

UNDERSTANDING R-VALUES AND INSULATION

Insulation blocks heat from moving through spaces in your home. It can help you save big on heating and cooling costs and make your home more comfortable.

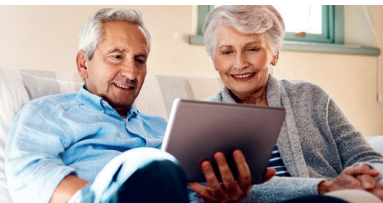
Insulation performance is based on resistance, known as R-value. Here's how it works:

- R-value measures insulation's ability to prevent heat from moving through it.
- It is based on insulation type, thickness and density.
- The higher the R-value, the more effective the insulation.

If you're installing new insulation on top of an existing layer, combine the two numbers for the overall R-value of the space you're insulating.

A trade ally contractor can help you figure out what you need. They're also experts in helping you claim rebates of up to \$3,470 on your insulation project.

Go to **focusonenergy.com/insulation** for rebate information and to find a contractor.



FOCUS ON ENERGY ANNUAL STATEMENT

Focus on Energy is the 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 2024, 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 2024 programs, Focus on Energy delivered \$4.17 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 2024 was 9.4 on a 10-point scale. For more information on how Focus on Energy can help you save energy, go to focusonenergy.com.

Connecting with us

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we-energies.com
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24-hour customer service

800-242-9137
contactwe@mail.we-energies.com

24-hour emergency service

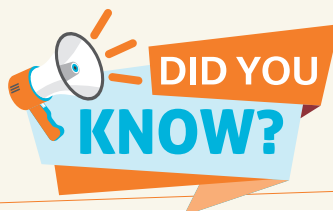
Electric: 800-662-4797
Natural gas: 800-261-5325

Call or go online 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.



When you share your feedback, we listen.
Take monthly polls and surveys.
Join MyEnergyPanel and make an impact.
www.we-energies.com/company/myenergypanel

Customer connection

AUGUST 2025

Ideas, advice and news from We Energies

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Keep cool upstairs

Ways to manage your summer energy use

Second-story rooms can be stuffy in the summer. Try these upstairs cooling tips to improve your comfort:

- Use thermal blocking drapes to prevent intense sunlight from warming bedrooms.
- Run ceiling fans counterclockwise to circulate and push cool air down while you sleep.
- Seal air leaks to prevent hot air entering your home.
- Keep your attic properly insulated and vented.



Summer storms: Staying safe and informed

If a storm causes power outages, follow these steps:

- Stay 25 feet away from downed power lines. Consider them energized and call 911 and 800-662-4797 to report them.
- Report outages using our app or website. Customize your notifications to get outage alerts.
- Check our outage map. It updates every 10 minutes with details including crew status, cause and estimated time of restoration.

Natural gas piping

Proper maintenance for your prolonged safety

Natural gas used in your home is transported by a network of underground pipelines.

Safety responsibilities

We own and maintain natural gas piping that connect our distribution system to the meter at your home. We periodically perform inspections and surveys on our pipes with special instruments designed to detect natural gas.

You own and are responsible for maintaining all natural gas lines running from our meter to your natural gas appliances, as well as lines to additional buildings or equipment on your property.

Proper maintenance and repairs

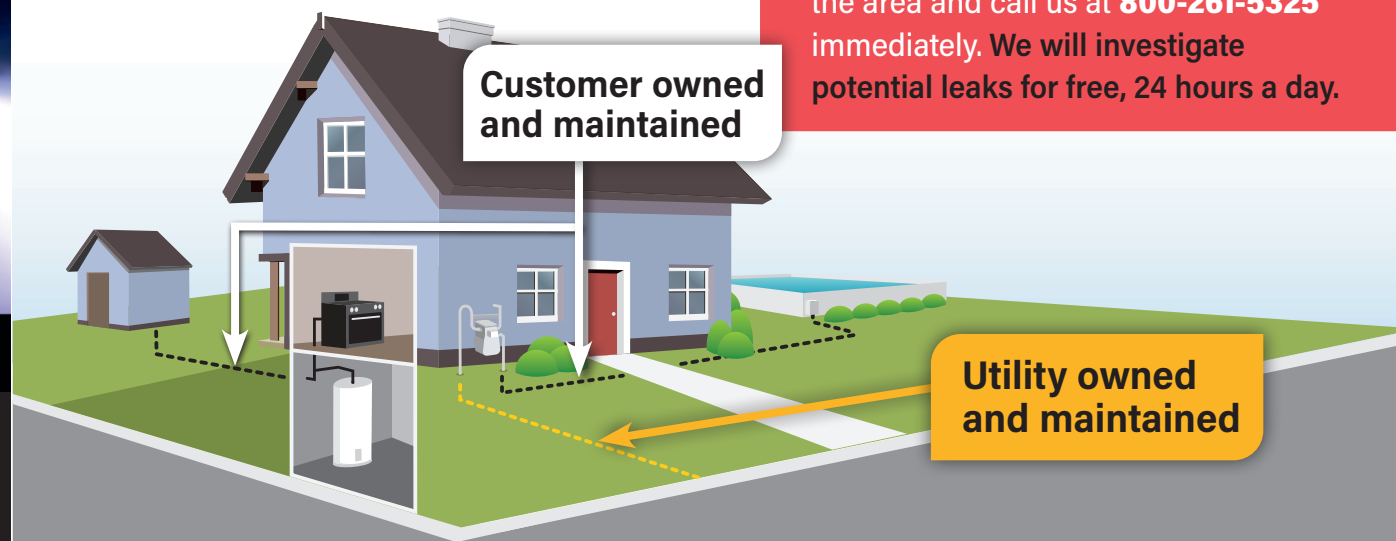
- Inspect buried natural gas piping periodically to avoid potential hazards.
- Check for corrosion and leaks.

Signs of a leak include:

- » An odor similar to rotten eggs.
- » Dead vegetation above the piping.

- Remedy issues right away. For a fee, plumbers or heating contractors can assist in locating, inspecting, repairing or replacing customer-owned buried pipes. For safety, only approved installation practices and materials should be used.
- Call before you dig. Safety laws require you to locate all buried natural gas piping, electric lines and other facilities before any excavation work. Contact Digger's Hotline at **811** or **diggershotline.com** at least three business days in advance. It's free — and it's the law.
- Dig by hand when excavating near natural gas piping or other buried facilities.
- Protect from rust and corrosion. A suggested method for protection is wire brushing, priming and painting. When the piping passes through an outside wall, International Fuel Gas Code requires the pipe to be coated or wrapped to protect against corrosion.

If you suspect a natural gas leak, leave the area and call us at **800-261-5325** immediately. We will investigate potential leaks for free, 24 hours a day.



Learn more at www.we-energies.com/safety/gas