

Help is available

Find energy and payment assistance options



Help is available to keep you and your family safe and warm this winter. For those who need it, there are several ways to connect with energy payment 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 programs:

- ➔ **Wisconsin Home Energy Assistance Program** provides assistance for heating and electric costs, and emergency help if you are without heat or facing disconnection.
- ➔ **HE+ Furnace Program** provides assistance to eligible households when a heating system needs repair, is inoperable or becomes unsafe.
- ➔ **Weatherization Assistance Program** provides energy efficiency improvements to eligible applicants.

The **Keep Wisconsin Warm/Cool Fund** is also available for households in need. Go to kwwf.org to apply or learn how to help.



Managing energy costs

We also offer programs to manage your costs. Budget Billing is an option to avoid seasonal variations in your bill, and payment arrangements are available to help pay past-due bills.

Go to we-energies.com or use our app to get started.

Connecting with us

Online

we-energies.com
Follow us on social media.

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

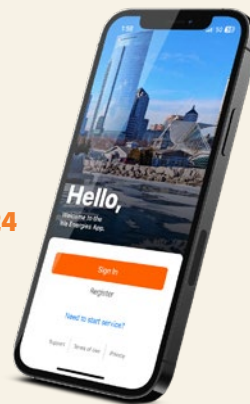
811 or call811.com

Para traducciones

Le proporcionamos esta información como cliente.
Si desea recibir una traducción, llame al 800-242-9137.

Get the app that puts you in control

Anytime. Anywhere.
Text We Energies to 91924



Customer connection

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Ideas, advice and news from We Energies

inside

Winter safety reminders
Dangers of CO
Treat yourself to comfort
Scam warning
Help is available



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Energy you can depend on



Winter reminders

Keep vents and meters clear of snow and ice

When the snow flies, take these steps to stay safe.

- Keep the outdoor vent pipes for your natural gas appliances clear of snow and ice.
- Use your hand or a brush to gently remove snow from natural gas and electric meters. Shovels and other tools can damage the equipment.
- Remove icicles that may drip 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 snow blower or shovel – and keep walkways clear for easy access to equipment in an emergency.

Outage assistance on our app

- Report outages.
- Get the estimated restoration time, the number of customers affected and updates.
- View the interactive outage map.
- Sign up for outage alerts by text, email, phone or push notification.

Add our emergency numbers to your cellphone

**Power outage or electric emergency:
800-662-4797**

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



Dangers of carbon monoxide

When a natural gas heating system or appliance isn't working correctly, it can produce a dangerous gas. Carbon monoxide (CO) is colorless, odorless and tasteless, which makes it very difficult to detect.

How to keep your family safe:

- **Install a CO alarm on each level of your home.** Alarms should be centrally located on each floor near sleeping areas.
- **Know the warning signs of CO poisoning.** Low levels cause symptoms similar to those of the flu or a cold, including shortness of breath, a mild headache and nausea. Higher levels can lead to dizziness, mental confusion, a severe headache, nausea and fainting.

If you suspect carbon monoxide poisoning, get out of the house immediately and call 911.



**FOCUS ON
TREATING YOURSELF
TO COMFORT**

Just because the holidays are over, doesn't mean you can't treat yourself to a little something.

FOCUS ON ENERGY® offers FREE energy-saving packs filled with a variety of products designed to help you reduce energy waste and save money.

Go to www.focusonenergymarketplace.com/free and determine which of our three packs is the best fit for you.

Limit one free pack per eligible household per year. Free packs are limited to Wisconsin residential customers of an electric utility that participates in Wisconsin's Focus on Energy program.

Scam warning: Know the red flags

Scammers are relentless. They will threaten to shut off your power in a ploy to get your money. Here's how to protect yourself:



Don't be polite; hang up.

If a phone call or text message seems fishy, follow your instincts.



🚩 **Beware of scammers calling.** We notify customers about past-due bills before service is shut off — not by a phone call the same day.

🚩 **Stay away from selecting or calling numbers in search engines** claiming to be We Energies, especially numbers in "Sponsored Results." Contact us directly through our website, app or information listed on your utility bill.

🚩 **Don't use certain forms of payment.** Scammers may ask for money on a prepaid debit card, third-party app like Zelle or Venmo, or even bitcoin. We will never do that.

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