

About Wisconsin Public Service

Focus on customer satisfaction

Our company is driven by an intense focus on delivering exceptional customer care every day. In 2017, WPS was honored as the best midsize electric utility in the Midwest for business customer satisfaction, based on J.D. Power and Associates' Electric Utility Business Customer Satisfaction Survey. WPS finished 20 points higher in overall electric business customer satisfaction than the average of its Midwest peer group.

Key facts (as of December 2017)

Wisconsin Public Service

Electric customers	443,900
Natural gas customers	327,800
Residential accounts	687,200
Commercial and industrial accounts	83,400
Electric distribution lines	21,900 miles
Natural gas distribution and transmission main	8,360 miles
Natural gas lateral services	304,000 miles

Our workforce, our success

The Northeast and Central Wisconsin region that WPS serves 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 our skilled workforce and strong work ethic.

- Regional median labor costs are 3.5 percent below the Wisconsin state and 3.8 percent below the national average. (2016)
- Regional number of hours worked on average is the fifth-highest in manufacturing nationally. (2017)
- Regional manufacturing output is fifth-highest nationally. (2016)
- Wisconsin ranks second in manufacturing jobs per capita. (2017)



General information

24-hour customer service
800-450-7260

Business Solutions Center

7 a.m.–5 p.m. (CST)
Monday–Friday
877-444-0888



Area served

WPS has 18 offices serving 24 counties throughout northeastern and central Wisconsin and in Menominee, Michigan

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

WEC Energy Group, a component of the S&P 500, has more than \$31 billion in assets, 8,000 employees and 50,000 stockholders of record. It is one of the largest electric and natural gas delivery companies, with deep operational expertise, scale and financial resources to meet the Midwest region's future.

In 2017, WEC Energy Group ranked No. 5 in the nation in a survey of large industrial and commercial customers for overall customer satisfaction among US electric utility holding companies.



4.4 million

Total customer accounts
(as of December 2017)

Go to choosewps.com to learn more about Wisconsin Public Service.

WPS energy incentives

WPS offers a number of energy-related incentives to help your business succeed.

- New and existing business customers that add natural gas or electric load will 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 incentive rates that allow customers to purchase market-priced electricity; all designed to reduce your energy costs.
- WPS does not have a reserve capacity charge provision, so there are no additional utility fees associated with business growth.
- WPS does not 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.
- WPS provides the option for a utility to own and operate the substation required to operate at subtransmission and transmission levels. This option allows businesses to convert this cost from a capital expense to an operating expense.
- You have the option of purchasing NatureWise renewable energy for your business or for certain processes or product runs.
- WPS partners with Focus on Energy, the statewide energy efficiency program, to provide financial incentives for energy conservation measures.

Historical rate changes

Through its mix of generation sources, WPS has weathered market changes well. Since 2013, WPS has worked to hold down electric rates, with three years of decreasing rates and two with increases. In the past five years, electric rates have risen an average of just 0.15 percent annually—far less than the average consumer inflation of about 1.3 percent.

WPS electric rate changes

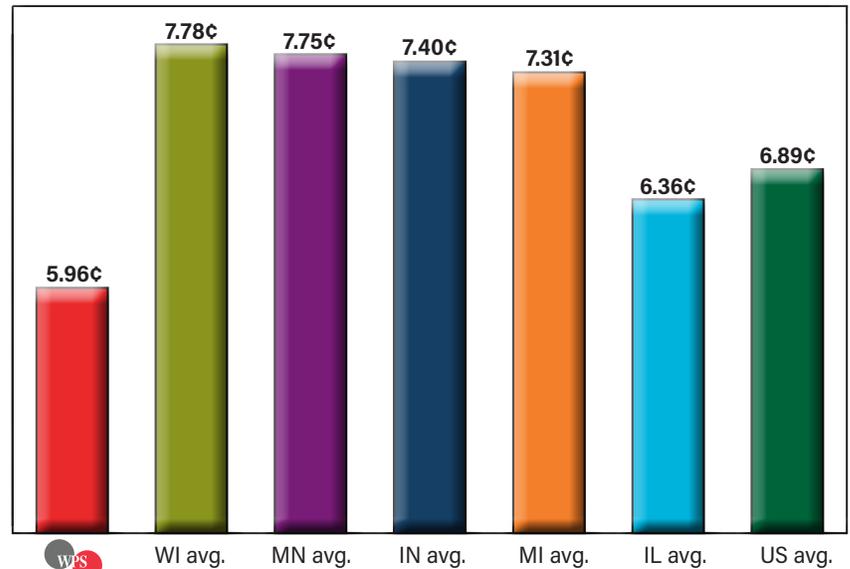
2013:	0
2014:	-1.31%
2015:	+2.52%
2016:	-0.77%
2017:	-0.15%
2018:	+0.50%

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.

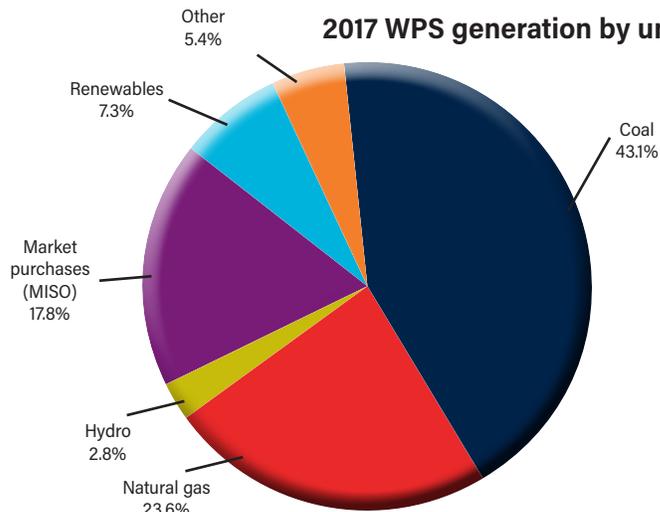
2017 Average rate comparison for industrial customers

Cents per kilowatt-hour



U.S. Energy Information Administration Form 826

2017 WPS generation by unit source



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