

# *Your Guide* to Electric and Natural Gas Service

Please review this brochure that summarizes Madison Gas and Electric's (MGE) customer services and your rights as a residential electric and natural gas utility customer.

- We also provide key tips for gas and electric safety.
- If you need more information, please use the contact information on the back to call, write or email us.
- For greater account security, MGE issues a Personal Identification Number (PIN) to use when you contact MGE about your account.



This brochure provides important payment information and suggestions—such as using My Account for easy online payment.



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## Starting and stopping service

If you are moving to or from a home in our service area, call us several days before your moving date so we can start and/or stop your electric and natural gas service. You may also start or stop service using our online forms at [mge.com/startservice](https://www.mge.com/startservice).

As a reminder to renters: Landlords don't automatically let us know when tenants move, so be sure to take your name out of service. Otherwise, you'll continue to be responsible for bills.

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## Your bill

We bill you once a month.

MGE offers five convenient payment options:

1. Pay online. Register at [mge.com/myaccount](https://www.mge.com/myaccount) and view your bill, select paperless billing and pay your bills online using your checking or savings account. You also can pay with a credit/debit card.
2. Sign up for AutoPay. Automatically make your payment each month using a credit or debit card or from your checking or savings account. Visit [mge.com/myaccount](https://www.mge.com/myaccount) to sign up for this free option.
3. Pay by phone. Call 1-877-253-0151.
4. Mail your payment in the return envelope provided.
5. Pay in person.
  - Self-service kiosk: A payment kiosk is located outside MGE's office at 623 Railroad St. in Madison. Credit cards, debit cards, personal checks and cash are accepted. English and Spanish language options are available.
  - Drop box: A payment drop box is located outside MGE's office at 623 Railroad St. in Madison.
  - Retail locations: Pay at any of our authorized locations. Visit [mge.com/paystations](https://www.mge.com/paystations) for a list of locations.

Visit [mge.com/options](https://www.mge.com/options) for more information.

If you do not know what an item on your bill means, refer to the definitions on the back of your bill or visit [mge.com/aboutbill](https://www.mge.com/aboutbill).

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## Budget Payment Plan

You may find it easier to budget for your yearly energy costs if you use our Budget Payment Plan.

We average your estimated annual energy costs to provide a monthly budget amount. Your budget amount is reviewed at least every six months to reflect your usage. If your usage has changed after the first six months on the budget payment plan, your monthly amount will be adjusted as needed and then reviewed again in six months.

If your usage is unchanged after the first six months on the budget payment plan, we will begin reviewing your account monthly. When your usage and/or projected costs change, your monthly amount will be adjusted and reviewed again in six months.

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## Late-payment charges

You can avoid a late-payment charge by paying your bills before or on the due date shown on your bill. If you do not pay by that date, your bill is subject to a late-payment charge.

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## Personalized Payment Agreement

A Personalized Payment Agreement helps customers pay past-due bills in installments.

When you negotiate a payment agreement with us, you agree to pay:

- A reasonable down payment on the amount that is past due.
- The remaining past-due amount in reasonable installments.
- Current bills when they are due.

If you meet the payment agreement conditions, your service will not be shut off and the late-payment charge will not be assessed.

If you need to set up a Personalized Payment Agreement, call us weekdays at 608-252-7144 between 7 a.m. and 7 p.m.

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## Resources for assistance

Customers with low incomes or other special needs can be referred for financial and other assistance with utility bills. Visit [mge.com/assist](https://www.mge.com/assist) or call 608-252-7222 to speak with one of our customer service representatives.

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## Deposits

In some cases, we may require you to make a deposit before we start or continue your utility service. This applies to:

New residential customers:

- Who failed to pay an undisputed bill for the same type of service anywhere in Wisconsin during the last six years.

Current residential customers whose:

- Service was shut off during the last 12 months.
- Application for service was falsified.
- Payments for service from Nov. 1 to April 15 are 80 days or more overdue.

Customers with incomes below specified amounts do not have to make a deposit. If we ask for a deposit, the amount usually is two times the average bill over the last 12 months. The deposit amount is higher for customers who are able to pay their winter heating bills but choose not to pay them. Then, the amount usually is the sum of four times the average bill during the last 12 months.

A deposit earns interest. If you pay your bills on time for 12 consecutive months, we will return your deposit plus any interest earned.

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## Service disconnection and notices

Service may be shut off if:

- You do not pay your bills.

- You do not make payments on a Personalized Payment Agreement.
- You do not pay a required deposit.
- You do not provide required application information, identification and residency verification.
- A previous customer who continues to live at your address has an unpaid bill for that address.
- You refuse to let us read your meters or allow us access to utility equipment.
- Your meter has been tampered with.
- You use faulty equipment or equipment that interferes with the service to others. If the condition is not dangerous, we will give you time to correct the problem.
- There's a serious safety problem.

Also, we may transfer an unpaid bill incurred by an owner or property manager for a rental property to the office or home of the property owner or manager. If the bill goes unpaid, service can be shut off at the owner's or manager's office or home.

Before shutting off your service for nonpayment, we will:

- Make a reasonable effort to notify you in person or by telephone.
- Notify you in writing and give you our telephone number so you can make payment arrangements to avoid disconnection.
- Mail the disconnection notice at least 10 days before service will be shut off.
- Post a notice at the service address if it is different from your home or mailing address.

Please call us if your household has any special circumstances such as:

- The presence of infants or elderly persons.
- The use of human life-sustaining equipment.
- Household members with developmental, physical or mental disabilities.

If you have previously requested, we will notify an agency or person of your choice before shutting off your service.

If there is a medical emergency in your home, your service may be continued or reconnected for up to 21 days while you make arrangements to pay your bill. We will need a written statement from your doctor or public health or social service official that identifies the medical or protective services emergency and specifies the period of time during which disconnection will aggravate the circumstances.

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## Service in cold weather

Wisconsin utilities may take legal action to collect payment from customers who are able to pay their winter heating bills but do not do so. These customers also may have to pay the utility's costs of collecting payment and may be required to pay three times the amount due during the winter.

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## Resolving problems

Whenever you have questions about your utility service, we urge you to get in touch with us right away. That's the first step in clearing up any misunderstandings or working out special arrangements. We will look into your questions right away, report our findings to you and try to resolve any problems. We will give you a chance to set up a Personalized Payment Agreement if you are behind in your bill payments.

If we can't agree on a solution to your problem, you can call the Public Service Commission of Wisconsin (PSCW) at 800-225-7729. While the PSCW is reviewing your dispute, we will not shut off your service. But, you still must promptly pay any charge not in dispute.

After the review, a PSCW staff member will contact us and try to find an agreement that is acceptable to all parties.

## Other information and help

Visit [mge.com](https://mge.com) to learn about MGE programs and services and how to use energy safely and efficiently.

Learn about the energy use in a home or apartment you are thinking of buying or renting. See the average use for the last 12 months and/or the highest and lowest amounts used in the same period at [mge.com/averageuse](https://mge.com/averageuse).

See your actual monthly energy use. Log into [mge.com/myaccount](https://mge.com/myaccount) to view, graph or download your energy use and billing and payment history.

## Utility scams

MGE customers are continuing to report fraudulent phone calls and text messages from impostors claiming to work for MGE. They attempt to collect money for supposed past-due accounts and/or upgrades or repairs to utility meters.

The scammers give instructions to pay with a prepaid debit card or with a wire transfer and often threaten immediate disconnection. This is not MGE.

They also can manipulate caller ID displays and may be able to show a local company's name or phone number when they call. Don't be fooled. Hang up and call MGE at 608-252-7222 before you take any action.

## Hot water temperature

For safety and efficiency, set the temperature of your water heater between 120 and 125 degrees. It's a good idea to use a thermometer to measure the temperature at the faucet to stay safe.

## Natural gas safety

To help keep you safe, MGE adds a distinctive odorant to natural gas that makes it smell like rotten eggs. If you smell natural gas inside or outside:

- Leave the building or area immediately.
- Warn others to stay away.
- Do NOT light a match, use a cell phone or turn on or off any electrical appliances, including light switches.

### Call MGE's 24-hour emergency response line:

- 608-252-1111 or
- 800-245-1123 from a safe place.

Visit [mge.com/gassafety](https://mge.com/gassafety).

## Carbon monoxide safety

Carbon monoxide (CO) is a clear, odorless gas. CO can be produced by malfunctions with gas appliances, lawn mowers, snow blowers, generators, grills and from idling cars.

Symptoms of CO poisoning are similar to those caused by the flu and other illnesses: headache, dizziness, nausea, confusion, shortness of breath.

If you suspect CO poisoning, get fresh air immediately and call 911.

Visit [mge.com/cosafety](https://mge.com/cosafety).

## Storm safety

Storms can strike quickly—sometimes causing power outages and other dangerous conditions.

Stay away from downed or sagging power lines. Any lines dangling or lying on the ground may have high voltage running through them. Call MGE immediately at 608-252-7111.

Visit [mge.com/wires](https://mge.com/wires).

### If the power goes out, follow these steps:

- Check if your neighbor's power is out. If it's not, check your fuses or circuit breakers. If your

## Indoor electric safety

- Never touch an appliance or switch it on or off with wet hands.
- Never place electrical equipment where it could fall into a sink or water.
- Keep electrical cords away from toddlers and pets.
- Check all cords periodically to be sure they are in good condition. Don't use extension cords as a substitute for fixed wiring.
- Cover electrical outlets you're not using with plug protectors.

## Outdoor electric safety

- Stay clear of substations and power lines.
- When using a hose or sprinkler, don't let water contact overhead wires.
- Keep radios, TVs and other electrical appliances away from water.
- Don't fly kites or climb trees near power lines.
- Be sure your outdoor wiring is on a separate circuit of sufficient amperage for your heavy-duty equipment and power tools. Don't overload extension cords.

Visit [mge.com/electricsafety](https://mge.com/electricsafety).

neighbor's power is out, look out your windows for fallen wires or tree limbs on a line.

- Report the outage online at [mge.com/outage](https://mge.com/outage), by texting "OUT" to 73904 or by calling MGE at 608-252-7111.
- If your power remains out after your neighbor's power is restored, call MGE.
- Check MGE's outage map at [mge.com/outage](https://mge.com/outage). This is an easy way to see the location of an outage, the number of customers affected and the estimated restoration time.

## Contact MGE

### Mailing Address:

Madison Gas and Electric Co.  
PO Box 1231  
Madison, WI 53701-1231

### Main Office Location:

623 Railroad St.  
Madison, WI 53703

Email address: [mge@mge.com](mailto:mge@mge.com)

Website: [mge.com](https://mge.com) and [mge.com/español](https://mge.com/español)

### Emergency service (24 hours, 7 days per week):

#### Madison area

Gas odor/leaks . . . . . 608-252-1111

Lights out/other emergencies . . . 608-252-7111

Toll-free. . . . . 800-245-1123

### General information and billing questions:

Madison area . . . . . 608-252-7222

Toll-free. . . . . 800-245-1125

Home energy advice . . . . . 608-252-7117

TDD for hearing impaired . . . . . 711

Automated Account Information. 608-252-4700

Linea de español . . . . . 608-252-7120

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### Collections/payment arrangements:

Madison area . . . . . 608-252-7144

Toll-free. . . . . 800-245-1125

### District offices

To contact our district offices in Elroy, Prairie du Chien and Viroqua, call 800-245-1125.

For emergency service (24 hours, 7 days per week), call 800-245-1123.