

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 Web site for pricing information to verify the accuracy of your bill. You'll find a sample bill on our Web site to help you read and verify your bill.

We also offer programs and resources to help you use less energy. Visit our Web site 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 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. To ensure your meter is read when scheduled, keep it 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.

Credit Bureau Reporting:

We provide the Credit Bureau with information about your payment history. You can avoid late payment charges and protect your credit rating by making sure we receive your payment by the due date shown on this bill.

Special Communication Service:

Special communication service is available for customers with hearing impairments. In Wisconsin, call 800-947-3529. In Michigan, call 800-649-3777.

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

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.

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).

Point Beach Credit: Credit applied to electric accounts from the sale of the Point Beach Nuclear Plant.

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.

State Low-Income Assistance

Fee (Wisconsin customers only): 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.

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.

Paying Your Bill — You can choose from our many convenient options.

Online Bill: View and pay your bill via the Internet. Visit My Account at our Web site to sign up.

Automatic Pay Plan (APP): Save time and money by automatically deducting your monthly payment from your bank account. Call us for an enrollment form, or enroll at our Web site.

Budget Billing: Spread your energy costs more evenly over a year by signing up for Budget Billing. Call today for more information.

Credit/Debit Card Payments:

Pay your energy bill by credit/debit card 24 hours a day at 888-823-2943. A third-party convenience fee applies.

Payment in Person: Visit our Web site, or call us for a list of payment center locations near you. If you pay your bill at a payment center, make sure it is authorized to take We Energies payments. A third-party convenience fee may apply.

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 eligibility requirements and other information.

Questions?

Phone: 800-242-9137

E-mail: CustomerService@mail.we-energies.com

Web site: we-energies.com

Mail payment to:

We Energies

P.O. Box 2089

Milwaukee, WI 53201-2089

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