

residential services



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.

We are proud to serve you

This booklet offers a quick overview of some of the more popular services Madison Gas and Electric offers. For more information, visit mge.com or call us at (608) 252-7222.

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Manage your account 24 hours a day

- Visit MGE online at mge.com, available 24 hours a day.
- Start or stop your utility service.
- Find your current MGE bill amount and when it is due.
- View and compare your energy use.
- View or download energy-saving information and safety advice.
- Submit your energy questions or give us feedback.

Payment options

- Online bill payment
Visit mge.com to receive and pay your bill online, month-by-month or auto pay.
- Automatic payment (Electronic Funds Transfer)
Pay your MGE energy bill automatically on the date it is due from your checking or savings account.
- Pay by mail
For your convenience, we provide a return-payment envelope with your bill.
- Pay in person
You can bring your payment to any one of our retail outlet paystation locations in Dane County. A \$1 service charge will apply. Pay by cash, check, money order or cashier's check (sorry, no debit or credit cards). Your payment will be recorded within two business days. Go to mge.com/options or call 252-7222 for paystation locations. (252-7120 Español)
You can also bring your payment to MGE at 133 S. Blair St. (There is no fee and parking is free.)
- Pay by phone
To make your MGE payment by phone, call 1-800-526-5995 and pay using electronic check or credit card for a handling fee of \$5.95.

- Deferred payment agreement
Pay any past-due bills in separate installments. Once established on this plan, you are also eligible for the Budget Payment Plan.

Budget Payment Plan

To help you budget for winter heating and summer cooling costs, MGE offers our Budget Payment Plan. This plan spreads your energy costs more evenly over a 12-month period to reduce the impact of higher winter or summer bills.

This is how it works:

- We estimate your annual energy costs for the upcoming year based on your previous bills and expected changes in energy costs.
- We divide the estimated annual amount by 11 to arrive at your monthly budget payment.
- In the sixth month, we review and change the amount if it is significantly different than what you used.
- In the settlement month (twelfth month of your budget year), we bill you for the difference between your actual energy costs and what you paid on the budget plan.
- If you paid more under the budget plan than you actually used, we will credit your MGE account. You may also request a check.

To sign up or if you have questions:

- Call us at 252-7222 or 1-800-245-1125.
- Stop in one of our offices.
- Sign up online. You can preview what your monthly budget amount would be and start budget billing.

Energy assistance programs

Energy Services

Several assistance programs can help you pay your energy bills. The following programs are a few of those that you may qualify for.

For information about Energy Services, a federally funded program that can help pay heating bills for those who meet income requirements, call the number for the county you live in. Home visits may be available to disabled individuals.

- Dane County (608) 267-8601
- Columbia County (608) 742-4088
- Crawford County (608) 326-0248
- Iowa County..... (608) 935-9311
- Juneau County (608) 847-5988
- Monroe County (608) 269-5021
- Sauk County (608) 356-8887
- Vernon County..... (608) 637-5210

Targeted Home Performance with ENERGY STAR®

This program assists qualifying Wisconsin residents in making energy efficiency improvements to their homes. The improvements are completed by program consultants at minimal costs to the homeowner and will make your home more comfortable, safe and energy efficient.

Wisconsin residents who receive both their natural gas and electricity from participating utilities (you may receive both from one utility), and who meet the income requirements, are eligible to participate. In addition, if you are a landlord with qualifying tenants, partial financial grants may be available for your rental property.

To find out if you qualify for this program, contact Focus on Energy at 1-800-762-7077.

Programs and services

Air conditioner and furnace checkups

Routine air conditioner and furnace checkups are available. Please visit mge.com for the most current prices or call (608) 252-7333 to arrange an appointment.

For 24-hour emergency repair, call us at (608) 252-7111.

Appliance repair

MGE will service these appliances:

- Most residential furnaces (including humidifiers)
- Most residential boilers
- Water heaters
- Window air conditioners
- Central air conditioners
- Gas lights
- Gas fireplaces
- Outdoor natural gas grills
- MGE also replaces gas appliance connectors and can install gas lines for new appliances.



Home Energy Line

MGE's energy experts work with thousands of home owners every year.

If you have an energy question or would just like a paper copy of our brochures, e-mail askexperts@mge.com or call

our Home Energy Line at (608) 252-7117, staffed Monday through Friday from 8 a.m. to 4:30 p.m. We're here to help you!



Diggers Hotline®

Call Diggers Hotline at 811, 24 hours a day, seven days a week, before you:

- Install an antenna.
- Build a fence.
- Dig a trench or plant a tree.
- Excavate.
- Do any outdoor construction or improvement project.

Diggers Hotline TDD number for the hearing impaired:
1-800-542-2289.

Your call alerts MGE and other Diggers Hotline participants to:

- Mark the location of underground facilities.
- Indicate safe overhead line clearances.

Purchase MGE Energy stock

Buy stock directly from MGE Energy without a broker! For more information, visit mgeenergy.com or call (608) 252-4744.

New service installation

Whether you are planning new construction or upgrading an older building, MGE wants to work closely with you to install your natural gas and electric service when and where you need it.

Visit mge.com and complete a service application online or call (608) 252-7373.

Portable energy meters

Do you want to know what it costs to operate a certain appliance? Check out a portable energy meter (PEM) at any Madison area library just like a book. This easy-to-use, plug-in device for measuring appliance energy use has many uses, including:

- Measuring voltage, electricity cost and electric consumption.
- Calculating the exact operating cost of various appliances.
- Identifying the cause of high energy use.
- Predicting savings in reducing appliance use.
- Helping decide whether to replace an appliance, such as an older refrigerator.
- Determining what size uninterruptible power supply is needed for your computer system or how much power some appliances draw even when they are switched “off”—i.e., “phantom power.”

Due to the meters’ popularity, it is best to reserve a PEM ahead of time through LINKcat at linkcat.info or by calling the library. Checkout is typically for one to three weeks depending on the host library’s circulation policy.

Power Control

This voluntary program allows MGE to shut off participating customers' central air conditioners when we need emergency power. MGE pays participants \$2 for every 15 minutes the air conditioner is shut off.

- When you sign up, a small electronic device is installed outdoors on or near your central air conditioner.
- When a need for reserve power occurs, an MGE power dispatcher sends a radio signal that shuts off the air conditioner's compressor.
- When reserve power is no longer needed, another signal turns the air conditioner on again.
- Your air conditioner won't be shut off after 10 p.m. or on Sundays or holidays.

We offer this service because central air conditioners account for more electricity use during high-demand periods than any other appliance. Power Control provides emergency power reserves at a lower cost than building new generators, and these savings benefit all customers.

First-time sign-ups can choose one of the following gifts (limit one per address):

- Package of energy-efficient lightbulbs
- Setback thermostat (installed)
- \$25 MGE bill credit

Call MGE at (608) 252-7117 between 8 a.m. and 4:30 p.m. or e-mail askexperts@mge.com for more information.

Green Power Tomorrow

MGE customers can now choose to purchase clean and affordable green power generated from renewable wind and solar resources in our region. Green power is available for an additional penny per kilowatt-hour (kWh). That means an average MGE customer using 600 kWh per month can offset 100% of their electricity-generated carbon emissions for just \$6.00 per month.

Our renewable energy comes from:

- *Rosiere wind farm in Kewaunee County, Wis.*

This MGE wind farm has been generating electricity since 1999, serving 4,300 customers through our wind power program. As of 2008, this renewable electricity has been rolled into the new Green Power Tomorrow program.



- *Northern Iowa Windpower II in Worth County, Iowa.*

This is a purchase of 30 megawatts of new wind power from the Top of Iowa wind farm. Northern Iowa Windpower II is a wholly owned subsidiary of Iberdrola Renewable Energies USA.

- *Forward Energy wind farm in Dodge and Fond du Lac counties, Wis.*

MGE has signed agreements to purchase a portion of the green energy generated at this 200-megawatt wind farm. It is owned and operated by Invenergy, a Chicago-based electric generation developer.

- *Endeavor II Wind Energy Center in Osceola and Dickinson counties, Iowa.*

MGE signed an agreement to purchase 50 megawatts of wind energy from this northwest Iowa wind farm. It is operated by Osceola Wind Power II, LLC, a subsidiary of FPL Energy.

- *Solar energy supplied from photovoltaic systems in Dane County, Wis.*

MGE is working with business and residential customers to develop solar panel installations throughout our area. The green power produced by these panels will be a part of the electricity supplied through Green Power Tomorrow.

Green power has important benefits

By adding more renewable energy to our electricity supply, we can:

- Reduce global climate change.
- Reduce the environmental impacts of developing fossil fuel resources.
- Reduce our dependence on scarce energy sources.
- Reduce our dependence on foreign energy resources.

Buy green power for your home

You can select the level of renewable green energy you would like. You will be billed the additional amount each month. It's easy to sign up for Green Power Tomorrow. Just visit mge.com/greenpower and complete the online form. You may also sign up by phone. Call the MGE Home Energy Line at (608) 252-7117.

Contacts

Madison Gas and Electric Co.
133 S. Blair St.
Madison, WI 53703

Mailing Address:
Madison Gas and Electric Co.
P. O. Box 1231
Madison, WI 53701-1231

Web site: mge.com

Elroy Gas Co.
220 Kimball Ave.
P. O. Box 36
Elroy, WI 53929-0036
Phone: 1-800-887-8454
(608) 462-8454

Prairie du Chien Gas Co.
700 E. Blackhawk Ave.
Prairie du Chien, WI 53821
Phone: (608) 326-2417

Viroqua Gas Co.
526 E. Decker St.
P. O. Box 109
Viroqua, WI 54665
Phone: (608) 637-3139

Emergency numbers (24 Hours)

Emergency Gas Odor/Leaks.....	252-1111
Lights Out/Other Emergencies	252-7111
Toll free emergency service.....	1-800-245-1123

Business numbers

Automated Account Information (24-hour)...	252-4700
Appliance Service.....	252-7333
Billing/Account Information.....	252-7222
Collections/Payment Arrangements.....	252-7144
Corporate Offices.....	252-7000
Diggers Hotline.....	1-800-242-8511
Home Energy Advice.....	252-7117
Moving Start/Stop Service.....	252-7222
Shareholder Services/MGE Energy Stock.....	252-4744
TDD Line for Deaf.....	252-4777
Toll Free Customer Service.....	1-800-245-1125
Utility Service (new gas or electric)	252-7373

Spanish line

Llame a nuestra línea de español.....	252-7120
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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.

It's your energy. We can help you understand how to use it more efficiently and reduce environmental impacts. With 160,000 MGE residential customers, there's power in working together.

Contact us for information about:


- Heating/Air-conditioning.
- Insulating/Weatherizing.
- Lighting.
- Windows/Doors.
- Appliances.
- Water heating.

Get more home energy information at:

- mge.com/home.
- Home Energy Line 608-252-7117.
- 800-245-1125.

Questions about billing? Call:

- 608-252-7222.
- 800-245-1125.

 printed on recycled paper



your community energy company