

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, 2025, Madison Gas and Electric Company provided a total of \$5,076,213 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 goal of all low-income energy programs 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. The benefit pays a portion of a household’s electric costs, and the amount varies based on the household’s income, size and electric costs. In most cases, the benefit payment is paid directly to the household’s electricity supplier.

Crisis Assistance

Crisis assistance is available to eligible households who are subject to a disconnection of their utility service, are behind on bill payments or who are experiencing an emergency situation. Crisis assistance provides both emergency services and prevention assistance services. During the heating season, emergency services help by making payments toward an electric bill, providing furnace repair/replacement, or taking other actions that help resolve the 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.

Weatherization Services

Weatherization services help reduce home energy costs by decreasing home energy consumption. Home weatherization also can make homes more comfortable—warmer in the winter and cooler in the summer. Lower energy consumption benefits all customers and reduces customer costs. Common weatherization services include adding attic and side-wall insulation, reducing air leakage into and out of the home, repairing or replacement heating systems, replacing refrigerators and freezers, and installing 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 energyandhousing.wi.gov. To apply online, visit energybenefit.wi.gov.