

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.

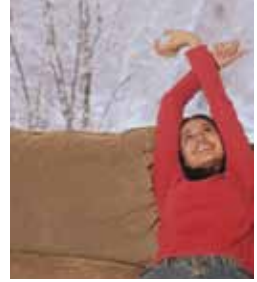
This booklet provides an overview of your payment options. Choose the one that works best for you, and take the hassle and worry out of the bill-paying process. For more information on any of the topics covered here, please visit mge.com or call us at 252-7222.

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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, mge.com, and click on MyAccount to sign up for this option.



Check payment

When you pay your MGE bill by check, you authorize us to process your check payment from your checking account electronically. This will shorten the time it takes to process your payment. Funds may be withdrawn from your checking account on the same day we receive your check.

Online payment



Online payment via CheckFree®. View and pay your MGE energy bill online. Each month you'll receive an e-mail to view your bill. Log in to your MGE account and pay the amount due using the proven security of CheckFree. You decide when your payment is made. Sign up at My Account on mge.com. It's free, easy and safe.

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

Pay your MGE bill in person at these locations with no extra fee (sorry, no debit or credit cards).

Madison Gas and Electric

133 S. Blair St.

8 a.m. - 5 p.m., Monday – Friday

(Enter at 623 Railroad St. Park in our visitor's parking lot on Railroad St.)

Elroy Gas Co.

220 Kimball Ave.

7:30 a.m. - 4 p.m., Monday – Friday

Prairie du Chien Gas Co.

700 E. Blackhawk Ave., No. 3

8 a.m. - noon, 1 p.m. - 4:30 p.m., Monday – Friday

Viroqua Gas Co.

526 E. Decker St.

7:30 a.m. - 4 p.m., Monday – Friday

Other locations to pay in person

Pay your MGE energy bill at the service desk of any of these participating retail merchants.

- Pay by cash, check, money order or cashier's check (sorry, no debit or credit cards).
- Your payment is credited to your account within two business days.
- A processing fee of \$1 per transaction will be added to your payment.

Bank Mutual

- 6209 Century Ave., Middleton..... 831-8100
- 5320 Monona Dr., Monona 221-3130
- 5521 Odana Rd., Madison (west) 273-1855
- 23 S. Pinckney St., Madison (downtown)..... 251-9102

La Movidia Services, 1017 S. Park St. 255-0611

Metcalfe's Market - Hilldale, 726 N. Midvale Blvd. .. 238-7612

PLS Check Cashers

- 1907 S. Park St. 251-2274
- 2722 E. Washington Ave..... 819-1100
- 2010 Red Arrow Tr., Fitchburg 278-0808

State Street Cash Mart, 449 State St. 258-9000

Beloit Check Cashing Store, 1637 Park Ave., Beloit.. 362-4246

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

 printed on recycled paper



your community energy company