

About Wisconsin Public Service



Focus on customer satisfaction

Our company is driven by an intense focus on delivering exceptional customer care every day.

In 2018, we exceeded our customer satisfaction goals and achieved the best results in the nation in a J.D. Power study that surveyed electric utilities' largest business customers.

While the annual study focused on electric service, customers also were asked about satisfaction with their natural gas company. We once again achieved the highest ranking among study participants on this topic in 2018.

Key facts (as of January 2019)

Electric customers	446,500
Natural gas customers	330,400
Residential accounts	687,600
Commercial and industrial accounts	88,500
Electric distribution lines	22,100 miles
Natural gas distribution and transmission main	8,400 miles
Natural gas lateral services	305,900 miles

Our workforce, our success

The northeast and central Wisconsin region that we serve covers 24 counties, 1.9 million residents, and an active labor force of over 825,000 workers. People are at the core of every business. Our region's success is due to a skilled workforce and strong work ethic.

- Regional median labor costs are 3.7 percent below the state and national averages.
- Regional number of hours worked on average is the second highest in the country.
- Regional manufacturing output is sixth highest per capita.
- Wisconsin ranks second in manufacturing jobs per capita.

We provide electric and natural gas service to customers in 24 counties throughout northeastern and central Wisconsin.

Wisconsin Public Service (WPS), a subsidiary of WEC Energy Group (WEC), is an investor-owned, regulated electric and natural gas utility.

WEC Energy Group is an energy industry leader with deep operational expertise, scale, and the financial resources to meet the region's future energy needs. We are committed to delivering world-class reliability and the very best customer care – anywhere.

4.5 million

Total customer accounts
(as of December 2018)



WPS energy incentives

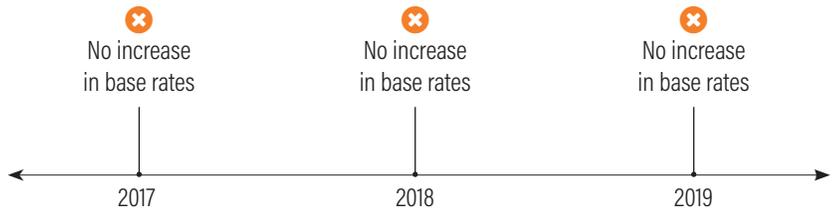
We offer a number of energy-related incentives to help your business succeed.

- New and existing business customers adding natural gas or electric load receive a credit toward the cost of extending services.
- Customers using more than 1 megawatt of load can take advantage of optional rate programs including Response Rewards, Direct Load Control, Interruptible, and two rates that allow customers to purchase market-priced electricity.
- No reserve capacity charge provision, so there are no additional utility fees associated with business growth.
- No charge for transformer capacity necessary to serve new customers.
- No deposit is required for new customers with adequate financial credit.
- Standard substation upgrades are socialized across all customers; they are not directly charged to a customer unless they are considered special facilities.
- Option for a utility to own and operate the substation required to operate at sub-transmission and transmission levels, allowing businesses to convert this cost from a capital expense to an operating expense.

We also partner with Focus on Energy, the statewide energy efficiency program, for incentives to use energy more efficiently.

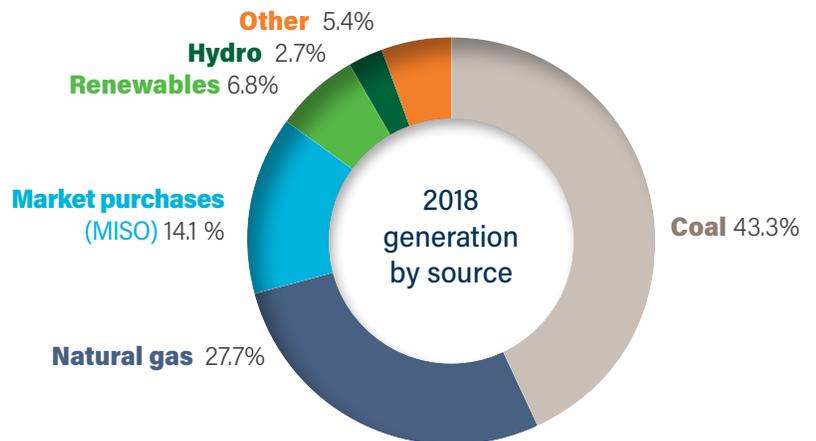
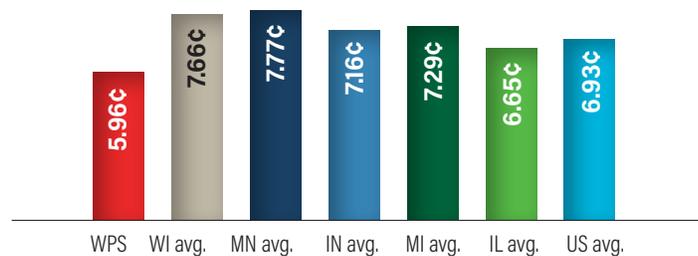
Keeping your energy costs manageable

WPS customers have not had a change in electric or natural gas base rates since 2017. The base rate freeze is in place through 2019.



2018 average rate comparison for industrial customers

Cents per kilowatt-hour



MISO market purchases represent energy purchases made from the wholesale market managed by the Midwest Independent System Operator (MISO).



Renewable purchase option

WPS customers have an option to purchase renewable energy called NatureWise. The energy purchased through NatureWise comes from clean, safe, locally sourced wind and biogas. It's an affordable way to invest in a sustainable future, with no need to make significant changes or purchase equipment. NatureWise can be purchased in blocks for processes that may benefit from the use of renewable energy.

Learn more at
choosewps.com