

Customer connection

Ideas, advice and news from We Energies

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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.

Help us, help you

Update your contact information and
notification preferences in our app or
My Account so we can reach you
when it matters.



Choose the right insulation for a comfortable, energy-smart home

Good insulation keeps your home warmer in winter and cooler in summer. It can also help lower energy use.

Understanding R-value

R-value measures how well insulation slows heat flow. In general, the higher the R-value, the better the insulation resists heat moving in or out of your home.

Why R-values matter

Choosing the right insulation can:

- Improve comfort in every season.
- Reduce energy use.
- Lower heating and cooling costs.



Learn more

Scan the QR code to watch how
insulation works and why R-values
matter.



Find more ways to save

Scan the QR code or go to
focusonenergy.com/residential
to explore more ways to improve
comfort and save energy at home.

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 cooperatives. In 2025, 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 2025 programs, Focus on Energy delivered \$3.57 in benefits to Wisconsin residents and businesses for every \$1 spent, resulting in economic benefits, reduced energy costs and reduced emissions. In addition, the overall customer satisfaction rating for 2025 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**.



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Get money and save energy

Smart Thermostat Rewards

Get \$50 for the first year and receive \$25 every year after

We're partnering with EnergyHub, the company behind the GreaterGrid customer program, to bring this money- and energy-saving pilot program to your thermostat.

When joining Smart Thermostat Rewards, you get \$25 just for signing up and a \$6.25 bill credit each month June through September for allowing temporary temperature adjustments of 4 degrees or less during periods of high energy use. You maintain control and can override adjustments at any time.

Learn more at
we-energies.com/smart-thermostat-rewards



Summer storms: Staying safe and informed

If a storm causes a power outage, 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 we-energies.com. 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.

Safety at home

Maintaining your natural gas piping

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

We own and maintain natural gas piping that connects 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

- **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.
- **Inspect** buried natural gas piping periodically to avoid potential hazards.
- **Remedy** issues right away. We fix utility-owned piping at no cost. 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.

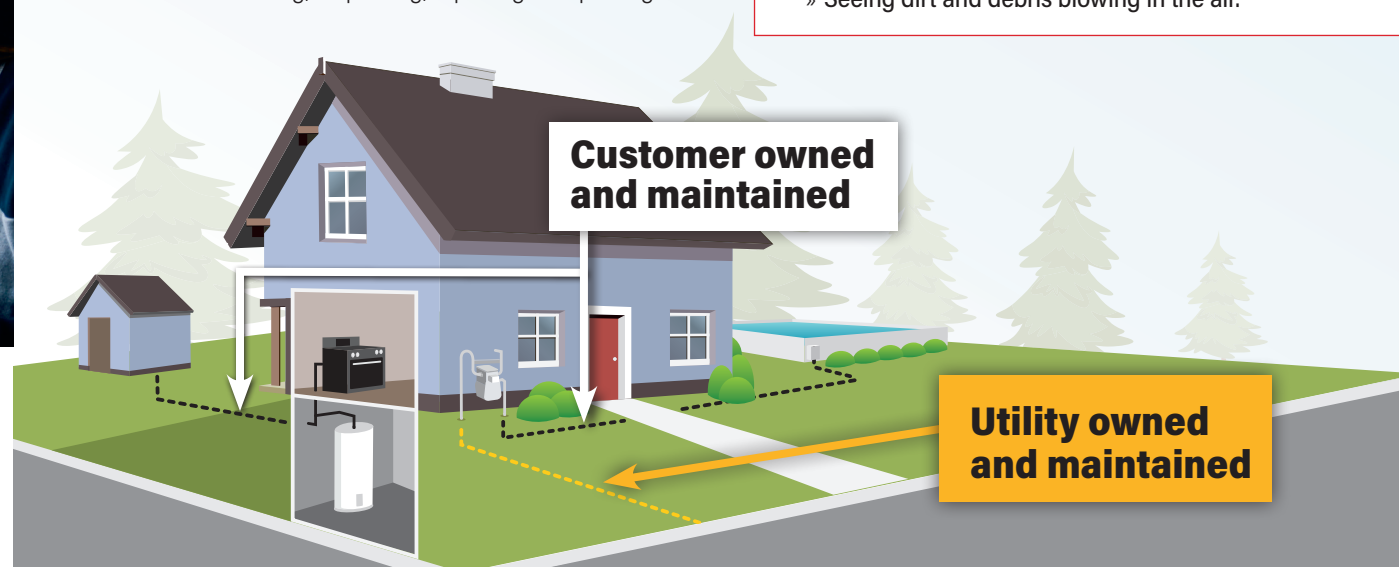


If you suspect a natural gas leak, leave the area and call us at 800-261-5325 immediately.

We will investigate potential leaks for free, 24 hours a day.

Signs of a leak include:

- » Smelling an odor similar to rotten egg.
- » Hearing an unusual hissing, whistling or roaring sound.
- » Seeing dirt and debris blowing in the air.



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