

## Important Information

**General Information:** Retail rates for energy services are authorized and regulated by the public service commissions of Wisconsin and Michigan. Rate information is published and sent with bills once a year. However, information on all rates is available by request any time. You can either call us or visit our website for pricing information to verify the accuracy of your bill. You'll find a sample bill on our website to help you read and verify your bill.

We also offer programs and resources to help

you use less energy. Visit our website or call us to learn more.

If you have a question or concern about your bill, please contact us before your energy bill is due. Our contact information is below.

**Meter Readings:** Meters are read manually or by automatic meter-reading technology on a regularly scheduled basis. For billing periods when meters are not read, estimates are based on past use and seasonal weather trends. Any difference between estimated and actual use is adjusted with your

next meter reading. For manual reads and for safety concerns, please keep your meter and the surrounding area clear of snow, foliage and pets. You also can read your own meter and call us with the reading. Contact us for details.

### Special Communication Service:

Telecommunications Relay Services allow customers with a hearing or speech disability to call 711 and contact us via a text telephone or other device.

## Understanding Your Bill – Charges on your bill depend on your individual service choices.

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

**Base Gas:** The fixed cost per therm that you pay for natural gas.

**Basic Distribution:** The charge for delivering natural gas from the gate station to your location.

**Budget Billing Settlement Balance:** The difference between your actual energy charges and the amount billed on your Budget Billing plan, including your most recent bill.

**ccf:** Equals 100 cubic feet and is the unit used to measure natural gas use through your meter.

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

**Degree Days:** A measurement that reflects the effect of weather on your heating and cooling needs. Daily degree days are calculated by comparing the average daily temperature to 65°F.

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

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

**Energy Charge:** The cost for the amount of energy you consumed based on a fixed rate per kilowatt-hour for electricity.

**Energy Waste Reduction Charge:** Fee required by Michigan Public Act 295. The money is used to help

customers with energy efficiency, load management and conservation projects.

**Facilities:** Your fixed service charge, whether or not you used any electricity or natural gas.

**Fuel Cost Adjustment (FCA):** When the cost of fuel used to generate electricity is higher or lower than the amount included in your base rate, the Public Service Commission of Wisconsin can authorize an adjustment. If our fuel costs were higher than expected, you will have an FCA charge on your bill. If our costs were less than expected, you will have an FCA credit.

**Heat Factor Adjustment:** The number of units of heat per 100 cubic feet of natural gas.

**kWh (kilowatt-hour):** Measure of electric consumption that is used to calculate your energy charges. One kilowatt-hour equals the amount of electricity used to light a 100-watt bulb for 10 hours, or 1,000 watt hours.

**Late Payment Charge:** Amount added to your bill if your payment is received after the due date.

**On-peak/Off-peak:** For some rate categories, electric usage is billed at a higher rate when demand for electricity is high — during the day (on-peak), and at a lower rate when demand is low — evenings, weekends and holidays (off-peak).

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

**Power Supply Cost Recovery (PSCR):** When the cost of fuel used to generate electricity is higher

or lower than the amount included in your base rate, the Michigan Public Service Commission can authorize an adjustment. If our fuel costs were higher than expected, you will have a PSCR charge on your bill. If our costs were less than expected, you will have a PSCR credit.

**Pressure Factor:** A multiplier that is applied to your usage when standard pressure is not used.

**PGA (Purchased Gas Adjustment):** When our actual cost to purchase natural gas is higher or lower than the cost of base gas, we adjust your bill accordingly. If we paid more for the base gas, you will receive a PGA charge. If we paid less, you will have a PGA credit.

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

**State Low-Income Assistance Fee:** Fee required by Wisconsin state law. The money is sent to the Wisconsin Department of Administration for deposit into the Utility Public Benefits Fund to help fund low-income assistance programs.

**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.

**Therms:** Measurement of the heat energy in natural gas that is used to calculate your charges. The volume of natural gas in hundreds of cubic feet (ccf) multiplied by the heat factor (heat value of natural gas from a base of 1.0) equals your energy use.

## Billing and Payment Options

We offer several convenient billing and payment options including Online Bill, Automatic Pay Plan, Budget Billing, credit/debit card payment and in-person payment. Call us or visit our website to learn more.

**Payment Arrangements:** When difficult circumstances arise that prevent you from paying your bill in full, please call us at **800-842-4565** to make a payment arrangement.

**Energy Assistance:** You may be eligible to receive funds to help pay your natural gas or electric heating bill. Please contact your county social service agency for information.

### Questions?

Phone: 800-242-9137

Email: [contactwe@mail.we-energies.com](mailto:contactwe@mail.we-energies.com)

Website: [we-energies.com](http://we-energies.com)

### Mail payment to:

We Energies

P.O. Box 90001

Milwaukee, WI 53290-0001


### Address correspondence to:

We Energies

P.O. Box 2046

Milwaukee, WI 53201-2046

Please Return This Portion With Your Payment

NAME MUST  
APPEAR IN  
WINDOW OF  
RETURN ENVELOPE 

We Energies