

Scam awareness

Scammers will threaten to shut off your power in a ploy to get your money.

Know the red flags

- 1 Beware of scammers calling.** Sometimes they even spoof the caller ID to display "We Energies." We notify customers about past-due bills by mail before service is shut off — not by a phone call the same day.
- 2 Hang up.** If a phone call or text message seems fishy, follow your instincts.
- 3 Don't use certain forms of payment.** Scammers may ask for money using a prepaid debit card, money transfer apps or even cryptocurrency. We will never do that.
- 4 Browse internet search results with care.** Scammers may impersonate us through online "sponsored" search results. Contact us directly through we-energies.com, our app or information listed on your energy bill.

Important reminders

Don't give personal or financial information when you encounter these warning signs.

Contact us if you have questions about a call, email or text you've received.

Call your local law enforcement if you've fallen victim to a scam.

Connecting with us

Online

we-energies.com
Download our app.
Follow us on social media.

24-hour customer service

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

24-hour emergency service

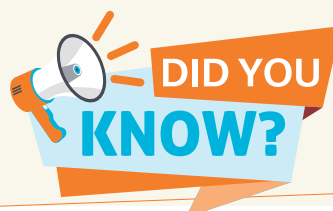
Electric: 800-662-4797
Natural gas: 800-261-5325

Call or 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.



We need your current contact information to reach you during an outage or emergency, or to help you with your service. Verify your information in My Account, in our app or by calling us at 800-242-9137.

Customer connection

Ideas, advice and news from We Energies

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Remember to clear meters



Winter safety

After it snows, take these steps to keep your meters working properly.

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

Winter emergencies

Report power outages using our app or website.

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

Add our emergency numbers to your cell phone

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

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



Connect with energy and payment assistance options

If you or someone you know needs assistance, there are several ways to find energy payment programs and services.

The Division of Energy, Housing and Community Resources can match eligible applicants with financial help. Go to **energyandhousing.wi.gov** or call **866-432-8947** to learn more about these programs:

Wisconsin Home Energy Assistance Program

- Assistance for heating and electric costs.
- Emergency help if you are without heat or facing disconnection.

Home Energy Plus

- Help if heating system or water heater needs repair, is inoperable or becomes unsafe.

Weatherization Assistance Program

- Assistance with energy efficiency improvements.

Prevent carbon monoxide poisoning

When a natural gas heating system or appliance isn't working correctly, it can produce carbon monoxide (CO), a dangerous gas that is colorless, odorless and tasteless.

Install a CO alarm on each level of your home. Alarms should be centrally located near sleeping areas.

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

Energy efficiency ideas

Spend time this winter working on ways to improve energy efficiency and manage costs. Our series of videos show you the benefits of making changes and upgrades, such as air sealing to smart technology.



Check out our newest videos featuring low-cost ways to save. Scan or go to **www.we-energies.com/homeenergyvideos**

We're here to help

We offer programs to help you manage your costs. Budget Billing helps avoid seasonal variations in your bill, and payment arrangements are available for past-due bills. **Get started in our app or at we-energies.com**

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