Cold weather discharge
The Michigan Public Service Commission sets rules for winter service disconnections. Those rules protect you if you’re having trouble paying your energy bill. If you have the ability to pay for service during the heating season but choose not to, these rules may not apply, and you may be subject to disconnection.

Medical emergency or protective services emergency
If you have a medical emergency or protective services emergency, we may postpone service disconnection up to 21 days (or you reconnect service) to allow you extra time to make a payment and/or payment arrangements. You must contact us to set up a new payment plan.

Third-party notification
Third-party notification is a confidential procedure in which you notify another person, not involved by you, that your service may be disconnected. This third party can be anyone you choose. The third party pays the full amount of your bill or payment, but can make sure you receive and understand the disconnection notice, and help you take action to prevent disconnection.

Voluntary termination of service
A customer or authorized representative who wants to terminate service shall: 1) Notify us at least 10 business days prior to requested service termination, 2) Allow us safe access, if necessary, to perform a final meter read, 3) Provide an address for final billing at the time of request for a final read, and 4) Notify us if an existing occupant continues to occupy the premises.

Moving and name changes
Contact us at least three business days in advance when moving or requesting a name change on your bill. Contacting us in a timely manner eliminates the potential of being held responsible for sensed or used when you moved.

Service disputes
If a dispute cannot be resolved in a mutually satisfactory manner, you may request an informal hearing before a utility commission representative. If a dispute cannot be resolved in an informal manner, you may request a formal hearing. If you are not satisfied with the response of the hearing officer, you may contact the Michigan Public Service Commission to request a formal review of your concerns.

Michigan Public Service Commission
P.O. Box 30227 - Lansing, MI 48909 • 800-282-9555

Michigan service reliability
You may qualify for a service credit if you experienced any of the following conditions:
• An outage lasting longer than 16 hours during normal conditions.
• An outage lasting longer than 120 hours during catastrophic conditions.
• Eight power interruptions in a 12-month period.

If you qualify, call 800-450-7260 to request this credit.
Energy service

We are committed to providing the electricity and natural gas you need, safely and reliably. And we want your energy use to be simple and worry-free. We are available 24 hours a day to answer any of your energy service questions.

Pricing and rate information

Once a month, customers receive a bill for their electricity and for natural gas use. The rates we charge our customers have been approved by the Michigan Public Service Commission. Complete rate schedules are published and sent with bills. You can use the pricing information to verify the accuracy of your bill. You’ll find a sample bill on our website that provides details about how to read and verify your bill. You may access your energy use and billing information by enrolling in Your Account at wisconsinpublicservice.com or by contacting us. Your bill also includes a line item for Power Supply Cost Adjustment. When the actual cost to produce or purchase electricity or natural gas is higher or lower than the amount included in your base rate, the Michigan Public Service Commission can authorize an adjustment. If our fuel costs are more than expected, you receive a credit. If our costs are less than expected, you receive a credit.

Customer Choice

Most Michigan electric customers have a Retail Access Service option, or choice, to purchase their generation and transmission service from a licensed unregulated alternative electric supplier (AES) at a price determined solely between the customer and the AES, with power delivered through the company’s distribution system. The AES will charge its customers for the energy and transmission services.

Energy efficiency

Visit our website or contact us for energy efficiency resources and materials. We offer money-saving tips and other energy efficiency information at www.wisconsinpublicservice.com/savingenergy. For rebates and programs, contact Efficiency United, our partner in energy efficiency. Call 877-367-3191 or visit efficiencyunited.com to learn more.

Meter reading

We read meters each month to determine the amount of energy used and then prepare a monthly bill. Most meters are read remotely using automated meter reading (AMR) technology. If necessary, estimates are made based on past use and seasonal weather trends. Any difference between estimates and actual metered use is adjusted with your next reading, so you only pay for the energy you use. At times, we may need to access your meter, so make sure that it’s accessible. Keep the meter and surrounding area clear of snow, foliage and pets.

Bill mailings

Your bill is mailed about two days after your meter is read and shows the next scheduled meter reading date. If there’s a major change in the schedule for reading your meter, we will notify you by mail at least 10 days prior to the change.

Bill due date

The due date of your bill is shown at the top of your bill and shows the next scheduled meter reading date. If there’s a major change in the schedule for reading your meter, we will notify you by mail at least 10 days prior to the change.

Late payment charges

We are allowed to bill a late payment charge on past due bills. This late payment charge may not exceed 2 percent of the delinquent bill, can’t be compounded; and must not be included in taxes. The late payment charge doesn’t apply to customers whose payments are made by the Department of Health and Human Services or who are participating in a shut-off protection program.

Billing and payment choices

We offer billing and payment options to meet your needs and preferences. Some options can be combined to make it even easier to manage your account. Visit wisconsinpublicservice.com or call 800-450-7260 to learn more and to enroll.

e-Bill paperless billing and payment

View and pay your bill online and eliminate paper bills, stamps and trips to the mailbox.

Automatic Payment

Have your monthly payment automatically deducted from your checking or savings account on the date you choose at no additional charge.

Budget Billing

Spread your monthly energy costs more evenly over the year to make bills more manageable.

Quick Payment

Pay your energy bill by credit card, debit card or electronic check 24 hours a day at 866-844-7014 or on our website. A vendor processes payments on our behalf and charges a service fee.

Preferred Due Date

Select the day of the month your payment is due – whatever date works best for you.

Payment by mail

Mail your check or money order to: Wisconsin Public Service P.O. Box 3410 Milwaukee, WI 53201-3410

Pay in person

Visit our website to find an authorized payment location closest to you or call us for more information. Vendors acting as authorized payment locations charge a service fee for each payment.

Payment arrangements

Call 800-450-7260 to make a payment arrangement when difficult circumstances arise that prevent you from paying your bill in full.

Energy assistance

Contact your local social service agency for eligibility requirements and other information on funds available to help pay the heating portion of your residential energy bill.

Energy gift certificates

Give the gift of energy with our convenient energy gift certificates. Available in any denomination, they can be used to pay all or a portion of the recipient’s energy bill.

NatureWise renewable energy program

With NatureWise, you can choose renewable energy for your home or business. NatureWise offers earth-friendly energy from locally produced wind and biogas generation. For more information or to sign up, visit www.wisconsinpublicservice.com/naturewise.

A reminder about your utility

While Upper Michigan Energy Resources Corporation (UMEPC) is your energy provider, your bill comes from Wisconsin Public Service and you participate in WPS programs, payment plans and customer service options.

Contact us at 800-450-7260 whenever we can assist you with your energy service.