

## 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 also can contact us for any of the following:

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

### Contacting us

Phone: 800-450-7260  
 Email: customerservice@wisconsinpublicservice.com  
 Mail: PO Box 19001, Green Bay, WI 54307-9001  
 Web: 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 three 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

**Base Gas** – An estimate of the cost of natural gas per therm established when rates are set by the Public Service Commission of Wisconsin.

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

**Distribution** – The charge for delivering natural gas from the gate station to your location.

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

**Fuel Cost Adjustment (FCA)** – 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.

**Load Factor Credit** – A per-kilowatt-hour credit for a higher-than-class average load factor during a billing period.

**PGA (Purchased Gas Adjustment)** – The difference when the actual cost of natural gas is higher or lower than the Base Gas cost. If the cost is more, there will be a greater PGA change. If the cost is less, there will be a PGA credit.

**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.