

Annual Statement of the Low-Income Public Benefits Programs

Your electric bill includes a monthly fee for the Public Benefits Fund, which was established to help reduce energy use in Wisconsin. This fee appeared on your electric bill as a “low-income assistance fee.” During the fiscal year that ended June 30, 2024, Madison Gas and Electric Company provided a total of \$5,181,177 from residential and non-residential customers in support of Public Benefits programs.

Home Energy Plus Programs helped families and individuals with limited incomes throughout the state of Wisconsin. Managed by the Department of Administration, the programs were delivered to eligible households through county human and social services agencies, community action agencies, tribal governments and other nonprofit organizations. The ultimate goal of all low-income energy programs was to improve the households’ energy self-sufficiency; that is, to provide services that help households meet their energy costs on an ongoing basis without sacrificing other necessities.

Assistance with Electric Bills

Electric assistance is a one-time benefit payment made during the heating season (October 1 through May 15) to eligible households and is intended to pay a portion of a household’s electric costs. The amount of the benefit is dependent on the household income, household size and electric costs incurred by the household. In most cases, the benefit payment is paid directly to the household energy supplier.

Crisis Assistance

Crisis assistance was available to eligible state residents who were subject to a disconnection of their utility service or who were experiencing an emergency situation. Crisis assistance provided both emergency services and proactive services. Emergency services helped during the heating season by making payments toward an electric bill, providing furnace repair/replacement or taking other actions that helped in a heating emergency.

Program Services

HE+ HVAC Program Services is a year-round program that provides assistance to eligible Wisconsin households when their primary HVAC system is inoperable or becomes unsafe. HE+ Water Conservation Program Services is a year-round program that provides assistance to eligible Wisconsin households with the repair or replacement of leaky or non-working water heaters, leaky fixtures, toilets and/or piping.

Weatherization Services

Weatherization services helped reduce home energy costs by reducing home energy consumption. This made homes more comfortable—warmer in the winter and cooler in the summer. The reduction in consumption reduced the customer costs and reduced overall consumption, which benefited all customers. Common weatherization services included attic and side-wall insulation, reducing air leakage into and out of the home, heating system repair or replacement, refrigerator and freezer replacement, energy-efficient light bulbs and water-saving measures.

Are You Eligible for Energy Assistance?

For more information on eligibility and how to apply for the Home Energy Plus Programs, please call 1-866-432-8947 (1-866-HEATWIS) or visit the Home Energy Plus website at homeenergyplus.wi.gov. To apply online, visit energybenefit.wi.gov.

