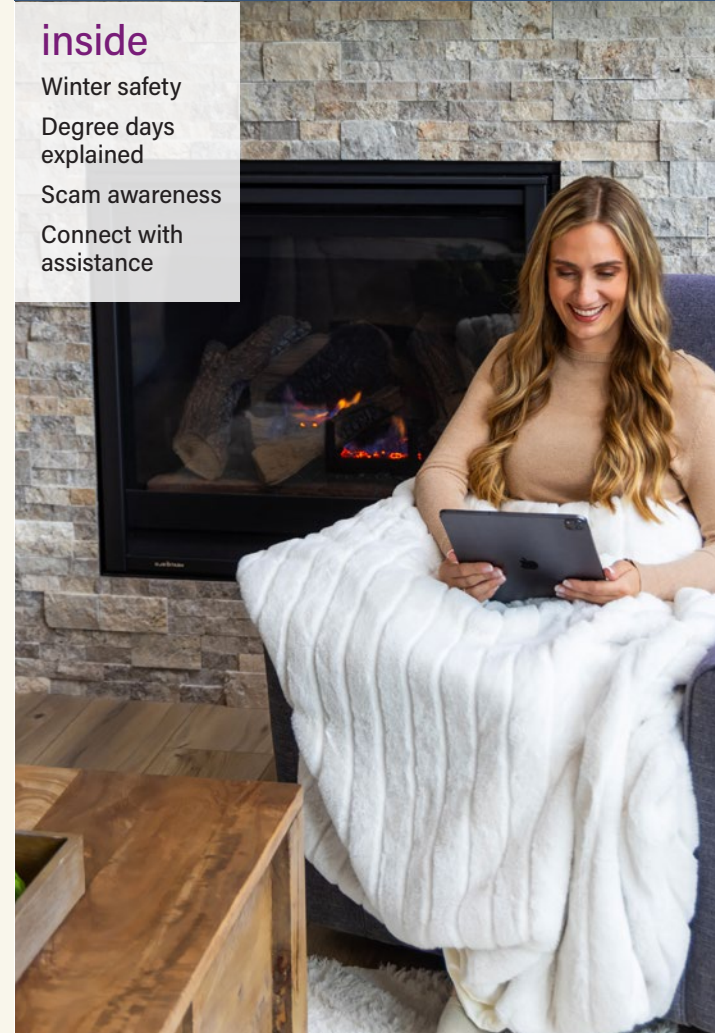


Customer connection

Ideas, advice and news from We Energies

inside

- Winter safety
- Degree days explained
- Scam awareness
- Connect with assistance



Connect with energy and payment assistance options

If you or someone you know needs assistance, there are several ways to find energy payment programs and services. The **Division of Energy, Housing and Community Resources** can match you with financial help. Go to energyandhousing.wi.gov or call **866-432-8947** to learn more about these programs:

- ➔ **Wisconsin Home Energy Assistance Program** provides assistance for heating and electric costs, and emergency help if you are without heat or facing disconnection.
- ➔ **Home Energy Plus** provides assistance to eligible households when a heating system or water heater needs repair, is inoperable or becomes unsafe.
- ➔ **Weatherization Assistance Program** provides energy efficiency improvements to eligible applicants.

The Keep Wisconsin Warm/Cool Fund is also available. Go to kwwf.org to apply or learn how to help.

We're here to help

We offer programs to manage your costs. Budget Billing helps avoid seasonal variations in your bill, and payment arrangements are available for past-due bills. Go to our app or we-energies.com to get started.

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

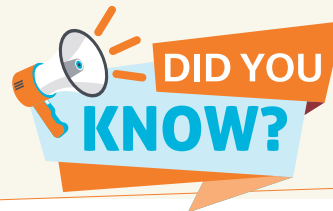
Electric: 800-662-4797
Natural gas: 800-261-5325

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.



Our company has been recognized as a Vets Ready Employer for 2024 by the Wisconsin Department of Workforce Development and its Office of Veteran Employment Services.



Winter safety

When the snow flies, take these steps to keep your meters working properly.

- Use your hand or a brush to gently remove snow from natural gas and electric meters. Shovels and other tools can damage the equipment.
- Clear the outdoor vent pipes for your natural gas furnace and appliances.
- Remove icicles that may drip onto meters. Icy buildup can interfere with the flow of natural gas through the meter and into the house.
- Don't bury meters when using a snow blower or shovel.
- Keep walkways clear for easy access to equipment in an emergency.



Prevent carbon monoxide poisoning

When a natural gas heating system or appliance isn't working correctly, it can produce carbon monoxide (CO), a dangerous gas that is colorless, odorless and tasteless.



- Install a CO alarm on each level of your home. Alarms should be centrally located near sleeping areas.

Know the warning signs of CO poisoning:

Low levels

Symptoms similar to flu or cold.

Shortness of breath, mild headache and nausea.

Higher levels

Dizziness, mental confusion, severe headache, nausea and fainting.

- If you suspect carbon monoxide poisoning, get out of the house immediately and call 911.

Add our emergency numbers to your cellphone

Power outage or electric emergency:
800-662-4797

Natural gas leak, odor or emergency:
800-261-5325

Report winter outages on our app

- Get the estimated restoration time, the number of customers affected and updates.
- View the interactive outage map.
- Sign up for outage alerts by text, email, phone or push notification.



Degree days explained

Have you ever wondered why your energy bill might be different each month, or year to year, even if you're doing everything the same? The answer is probably the weather. Weather is one of the biggest factors that affects how much energy you use — especially during temperature extremes.

So, how do you know just how much the weather is influencing your bill over a given time? That's where "degree days" come in. Degree days create a standard to account for the changing temperatures when looking at energy use.



Scan now to watch how it works or go to www.we-energies.com/homeenergyvideos.

Scam awareness: Know the red flags



Scammers will threaten to shut off your power in a ploy to get your money. Here's how to protect yourself:

- 🚩 **Beware of scammers calling.** Sometimes they even spoof the caller ID to display "We Energies." We notify customers about past-due bills by mail before service is shut off — not by a phone call the same day.
- 🚩 **Hang up, and don't be polite.** If a phone call or text message seems fishy, follow your instincts.
- 🚩 **Don't use certain forms of payment.** Scammers may ask for money using a prepaid debit card, money transfer apps or even cryptocurrency. We will never do that.
- 🚩 **Browse internet search results with care.** Scammers may impersonate us through online "sponsored" search results. Contact us directly through we-energies.com, our app or information listed on your utility bill.

What you can do

- ➔ Don't give personal or financial information when you encounter these warning signs.
- ➔ Contact us if you have questions about a call, email or text you've received.
- ➔ Call your local law enforcement if you've fallen victim to a scam.

