

Learn about
our policies
for servicing
your account.

Service policies

To protect your privacy and to provide fair and responsive service to all our customers, we operate under the following policies:

Privacy of customer information

Although we must collect a certain amount of your personal information to provide you with service, your privacy is important to us. Be assured that we keep your personal details secure and private, and that we do not sell customer information to third parties.

Credit bureau reporting

We provide payment history data to the credit bureau on all business, residential and farm accounts. You can avoid late payment charges and protect your credit rating by making sure we receive your payment by the due date.

Service deposits

You may be asked for a deposit if:

- You are a new customer and have an outstanding unpaid balance with any Michigan utility that accrued during the last six years.
- You gave false credit information on your application for service.
- You have had two or more returned checks within three years.

Instead of a cash deposit, we may accept a written guarantee. Please contact us for details.

Deposit amounts/refunds

All deposits earn interest. Once the deposit is paid in full, residential customers may be refunded their deposit and interest after 12 months of prompt payment.

Servicemembers Civil Relief Act

We Energies supports the Servicemembers Civil Relief Act (SCRA). The act provides relief from potential hardships if you or a family member is called to active duty. The act helps families avoid service interruptions and adverse credit reporting that may result from call to active duty.

When full-time, active-duty personnel are called to service, they are given orientation on how to prepare for their departure. They are instructed to contact creditors for any relief or consideration they may provide until their active-duty status is modified by providing copies of:

- SCRA cover letter.
- Military orders.
- Name of person stateside who can confirm their active-duty status.

Upon receipt of these documents, We Energies will:

- Establish special payment plans as required.
- Postpone service disconnection.
- Reconnect services already disconnected if proper military paperwork is provided.

Service disconnection

If your account is past due and you purchase electric service from us, your service may be disconnected. If your service is disconnected, you may be assessed a disconnection and/or reconnection fee.

Notice of disconnection

If payment is not received for past-due energy charges and payment arrangements are not made, you may receive a disconnection notice. The notice states the past-due amount, the date your service is subject to disconnection, and the phone number to call to make payment arrangements to avoid disconnection.

After we receive full or partial payment, along with an agreed-upon payment plan, we schedule service reconnection for no later than the next available business day. A service reconnection fee will be charged to your account.

Cold weather disconnection rules

We Energies follows the Michigan Public Service Commission's rules for winter service disconnections. These rules are designed to protect your health and life if you are having trouble paying your bills. If you have the ability to pay for service but do not pay during the heating season you are not necessarily protected by these rules and may be subject to disconnection.

Medical emergency or protective services emergency

If you have a medical emergency or protective services emergency, along with a certificate that identifies the condition, we may postpone service disconnection up to 21 days (or service can be reconnected) to allow extra time to make payment arrangements. You must contact us to see if you qualify for an extension.

Third-party notification

Third-party notification is a confidential procedure in which another person, designated by you, is alerted that your service may be disconnected. This third party can be any person you choose. The third party is not obligated to pay your bill but can make sure that you receive and understand the disconnection notice, provide counseling and help take action to prevent disconnection.

Moving and name changes on your bill

Please contact us at least three business days in advance when moving or requesting a name change on your bill. Contacting us in a timely manner eliminates your potential of being responsible for energy consumed after your move.



Service disputes

If a dispute cannot be resolved in a mutually satisfactory manner, you may request an informal hearing before a utility hearing officer. If you are not satisfied with the response of the hearing officer, you may contact the Michigan Public Service Commission to request a formal review of your concerns.

Michigan Public Service Commission

P.O. Box 30221 • Lansing, MI 48909 • 800-292-9555

Michigan service reliability

You may qualify for a service credit if you experienced any of the following conditions:

- An outage longer than 16 hours during normal conditions.
- An outage longer than 120 hours during catastrophic conditions.
- Eight interruptions in a 12-month period.

If you qualify, please call us at 800-242-9137 to request this credit.

For more information

Customer Services

(Bilingual services available - para español, oprima el numero ocho)

800-242-9137

Email: contactwe@mail.we-energies.com

Collections Center/Payment Arrangements

(Agents are available weekdays, 7 a.m. to 9 p.m. and

Saturdays, 8 a.m. to 1 p.m., Central time.

Automated information available anytime.)

800-842-4565

Website | we-energies.com

Telecommunications Relay System

*(For deaf and hard-of-hearing customers) | **800-649-3777 or 711***

Power Outage Hotline | 800-662-4797

Digging | Miss Dig | 800-482-7171 or 811

800-242-9137 • we-energies.com

24 hours a day, seven days a week



Service Guide

This guide provides information about our electric service. Please keep it handy for future reference.

The information in this guide is provided in accordance with the rules and regulations of the Michigan Public Service Commission.



Choose electric services to suit your needs.

Energy services

We know that each household is unique, so we offer basic service and optional programs to meet your energy needs. Our customer consultants are available 24 hours a day to answer your questions and help you make the service choices that are right for you.

Electric services*

We offer you the choice of four basic electric service plans:



Standard rate plan

Under this plan, you pay a flat rate per kilowatt-hour (kWh) 24 hours a day.

Time-of-Use plan

Under this plan, you pay a higher rate during the day when electric demand is highest and a lower-than-standard rate the rest of the time, including evenings,

weekends and holidays. This plan gives you the ability to lower your electric bill by using energy during off-peak periods.

Seasonal plan

Seasonal customers may elect to be billed each of six consecutive months, June through November, in lieu of monthly billing. Electric use during the nonbilling period may not exceed a total of 1,000 kWh.

Space-heating plan

This plan is for customers with permanently installed electric space-heating equipment that is the primary source of heating. The rate applies November through June.

If you are interested in doing more to support environmental efforts, we offer an optional renewable energy program for electric service.

Energy for Tomorrow® renewable energy program

Take action to increase the amount of electricity generated by sources such as wind, solar and biomass. When you sign up at the 25, 50 or 100 percent level, you pay a slightly higher rate for us to generate or purchase enough renewable energy to match that percentage of your electricity use. Help improve and preserve our environment by choosing to add more renewable energy to the overall energy mix.



Meter reading

Meters are read remotely using automated meter reading systems. If an estimate is necessary, estimates are made based on past use and seasonal weather trends. Any difference between estimates and actual metered use is adjusted with your next reading, so you only pay for the energy you use. We still may need to access your meter, so please make sure that it is accessible. Keep the meter and surrounding area clear of snow, foliage and pets.

Pricing/rate information

Electric prices are regulated by the Michigan Public Service Commission and are published and sent with bills once a year. However, this information is available by request at any time. You can either call us or visit our website for pricing information. You can use the available pricing information to verify the accuracy of your bill. You'll find a sample bill on our website that provides details about how to read and verify your bill.

Customer bills also include a line item for Power Supply Cost Recovery (PSCR). When the cost of fuel 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 are more than expected, you receive a PSCR charge on your bill. If our costs are less than expected, you receive a PSCR credit.

Energy efficiency

Visit our website or contact us for electric energy efficiency information and materials. We offer our 101 Money-Saving Tips brochure, as well as energy efficiency fact sheets.

For more ways to save, contact Efficiency United, our partners in energy efficiency programming. Call 877-367-3191 or visit efficiencyunited.com to learn more.

*On Jan. 1, 2002, Michigan introduced Customer Choice so Michigan customers can (1) choose to purchase electricity competitively at a price determined solely between the customer and an unregulated Alternative Electric Supplier (AES), or (2) continue to buy electricity from their local utility at prices regulated by the Michigan Public Service Commission. The AES charges for the production of electricity as well as for transporting the electricity to your home by the local utility.

Enjoy the convenience of our flexible ways to receive and pay your energy bill.

Billing and payment choices

Customers have different needs and preferences, so we offer many billing and payment options. Some of these options can be combined to make it even easier and more convenient for you to manage your account.

Online billing with My Account

View and pay your bill online and eliminate paper bills, stamps and trips to the mailbox. Sign up for My Account at we-energies.com.

Automatic Pay Plan

Deduct your monthly payment automatically from your bank account at no additional charge to you. Call us or visit our website to sign up.

Budget Billing

Spread your monthly energy costs more evenly over the year at no additional charge to you. Call us or visit our website to learn more.

Credit/debit card payments

Pay your energy bill by credit or debit card 24 hours a day at 888-823-2943 or on our website. A convenience fee is charged.

Payment by mail

Mail your check or money order to:
We Energies
P.O. Box 2089
Milwaukee, WI 53201-2089

Payment in person

Call us or visit our website for the pay station location nearest you. Payments made at pay stations post to accounts within 48 hours.

Payment arrangements

Call 800-842-4565 to make a payment arrangement when difficult circumstances arise that prevent you from paying your bill in full.

Energy assistance

Contact your local social service agency for eligibility requirements and other information on funds available to help pay your electric heating bill. For more information about energy assistance, please contact us.

Early Identification Program

If difficult financial circumstances require long-term assistance, we may refer you to our Early Identification Program. If your income qualifies you for this program, we can establish payment plans, provide information about energy conservation and weatherization services, and/or direct you to certain community programs and services.

Gift of Energy

Give the Gift of Energy by prepaying a portion of someone's energy bill. Simply call us for a form or print one at our website and send it to us along with your payment. We send a personalized certificate to you, or if you prefer, mail it directly to your designated recipient.

