

Helpful information

Billing questions or complaints

If you have any questions or concerns about your bill, please contact us prior to the bill due date, so we can help.

You also can contact us for any of the following:

- Rate options and explanation of rates
- How to calculate or verify the accuracy of your bill
- Evaluating your energy use
- Energy efficiency efforts
- Updating your account information
- Billing and payment options
- A free customer information booklet

Contacting us

Phone: 800-450-7260
 Email: customerservice@wisconsinpublicservice.com
 Mail: PO Box 19001, Green Bay, WI 54307-9001
 Web: wisconsinpublicservice.com

Late payments

Your payment is considered late if it is not received by the Payment Due Date. When this happens, a late payment charge of 1% of the unpaid balance will be added to the next bill.

Safety reminder

- If you smell natural gas, leave the premise immediately and call our 24-hour emergency service at 800-450-7280.
- Call 811 at least three working days before you dig to have lines marked.

Michigan Public Service Commission

As a natural gas and electric utility, Wisconsin Public Service is regulated by the Michigan Public Service Commission (MPSC). You can learn more about the MPSC at www.michigan.gov/mpsc.

Importante: Esta información se refiere a su servicio y tarifas. Es posible que quiera una traducción. Llame al 800-450-7260 para pedir una traducción.

Explanation of billing terms

Usage

BTU (British Thermal Unit) – A factor that converts gas volumes into the heating value of the gas.

Budget Billing – Billing plan that spreads your energy costs evenly over the entire year, so you can avoid high seasonal bills.

CCF (100 Cubic Feet) – The volume of gas measured by your meter.

Degree Days – A measurement that reflects the effects of weather on your heating and cooling needs. Daily degree days are calculated by subtracting the average daily temperature from 65°F. Heating degree days result if temperatures are less than 65°F; cooling degree days if more than 65°F.

KWH (Kilowatt Hour) – A measurement of electric use that is used to calculate your charges. One KWH will light a 100-watt bulb for 10 hours.

Therms – A measurement of the heat energy in natural gas that is used to calculate your charges. For billing, it's the volume of natural gas in CCFs multiplied by the heat factor (BTU).

Charges

Daily Fixed Charge – A daily charge that helps cover the fixed costs of providing service to customers. This includes equipment, billing and programs.

Distribution Service – The charge for the safe and reliable delivery of electricity to customers. It includes an Energy Charge and Daily Fixed Charge.

Energy Charge – The cost for the actual amount of electricity used, measured in kilowatt-hours.

Local Distribution Service – The charge for the safe and reliable delivery of natural gas to customers. It includes a Daily Fixed Charge and Distribution Charge.

Natural Gas Cost – The actual cost of the natural gas used.

Non Standard Meter Daily Charge – Daily fee charged to electric customers using our non-standard meter. Each month, the customer is responsible for reading their electric meter and submitting their energy information to us within one day of the "Next Meter Read Date" at the top of their bill.

Power Supply Cost Adjustment – A charge or credit that's applied when our actual cost to produce or purchase electricity is higher or lower than what was projected in your rates.

Power Supply Service – The charges for generating or purchasing electricity for customers. It includes an Energy Charge and Power Supply Cost Adjustment.

Rate Realignment Adjustment – A charge or credit, as approved by the MPSC, that adjusts Power Supply Service energy charges to cost-of-service-based charges for all customers.

Tax Cuts-Jobs Act Credit – A credit authorized by the MPSC to reflect the impacts of the federal corporate tax reduction resulting from the Tax Cuts and Jobs Act of 2017.

Financial assistance

Energy Assistance Program (EAP) – Provides heating assistance grants to eligible customers. For assistance, call your county's department of human services.

Winter Protection Plan – Protects eligible seniors and low-income customers from service shutoff during the winter months. For assistance, call your county's department of human services, or WPS at 800-450-7260.