HAVE A DISPUTE?
First contact your utility to try to solve the problem. If you are behind on your bill, the utility may offer you an installment plan to pay your bill.

If the utility cannot solve your problem, call the PSCW at 1-800-225-7729. While the PSCW reviews your dispute, your service will not be shut off. However, you must still promptly pay any charge not in dispute. After the PSCW completes its review, a staff member will contact you and your utility and will attempt to find an agreement that is acceptable to all parties.

BILINGUAL SERVICE
The PSCW also is able to provide customer assistance in Spanish. When calling the PSCW, please ask to speak to a Spanish-speaking representative.

SERVICO BILINGÜE
En la Comisión de Servicios Públicos del estado de Wisconsin (PSCW) podemos asistirle en Español. Cuando llame a la PSCW, pida hablar con un representante del habla hispana.

Safety Note
In order to prevent severe burns and unnecessary energy consumption, water heater thermostats should be set no higher than 125 degrees.

The Public Service Commission of Wisconsin does not discriminate on the basis of disability in the provision of programs, services or employment. If you are speech, hearing or visually impaired and need assistance, call 608-266-5481 or TTY 608-267-1479. They will try to find another way to get the information to you in a usable form.

Public Service Commission of Wisconsin
P. O. Box 7854 Madison, WI 53707-7854
Telephone: 608-266-5481
Toll free: 888-816-3831
Consumer affairs: 608-266-3957
TTY: 608-267-1479 / 800-251-8345
Fax: 608-266-3957
Website: http://psc.wi.gov

YOUR BILL OF RIGHTS
AS A RESIDENTIAL GAS AND ELECTRIC UTILITY CUSTOMER
– WISCONSIN

THIRD PARTY SHUT-OFF NOTICE
You can ask the utility to send a copy of your shut-off notice to a relative, guardian or other third party.

WINTER SHUT-OFF RULES
If there is no threat to human health or life, a utility can shut off service from Nov. 1 - April 15. A utility also can shut off service from Nov. 1 - April 15 if a household income is greater than 250 percent of the federal poverty level guidelines.

Before service can be shut off, a utility must:
• Obtain written approval from their vice president or higher executive
• Deliver this written approval to the PSCW by 3:30 p.m. the day service is to be shut off
• Visit the site the next day where service has been shut off to:
  1. Check customer’s well-being
  2. Tell the customer about payment plans
  3. Tell the customer about special assistance

These rules also apply to business and farm accounts serving residential dwellings. Before winter, a utility must attempt to contact customers whose service was shut off for non-payment of bills. Each utility makes a special effort to turn on service before it gets cold. If you know of someone who has no heat, call your utility. You do not have to give your name. If service is not turned on in a reasonable time, call the PSCW.
ENERGY USAGE REPORTS
Before you buy/rent a home or an apartment, call Xcel Energy. We can give you an average of how much energy was used at the new address during the last 12 months. Or, we can tell you the largest and smallest bills for the last 12 months.

PERSONAL IDENTIFICATION (ID)
Before you open an account, a utility may ask you to show an ID. Some types of valid ID include:
- Photo ID card
- U.S. military card
- Bank statements
- Social Service agency letter ID
- Driver’s license
- Current utility bills
- Rental agreements
- Employment letter ID

DEPOSITS
1. If you are a new residential customer you may be asked to post a deposit if:
   - You did not pay an undisputed bill for the same type of service anywhere in Wisconsin during the last six years.
2. If you are a current residential customer you may be asked to post a deposit if:
   - Your service was shut off during the last 12 months for non-payment.
   - You falsified a service application.
   - Your payment for service from Nov. 1 - April 15 is 80 days or more overdue and you have the ability to pay.
   - A new residential customer accrues charges for electric or gas service that become 60 days or more past due within the first six months of service.
3. You do not have to post a deposit if your income is below 200 percent of the Federal Poverty level guidelines. A normal deposit is the sum of the two largest consecutive bills during the last 12 months.

Example

<table>
<thead>
<tr>
<th>Month</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>$225</td>
</tr>
<tr>
<td>February</td>
<td>$200</td>
</tr>
<tr>
<td></td>
<td>$425</td>
</tr>
</tbody>
</table>

The deposit for those who are to pay their winter energy bill but do not, is the sum of the four largest consecutive bills during the last 12 months:

Example

<table>
<thead>
<tr>
<th>Month</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>December</td>
<td>$200</td>
</tr>
<tr>
<td>January</td>
<td>$225</td>
</tr>
<tr>
<td>February</td>
<td>$200</td>
</tr>
<tr>
<td>March</td>
<td>$150</td>
</tr>
<tr>
<td></td>
<td>$775</td>
</tr>
</tbody>
</table>

A utility must pay you interest on your deposit. Each year the Public Service Commission of Wisconsin (PSCW) sets a new interest rate. Your deposit and any interest earned must be returned to you after you have paid your utility bills promptly for 12 consecutive months.

MONTHLY BILLS
You will be sent a bill about every 28-31 days. To avoid a late payment charge or shut-off notice, pay your bill by the date printed on your bill.

WHAT’S ON YOUR BILL?
All bills include:
- Customer name
- Billing address
- Service address (if not the same as the billing address)
- Current meter reading and date
- Prior meter reading and date
- Number of gas or electric units used
- If it was an estimated reading
- Degree day information
- Next meter reading date
- Number of days billed
- Class of service
- Amount due
- Tax

METER READINGS
The PSCW requires utilities to read your meter at least once each six-months. You must allow these readings. If a meter reader cannot get to your meter, you will get an estimated bill. To avoid estimated readings, you can read your own meter. Ask your utility for a card to record your readings.

LATE PAYMENT CHARGES
A utility can add a late payment charge if your bill is not paid by the due date printed on your bill.

A late payment charge can be:
- A one time charge of 3 percent of current unpaid charges (minimum $0.50)
- A monthly charge of up to 1 percent of the total unpaid balance (including unpaid late payment charges)

OTHER CHARGES
Some customers are able to pay their winter heating bills but do not. A utility may take legal action to collect payments from these customers and may report the unpaid bills to a credit bureau. These customers also may have to pay the utility’s cost of collecting monthly payments.

BUDGET PAYMENT PLANS
To help manage your energy bills throughout the year, ask your utility about budget payment plans. This allows you to average estimated annual use into even monthly payments. Periodically during the year your payment amount is adjusted to reflect your actual use. At the end of each budget year your bill also is adjusted to correct any overbilling or underbilling. These payment plans are available to all residential and electric customers not in arrears.

INSTALLMENT PLANS FOR OVERDUE BILLS
You may use an installment plan to pay what you owe your utility. This helps you pay your current bills and any overdue bills. You will be asked to make a “fair” down payment and “fair” installments. A “fair” amount is based on:
- Your ability to pay
- The size of your overdue bill
- How long your bill has been overdue
- Your payment history
- Reasons your bill is overdue
- Other important factors

Your utility may ask you to sign an installment agreement. Do not sign it unless you agree to the terms. You have the right to negotiate an installment agreement.

If you do not pay your utility installments as agreed, the utility may shut off your service. It is up to you to let the utility know about important reasons to negotiate a new plan.

If you and a utility cannot agree on an installment plan, you can file a dispute with the PSCW. While the PSCW reviews your dispute, your service will not be shut off. However, you must pay all bills not in dispute.

CREDIT REPORTING
If an account becomes due and no payment arrangements have been established between the customer and a utility, the utility may report the account to a credit bureau. It also may use the services of a collection agency to collect on the account.

SERVICE DISCONNECTS
Your service can be shut off if:
- You fail to pay your bills
- You fail to pay installments as agreed
- You fail to post required deposit
- A prior customer living at your address has an unpaid bill for the same address
- You fail to pay the utility’s cost for collecting an overdue bill
- You tamper with your meter
- There is a safety hazard

A utility is permitted to transfer a landlord’s unpaid bill from a rental residential property to the office or home of the landlord or property manager. If the bill continues to go unpaid, service can be shut off at the landlord’s or property manager’s office or home.