

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 can also contact us for any of the following:

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

Contacting Us

Phone: 800-450-7260
 Email: customerservice@wisconsinpublicservice.com
 Mail: PO Box 19003, Green Bay, WI 54307-9003
 Web: www.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 3 working days before you dig to have lines marked.

Public Service Commission of Wisconsin

As a natural gas and electric utility, WPS is regulated by the Public Service Commission of Wisconsin (PSCW). You can learn more about the PSCW at <http://psc.wi.gov>.

*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

2017 Tax Cut Credit – A credit authorized by the Public Service Commission of Wisconsin to reflect the impacts of the federal corporate tax reduction resulting from the Tax Cuts and Jobs Act of 2017.

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

Distribution Charge – The charge for the safe and reliable delivery of gas to customers.

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

Fuel Cost Adjustment – A charge or credit that's applied when our actual cost of fuel and purchased power is higher or lower than what was projected in your electric rates.

Gas Supply Acquisition Service – A charge for the purchase and management of gas supplies, including the carrying costs of purchasing supplies in the summer and storing until winter.

Gas Supply Service – The costs for providing natural gas to our customers. This includes Gas Supply Acquisition Service and Natural Gas Costs.

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

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

WI Low Income Assistance Fee – A fee required by state law that helps fund low-income assistance programs.

Financial Assistance

Winter KEEP Wisconsin Warm/Cool – Helps eligible customers pay their heating bills. For information, call 800-891-9276.

Wisconsin Home Energy Assistance Program (WHEAP) – Provides heating assistance grants to eligible customers. For assistance, call your county's social service agency, or WPS at 800-450-7260.