

Overview

Retail rates for energy services are authorized and regulated by the Michigan Public Service Commission (MPSC). Rate information is published and sent with bills once a year. You'll find a sample bill on our website to help you read and verify your bill. Contact us for:

- Pricing information to verify the accuracy of your bill.
- Billing and payment options.
- Assistance with evaluating your energy use and conservation efforts.

Your payment is considered late if it is not received by the payment due date. When this happens, a late payment charge of 1.5% of the unpaid balance will be added to the next bill. If you have a question or

Billing terms

Customer Demand (kW): The greatest amount of electricity supplied to you for any 15-minute interval, depending on your rate, during the last 12 months.

Degree Days: A measurement that reflects the effects of weather on your heating and cooling needs. Daily degree days are calculated by comparing the average daily temperature to 65°F. More degree days mean more energy is used to heat or cool your home.

Demand (kW): The greatest amount of electricity supplied to you for any 15-minute interval during the billing period.

Energy Charge: The cost for the amount of electricity used, measured in kilowatt-hours.

concern about your bill, contact us before your energy bill is due.

Billing and payment options

We offer several convenient options for billing and payment, including My Account, Automatic Payment and Budget Billing. To pay with a credit or debit card, call 888-823-2943 or visit our website.

Energy assistance

You may be eligible to receive funds to help pay your electric heating bill. Contact your county social service agency for information. When difficult circumstances prevent you from paying your bill in full, call us at 800-842-4565 to make a payment arrangement.

Delivery/Distribution Charge: The charge for delivering electricity from our substation to your meter.

Facilities Charge: A daily charge that helps cover the fixed costs of providing service to customers. This includes equipment, billing and programs.

kWh (kilowatt-hour): A measurement of electric use that is used to calculate your charges. One kWh will light a 100-watt bulb for 10 hours or a 17-watt LED bulb for 58 hours.

Power Supply Charges: The charges for generating or purchasing electricity and transmitting it from the generation facility to our substation.

Contact us

Residential customers:
800-242-9137 • 24 hours a day
contactwe@mail.we-energies.com

Business customers:
800-714-7777 • Weekdays, 8 a.m. to 5 p.m.
bizdivision@mail.we-energies.com

Send correspondence to:
We Energies
P.O. Box 2046
Milwaukee, WI 53201-2046

Send payment to:
We Energies
P.O. Box 6042
Carol Stream, IL 60197-6042

we-energies.com

Power Supply Cost Recovery: A charge or credit that's applied when the cost of purchased power and the cost of fuel to generate electricity are higher or lower than what was projected in your electric rates.

Renewable Energy Surcharge: A fee required by Michigan Public Act 295. The money is used to pay for electricity generated from renewable energy sources.

Tax Cuts-Jobs Act Credit: A credit authorized by the Michigan Public Service Commission to reflect the impacts of the federal corporate tax reduction resulting from the Tax Cuts and Jobs Act of 2017.