

## Check as you deck the halls

We're approaching the season for outdoor holiday displays.

### Safety checklist:

- ✔ Make sure there are no overhead power lines near ladders. Lower the ladder before you move it.
- ✔ Don't overload extension cords. Make sure they are approved for outdoor use.

**Don't forget energy efficiency.** Use our holiday lighting calculator and find more holiday energy-saving tips at [www.we-energies.com/savings/tips/holiday](http://www.we-energies.com/savings/tips/holiday).

## Highlighting our sustainability efforts

WEC Energy Group, parent company of We Energies, released its 2023 Corporate Responsibility Report, which outlines the progress made on major projects and our commitment to the environment and the communities we serve.

### Clean energy future

Learn about our investments in clean energy, including modernization of our natural gas-fueled generating fleet and innovations in renewable natural gas.

### Reliability and system integrity

Review our programs focused on reliability and energy distribution, including plans to harden the electric system against severe weather.

Read more at [www.wecenergygroup.com/csr](http://www.wecenergygroup.com/csr).



## Connecting with us

### Online

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

Follow us on social media.

### 24-hour customer service

800-242-9137

[contactwe@mail.we-energies.com](mailto: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](http://call811.com)

### Para traducciones

Le proporcionamos esta información como cliente.

Si desea recibir una traducción, llame al 800-242-9137.

### New address for payments coming

Effective Dec. 1, 2024, we will have a new address for payments:

**We Energies**  
**PO Box 1125**  
**Glenview, IL 60025**

*Please make any necessary updates if paying through a third party, such as your bank or other institution.*

# Customer connection

OCTOBER 2024

Ideas, advice and news from We Energies

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We're here to help

# Understanding your energy bill

Your bill is full of information to help you understand and manage your energy costs.

## Energy use:

See your energy use, divided into sections for electric and/or natural gas.

**Account Summary**

Bill Period	06/01/2024 to 06/01/2024
Usage	2004 kWh
Usage Charge	\$0.20
Usage Fee	\$0.00
Usage Tax	\$0.00
Usage Total	\$0.20
Usage Charge	\$0.20
Usage Fee	\$0.00
Usage Tax	\$0.00
Usage Total	\$0.20

**Electric Service**

Item	Amount
Customer Charge	\$14.79
Energy Charge	\$185.55
Other Service Charges/Credits	\$0.54
Environmental Control Charge	\$3.15
State Low Income Assistance Fee	\$0.07
Taxes	\$19.50
<b>Electric Service Total:</b>	<b>\$193.60</b>

**Gas Service**

Item	Amount
Customer Charge	\$0.07
Gas Charge	\$13.15
Other Service Charges/Credits	\$0.00
Environmental Control Charge	\$0.00
State Low Income Assistance Fee	\$0.00
Taxes	\$1.31
<b>Gas Service Total:</b>	<b>\$13.38</b>

## Account summary:

Compare this month's summary to the previous month and year.

Find contact information.

**Overview**  
Rates for energy services are authorized and regulated by the Public Service Commission of Wisconsin (PSCW). 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.

**Energy assistance**  
You may be eligible to receive funds to help pay your natural gas or electric heating bill. Contact your social services agency for information. When official circumstances prevent you from paying your bill in full, call us at 800-942-4556 to make a payment arrangement.

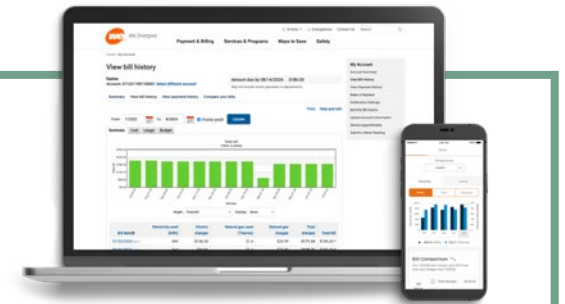
**Customer Demand (KW)**  
The greatest amount of electricity supplied to you for any 15- or 30-minute interval, depending on your rate, during the last 12 months.

**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.

**State Low Income Assistance Fee**  
A fee required by state law that helps fund low-income assistance programs. Funds are sent to the state to administer these programs.

**Therms**  
A measurement of the heat energy in natural gas that is used to calculate your charges. For billing, the volume of natural gas in CCF multiplied by the heat factor (BTUx).

Get to know billing terms and definitions.



## App or website

A PDF of your bill is available in our app and on our website. You'll also find copies of all monthly bill inserts, which provide safety and energy efficiency information.

For a closer look at sample bills, go to [www.we-energies.com/payment-bill/reading-bill](http://www.we-energies.com/payment-bill/reading-bill).

## Plan ahead for winter

Increased energy bills in November, December and January are common, mainly due to colder weather. You're also likely to host more events — which may include decorating with lights and cooking for guests.

## Manage your energy costs

- Check out our energy-saving tips.
- Sign up for Budget Billing to help even out seasonal variations in your bill.
- Apply for energy assistance, if eligible.

## Automatic Payment

**Never miss a payment with this free option.** Automatic Payment provides the convenience of automatically paying your monthly energy bill on its due date from the bank account of your choice. You'll save time and money — and be worry-free.

Use our app or go to [we-energies.com](http://we-energies.com) to sign up or learn more.

## Gift of Energy

Give the Gift of Energy by paying a portion of someone's energy bill — a practical and convenient gift for any occasion. Simply complete the form at [we-energies.com](http://we-energies.com) and mail it to us with a check for any amount. You choose whether we mail the certificate to you or the recipient. The amount is credited to the recipient's bill.

No fees apply.

