

# Residential Lifeline Services and Prices

Effective January 1, 2012

## Contact us

We're here to provide information that can help you make smart energy decisions. Please contact us with your questions about MGE rates, your bill and our services.

- Visit [mge.com/rates](http://mge.com/rates)
- Visit our offices
- Call us at (608) 252-7222 or 1-800-245-1125  
(Spanish line call (608) 252-7120)

### MGE main office

133 S. Blair St.  
Madison, WI 53703

#### Office hours

8 a.m. to 5 p.m.,  
Monday through Friday

### Viroqua office

526 E. Decker St.  
Viroqua, WI 54665  
(608) 637-3139

#### Office hours


7:30 a.m. to 4 p.m.,  
Monday through Friday

### Prairie du Chien office

700 E. Blackhawk Ave., No. 3  
Prairie du Chien, WI 53821  
(608) 326-2417

#### Office hours

8 a.m. to noon, 1 to 4:30 p.m.,  
Monday through Friday

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your community energy company



## Basic Utility Rates

Effective Jan. 1, 2012.

We take seriously our responsibility to provide reliable energy at reasonable rates. Before setting new rates, the Public Service Commission of Wisconsin reviews our rate request and listens to customers' suggestions and proposals.

MGE's electric rates increased by 4.3%. The average MGE residential customer using 550 kWh per month will see a monthly increase of approximately \$3.22 for electric service.

We recognize the economic downturn has been difficult for many of our customers, and we work to control our costs.

The approved electric rate increase reflects:

- (1) Increased fuel costs for the production of electricity and higher market costs for wind power.
- (2) Improvements to the state's electric transmission system.
- (3) Increased mandated payments to the statewide energy efficiency and renewables program.
- (4) Decreased costs associated with the Elm Road Generating Station.

In addition, MGE's application requested to defer \$14.5 million of costs associated with recently enacted federal air pollution rules. These costs were deferred and not included in 2012 rates.

MGE's natural gas service rates increased 0.3%. They reflect an increase in mandated payments to the statewide energy efficiency and renewables program. The typical residential MGE customer will see an increase of approximately \$0.19 per month.

## How can I control my costs?

While you don't have control over energy prices, you do have control over your energy use. You can now track your energy use and see how your home heating costs compare online at [mge.com/compareuse](http://mge.com/compareuse).

Consider these tips to control costs:

- Adjust your thermostat setting at night and when you are away.
- Replace your incandescent lightbulbs with compact fluorescent bulbs.
- Look for the ENERGY STAR® label when purchasing new appliances and equipment.

For more energy-saving ideas:

- Visit [mge.com](http://mge.com) or
- Call our Home Energy Line at (608) 252-7117

## What can I do to control my bills?

Sign up for MGE's Budget Payment Plan to spread your energy bills more evenly over a 12-month period. We'll review your account at six and 12 months and adjust your payment amount if necessary.

For more information or to sign up:

- Visit [mge.com/budget](http://mge.com/budget) or
- Call (608) 252-7222 or 1-800-245-1125

## Lifeline Services

Optional lifeline services meet everyday electricity and natural gas needs. You may remain on this service until you:

- No longer meet the income guidelines.
- Receive weatherization services.
- Move to a new address.

Once you leave lifeline services, you may choose from the service options listed in the MGE brochure titled "Residential Services and Prices."

## Electric Lifeline Service

### Residential Electric Lifeline (Rg-3) (closed)

	Winter	Summer*
Customer charge per day	\$0.15780	\$0.15780
Distribution service per kWh	\$0.03000	\$0.03000
Electricity service per kWh:		
- First 300 kWh per month	\$0.07065	\$0.07943
- Over 300 kWh per month	\$0.10601	\$0.11788

\*These prices apply from June 1 through Sept. 30.

## Natural Gas Lifeline Service

Your lifeline natural gas bill includes Firm Gas Sales Service and the Residential Lifeline Distribution Service. Firm Gas Sales Service (FS-1) provides the highest level of reliability for your natural gas supply. Residential Lifeline Distribution Service (RD-2) brings the natural gas safely to your home.

### Firm Gas Sales Service (FS-1)

Administrative charge	\$0.0330 per therm
Natural gas service**	
- Summer (Apr. 1 - Oct. 31)	\$0.6026 per therm
- Winter (Nov. 1 - Mar. 31)	\$0.6426 per therm

### Residential Lifeline Distribution Service (RD-2) (closed)

Customer charge	\$0.3370 per day
Distribution service	
- Summer (Apr. 1 - Oct. 31)	\$0.2919 per therm
- Winter (Nov. 1 - Mar. 31)	\$0.2719 per therm

\*\*Subject to adjustment for the cost of purchased gas.

**Customer Charge:** Every customer receives this charge whether or not natural gas or electricity is used.