and doors.
- Raise blinds and open curtains.
- Note your average thermostat settings.



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.*

Visit www.focusonenergy.com/wholehome or call **800-762-7077** to learn more about assessments and rebates. Find a Trade Ally contractor at www.focusonenergy.com/trade-allies to get started.

Prepping for winter?

Shop for discounted weatherization products at www.focusonenergymarketplace.com/weatherization.