

CONNECTING WITH US

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Ideas, Advice and News from Wisconsin Public Service

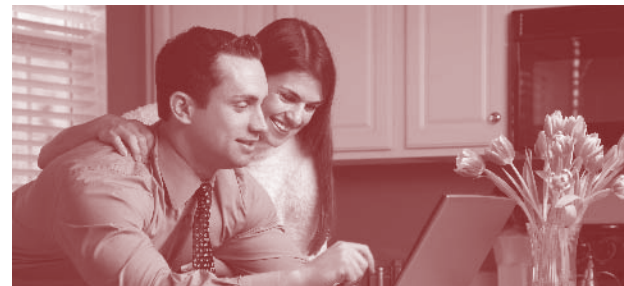


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www.wisconsinpublicservice.com



Redesigned Web Site Improves Customer Experience

When you visit wisconsinpublicservice.com, you'll now find a redesigned site that will help you find information and manage your account faster, easier and more thoroughly than before.

Based on industry "best practices" and customer feedback, the new site includes a number of improvements, including:

- A streamlined home page that will allow you to find detailed information quickly and easily, including your personalized account information.
- Three of our most commonly used tools now found directly on the home page: **View and Pay My Bill**; **Start or Stop Service**; and **Update My Billing Address**. Customers will also see **Report an Outage**.
- Rotating home page Web banner ads connecting customers directly to details of current promotions.

Though the Web site's been redesigned, you'll continue to find the full array of online tools you've always counted on to help you conserve energy and manage your energy costs, including **Energy-Saving Calculators**, **Energy Analysis**, **Energy-Saving Tips**, links to Focus on Energy, and more.

Come experience the new wisconsinpublicservice.com for yourself — faster, better and now even more convenient.

recipe corner



Southwest White Chili

Servings: 6

Prep time: 30 minutes

Cooking time: 25 minutes

- 1 tablespoon olive oil
- 1 ½ lbs. boneless, skinless chicken breast, cubed
- ¼ cup onion, chopped
- 1 can (10 ¾ oz.) chicken broth
- 1 can (4 oz.) green chilies, chopped and drained
- 1 teaspoon garlic powder or 1 clove garlic, minced
- 1 teaspoon cumin
- ½ teaspoon oregano
- ½ teaspoon cilantro leaves
- ⅓ teaspoon ground red pepper
- 1 can (19 oz.) white kidney beans or cannelloni beans (can substitute navy beans) – do not drain
- Green onions, chopped
- Shredded cheddar or other cheese
- Sour cream

Heat oil in large sauce pan. Add chicken and onion. Cook 4-5 minutes. Add broth, green chilies and spices. Simmer 15 minutes. Stir in beans. Simmer 5 minutes. To serve, garnish with chopped green onions, shredded cheese and sour cream.

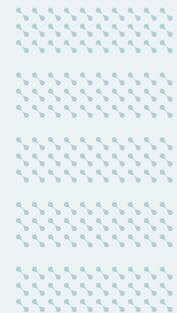


When making chili on your stove top, match the size of the pan to the burner. More heat will get to the pan and less energy will be lost around the edges.



Natural Gas Winter Safety

With the last few winters hitting our part of the country hard, it's important to remember to keep your Wisconsin Public Service natural gas equipment free of snow and ice buildup.



Accumulations and blockages can cause damage and create potentially hazardous situations. Things to remember include:

- Clear snow and ice from the exhaust and combustion air vents of natural gas appliances to prevent carbon monoxide from entering your home.
- Always use a broom to clear the natural gas meter, regulator and pipelines outside of your home; shovels can cause damage.

If you ever smell natural gas, leave your home immediately and call 800-450-7280.

For more information about winter natural gas or energy safety, visit wisconsinpublicservice.com or call 24-Hour Customer Service at **800-450-7260**.



Understanding Natural Gas

Natural gas is a clean-burning, low-cost source of energy used to heat homes, generate electricity and power factories all over our country. Much of America's natural gas comes from the south, southwest, and Canada, all transported by a network of underground pipelines. It's also stored in rock formations and piped to other locations when needed. Because the pipelines are out of sight, we want to tell you about some important safety tips that could save your life.

Facts About Natural Gas

Natural gas is almost 40 percent lighter than air, so it rises and quickly spreads out in open areas. In an enclosed room or building, natural gas first displaces air at ceiling level, and then it moves down towards the floor.

Natural gas is not toxic. However, large concentrations of natural gas will displace air in enclosed spaces and suffocation can occur. Natural gas cannot burn by itself. For it to burn, natural gas must be mixed with a precise amount of air. It must have an ignition source, such as a

pilot light, a lighted match or an electric arc from a light switch, motor, doorbell or telephone.

If natural gas does ignite, let it burn. Do not attempt to put out the flame until the source of gas is eliminated. Natural gas is not liquefied petroleum gas (LPG). LPGs, such as propane, are different from natural gas because they are heavier than air and collect in low places.

What To Do If You Smell Natural Gas

It's important to be alert for the distinctively unpleasant odor of natural gas. If the gas odor is strong, don't look for the source of the gas leak. Get out immediately! Do not light a match, do not turn lights or appliances on or off and do not use the telephone. Instead, go to a neighbor's house and call Wisconsin Public Service's emergency line: **800-450-7280** (we will respond promptly at no charge).

Signs Of A Natural Gas Leak Include:

- Unexplained areas of dead vegetation where the surrounding area is green
- A meter dial that continues to move after all natural gas appliances and equipment have been shut off
- Distinct natural gas odor similar to rotten eggs
- Blowing sound or bubbling in a wet or flooded area

Gas And Pipeline Permanent Markers

Gas and pipeline transmission companies use the following types of permanent markers to indicate the presence of gas lines in the area. These markers usually are not set over the pipeline but are used to indicate gas pipelines are in the area.



How Do You Locate Buried Piping?

Before starting any project that involves digging, call **811** and ask to have the pipeline and all other facilities located; this service is free. Allow three full working days for utility companies to respond and locate all facilities in the area.

The paint and/or flag markings put on the ground by the gas utility company may be relied on to give the approximate location of the facilities. Remember, hand exposure of all facilities is required. Never assume that your equipment won't hit the facilities because you think they are located at a greater depth.

For more information on natural gas, call 24-Hour Customer Service at **800-450-7260**.

GET DISCOUNTS ON FIRST ALERT CO ALARMS

At Wisconsin Public Service, one of our responsibilities as your energy provider is to help you keep your home as safe as possible.

We've recently partnered with First Alert to offer you a **20 percent** discount on all of their carbon monoxide (CO) detectors and combination smoke/CO detectors. To gather more information and take advantage of this special offer, visit firstalertstore.com and select the alarm you'd like to purchase. Enter coupon code "FirstAlert" during checkout for the discount to be applied.

This offer is good through April 1, 2010. To learn more, visit wisconsinpublicservice.com.