

# Get Help with Your Utility Bill

[mge.com/help](https://mge.com/help)



If you're having trouble paying your utility bill, Madison Gas and Electric (MGE) has resources to help:



## Energy Services, Inc. (ESI)

**First, see if you qualify for energy assistance.**

**Contact ESI.** Income-qualified households may be eligible for assistance to help pay their energy bills.

- Apply online: Visit [esi.help](https://esi.help)
- Apply in person, by phone or by mail: Visit [esiwi.com](https://esiwi.com) or call **1-800-506-5596**

*A new application is required for each program year, which runs from October 1 through September 30. You will need to reapply, even if you received help in previous years.*



## Payment Arrangements

A payment arrangement is a plan for you to pay your current bill and a portion of past-due bills each month until you get caught up. It can help you avoid late-payment fees and service disconnection. MGE will work with you and your unique circumstances to create a monthly payment plan before you get too far behind.

Contact MGE at **608-252-7000** to set up a payment arrangement.



## Back on Track

MGE's Back on Track offers financial assistance to customers with limited income or health-related energy needs who have a substantial past-due account balance. To be eligible, you must have received energy assistance benefits within the last two years. Certified life-sustaining equipment customers also are eligible.

Contact MGE Customer Services at **608-252-7000** for more information.



## Budget Payment Plan

MGE's Budget Payment Plan helps spread your energy costs more evenly throughout the year, allowing you to budget for higher use over the winter heating and summer cooling months. You'll have a consistent monthly bill for 12 months.

Visit [mge.com/budget](https://mge.com/budget) to learn more.



## Community Resources

Several organizations in the MGE service area offer help for community members facing financial challenges.

Visit [mge.com/help](https://mge.com/help) for a list of organizations and contact information.



## Energy-Saving Tips

For simple, low-cost ways to save energy and help reduce your bill, visit [mge.com/save](https://mge.com/save).



## FOCUS ON ENERGY®

Based on your income, you may be eligible for larger rebates for your heating and cooling equipment upgrades or insulation and air-sealing home improvements.

Visit [focusonenergy.com/income-qualified](https://focusonenergy.com/income-qualified) to learn more and to check if you're eligible.

## Questions?

Contact MGE at **608-252-7000** or **1-800-245-1125** weekdays, excluding holidays.