

# bill payment options



## taking responsibility

As an individual, your efficient use of energy brings benefits such as lower bills, improved comfort levels in your home and a reduced personal impact on the environment.

Acting together, our individual choices add up—for the benefit of our community, our environment and our energy future. That's the power of working together.

As your community energy company, we are committed to sharing our experience and energy expertise. You can always contact us for:

- Answers to your energy questions.
- Energy efficiency information and advice.
- Help in evaluating energy-saving options.
- Assistance in finding energy-efficient products.

# You can choose how to pay your bill

As your community energy company, MGE strives to provide reliable natural gas and electric service at reasonable rates. We offer a range of bill payment options designed to help make year-round use of our services more manageable for you and your family.

This booklet provides an overview of your payment options. Choose the one that works best for you, and take the hassle and worry out of the bill-paying process. For more information on any of the topics covered here, please visit [mge.com](http://mge.com) or call us at 252-7222.

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## Automatic payment (Electronic Funds Transfer)

No more checks to write or stamps to buy. Never miss a payment date or get a late payment charge. Pay your MGE energy bill automatically on the date it is due from your checking or savings account. Visit our Web site, [www.mge.com](http://www.mge.com), and click on MyAccount to sign up for this option. Or call our customer service number on the back of this brochure.



## Online payment



View and pay your MGE energy bill online. MGE has selected CheckFree<sup>®</sup>, the Web's largest and most secure processor, to provide this service. Each month you'll receive an e-mail notice that your MGE bill is ready to view. Log in to your account to pay your amount due. You decide when the payment is made. Sign up to pay your MGE bill online at [www.mge.com](http://www.mge.com). Click on MyAccount. This service is free, easy and secure. More than 45,000 MGE customers pay their bill online.

## Pay by mail

For your convenience, we provide a return-payment envelope with your bill. If you have misplaced your payment envelope, please send your payment and bill stub to:

### **Madison Gas and Electric Co.**

P.O. Box 1231

Madison, WI 53701-1231

If you do not have your payment stub, please be sure to note on your check the name to whom the bill was sent and your eight-digit account number.

## Pay in person

You can bring your payment to MGE or any of its branch offices. Enter our Madison office at 623 Railroad St. Park in our visitor's parking lot on Railroad Street.

## Pay by phone

To make your MGE payment by phone, call 1-800-526-5995. You can pay using an electronic check for a handling fee of \$5.95 or your credit card for a handling fee of \$5.95 (maximum payment of \$600 per transaction).



## **Budget Payment Plan**

Smooth out the highs and lows of your MGE bill using our Budget Payment Plan. We estimate your annual energy costs for the upcoming year based on your previous bills and expected changes in energy costs. The estimated annual amount is divided evenly over 11 months. After six months, we review your account to ensure your budget payment reflects your actual energy use and adjust your budget payment if necessary. On the 12th month of your plan, we bill or credit the difference between your actual energy costs and what you paid during the year. For more information or to sign up for this service, visit our Web site at [www.mge.com/budget](http://www.mge.com/budget) or call 608-252-7222 or 1-800-245-1125 (to speak with a customer service representative).

## **Deferred payment agreement**

Have you fallen a bit behind? We can help make it easier to catch up. Pay your current bill and a portion of past-due bills each month until you get caught up. Once established on this plan, you are also eligible for the Budget Payment Plan. Call 608-252-7222 to work out a deferred payment agreement.

## **Energy assistance**

Households with low-to-moderate income that are having difficulty paying their heating costs may qualify to receive help paying their energy bills through the Wisconsin Home Energy Assistance Program. Help with emergency furnace repair or replacement could also be available. MGE customers in Columbia, Crawford, Dane, Iowa, Juneau, Monroe, Sauk and Vernon counties may be eligible. In Dane County, call 608-267-8601. In all other counties, call 866-432-8947 or visit [www.homeenergyplus.wi.gov](http://www.homeenergyplus.wi.gov).

## listening. learning.

MGE takes responsibility to provide information and education to serve our customers and stakeholders. We educate customers today to help inform their decision making. We educate tomorrow's stakeholders so they can help plan our energy future.

If all MGE customers viewed and paid their utility bills online, we could save over 50 tons of paper per year.


*Working together we can make a difference.*

Contact us for information about:

- Appliance repair.
- Energy assistance.
- Energy-saving ideas.
- Energy Fund contributions.
- Starting or stopping service.
- Your utility bill.

Contact MGE Customer Services at:

- [customerservices@mge.com](mailto:customerservices@mge.com).
- 608-252-7222.
- 800-245-1125.

 printed on recycled paper



**your community energy company**