

Extra charges

Alliant Energy may take legal action on unpaid bills for customers who have the ability to pay their winter heating bills but do not. Delinquent customers who fit this category may have to pay up to three times the amount of the outstanding balance incurred after Oct. 31 and before April 16, as well as Alliant Energy's collection costs and a deposit up to the total of the four highest consecutive bills.

Service disconnection

If your account is delinquent, Alliant Energy will print a notice on your bill or send a separate mailing prior to disconnecting your service. The notice will include:

- Reason for the disconnection
- Date when service may be disconnected
- How to contact us about the disconnection

The notice will be sent to you at least ten days before disconnection. If the billing address is different from the service address or the account is being billed in the name of "occupant", "resident" or other like term, notice shall be posted at each individual dwelling unit of the service address not less than five days before disconnection.

Alliant Energy will make a reasonable effort to contact you before service is disconnected. You should contact us immediately if you'd like to discuss a payment plan.

If service is not disconnected on or before the 20th day after the notice is mailed, Alliant Energy will leave a new notice at the site between 24 and 48 hours before the service is shut off. Customers who fail to pay for a product or non-utility service provided by Alliant Energy may not have their service disconnected for non-payment. However, service may be disconnected if:

- You do not permit authorized Alliant Energy staff to read your meter at least once every six months
- You do not pay your bills in full when due, pay as agreed, or pay required deposits
- A prior customer who was, and still is, living at your address has an unpaid bill
- You tamper with your meter
- Hazardous health and safety conditions exist

Rental property

PSC rules also make the owner of rental property responsible for service at dwelling units that share meters. If a bill continues to go unpaid, the balance can be transferred to the property owner's or manager's home or office account, and that account can be subject to disconnection.

Settling disputes

If you have questions about your bill or other utility matters or have been notified of a service disconnection, call us first to resolve the problem. If you are behind on your bill, we'll attempt to work out a payment plan with you. If you've pursued remedies with us and feel additional investigation is required, you have the option to contact the Public Service Commission. They will review the disputed issue and recommend terms of settlement.

Restarting service

We will attempt to contact any residential customer whose service has been shut off for nonpayment of bills and make every effort to turn on service before the weather gets cold. If you know of someone who has no heat, call us. You do not have to give your name.

Energy efficiency

For information on energy efficiency programs, rebates or educational material, contact **Focus on Energy** at **1-800-762-7077**, or online at focusonenergy.com.

In the interest of energy conservation and safety, it is recommended you set your water heater thermostat no higher than 125° Fahrenheit.

Glossary of terms used on your bill

Customer Charge – The customer charge covers the cost of operations to supply and maintain your utility service. This charge includes items like meters, other equipment, and account administration. The customer charge for each utility service is billed monthly.

State Low-Income Assistance Fee – Utilities collect this fee and pass it on to the State of Wisconsin. Funds are used to provide energy assistance.

Electric terms

kWh (kilowatt-hour) – Electricity is measured and billed in kilowatt-hours (kWh). A kWh is 1,000 watts used for one hour. For example, if you burn a 50-watt light bulb for 20 hours, you use one kWh; or if you use a 1,000-watt appliance for one hour, you use one kWh.

Demand Charges (monthly) – This cost covers the financing and maintenance of Alliant Energy's generating stations and transmission facilities. It is determined by multiplying the maximum monthly on-peak demand (in kW) by the current rate.

Customer Demand Charges – These charges represent substation and distribution costs. Because Alliant Energy must build distribution equipment large enough to handle a customer's maximum load, the customer demand charge is determined by multiplying the maximum kW demand for the most recent 12 months (either on-peak or off-peak) by the current rate.

Gas terms

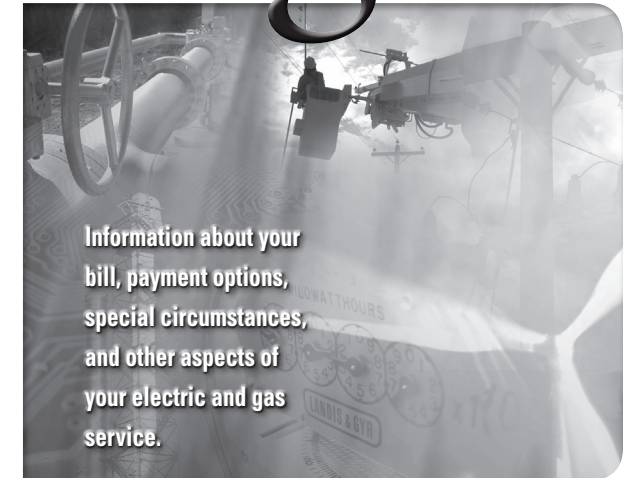
CCF (100 cubic feet) – Gas meters record usage in units of 100 cubic feet (CCF).

Heat Factor – This is a measure of the heat value of natural gas, which can vary from month to month.

Therm – Gas bills are calculated in therms, the measure of heat delivered. Therm usage is determined by multiplying the CCF used, as recorded by the meter, by the monthly heat factor of the gas.

A GUIDE TO YOUR

Rights



To learn more about the programs or information in this brochure, call us at **1-800-ALLIANT (1-800-255-4268)**

To reach the Public Service Commission of Wisconsin (PSC), call 1-800-225-7729 or visit www.psc.wi.gov.

For detailed information on the rules affecting Wisconsin utility customers, write to:

DOCUMENT SALES
P.O. BOX 7840
MADISON, WI
53707-7840

E M A I L
docsales@doa.state.wi.us

(Note: There is a fee for these materials.)



Your bill

Typically, utility bills are sent out every 26 to 35 days. This is what you'll find on your bill:

- Customer name
- Billing address
- Service address (if different from the billing address)
- Account number
- Next meter reading date
- Amount due and due date
- Class of service (residential, commercial/industrial or farm)
- Number of days billed
- Current meter reading and date
- Number of gas or electric units used
- Whether the billing was based on an actual or an estimated read
- Customer charge
- Tax
- Average temperature and degree day information

To meet Public Service Commission of Wisconsin requirements, Alliant Energy must be allowed to read your meter once every six months.

To avoid disconnection or an adverse impact on your credit, please pay your bill by the due date printed on the bill.

Your actual energy consumption for each billing period during the last 12 months, or for the number of months you have lived at your current location if less than 12 months, is available by calling 1-800-ALLIANT (1-800-255-4268). It is also accessible online at alliantenergy.com/myaccount.

Payment options

There are a number of convenient payment options available.

- **FREE:** By phone using your bank account: Call 1-800-ALLIANT (1-800-255-4268).
- **FREE:** Online using your bank account: alliantenergy.com/payonline.
- **FREE:** Pay with your smart phone: visit alliantenergy.com on your smart phone and you will be directed to our mobile website. Select "View and Pay My Bill".
- **In person:** At any Western Union® Convenience Pay® location with cash, check or money order. Call 1-800-551-8001 for a location near you. \$1.00 fee applies.
- **Online or by phone** using your credit card or ATM card with Western Union® Speedpay®. Fee applies. Call 1-877-429-4126 or online at alliantenergy.com/speedpay.
- **FREE Automatic Payment:** Automatically deduct the amount of your monthly bill from your bank account. Enroll at alliantenergy.com/automaticpayment.

Budget Billing

Spread your energy costs evenly over a 12-month period so you know in advance how much your payment will be. The amount you pay is calculated based on the past 12 months of energy usage at your residence and current energy prices and rates. Your account will be reviewed every six months and adjusted if necessary, to keep your monthly payments in line with your actual usage. To enroll, go to alliantenergy.com/budgetbilling or call 1-800-ALLIANT (1-800-255-4268).

Paperless Billing

Receive and review your bills online for free. To enroll, go to alliantenergy.com/paperlessbilling.

Payment plan

You may make special arrangements to pay your utility bill. When making arrangements, we may ask you for a down payment and regular payments based on:

- The size of your past due bill
- How long your bill has been past due
- Your payment history
- Reasons your bill is past due
- Other important factors
- Call 1-800-255-4268 to discuss a payment plan

Starting/stopping service

Moving? When you buy a home or rent an apartment, call Alliant Energy or visit alliantenergy.com to open an account or take an account out of your name. When opening an account, be prepared to provide some form of identification.

Deposits

New residential customers may be asked to pay a deposit if an undisputed bill for the same type of service in Wisconsin was not paid during the past six years. The maximum amount of the deposit would be the sum of the two highest estimated consecutive bills. Existing residential customers may be asked to pay a deposit totaling the sum of the two highest consecutive bills in the preceding 12 months for any of the following reasons:

- Service was shut off for nonpayment during the past 12 months or for non-payment of a delinquent service account.
- The service application was falsified.
- Payment for service from Nov. 1 through April 15 is past due by 80 days or more. In this case the deposit amount could be up to the sum of the four highest consecutive bills over the past 12 months.

A deposit won't be required if your income is at or below 200 percent of the federal income poverty guidelines.

Deposits earn interest based on a rate set by the PSC every year. Your deposit (with interest) will be returned to you after you have paid your bills promptly for 12 consecutive months.

Special circumstances

Customer assistance

If you are having difficulty paying your utility bill, there are a number of options available to you. Contact us and ask about the Customer Assistance Plus (CA+) Program or call 1-800-975-5785 to talk with a CA+ representative Monday-Friday, 8 a.m. to 5 p.m. This Alliant Energy-sponsored program is designed to guide you to community resources that may provide financial assistance and help you establish an affordable payment agreement.

Based on your income, your household may qualify for the Wisconsin Home Energy Assistance Program (WHEAP). For information on Wisconsin's WHEAP program, weatherization and an energy assistance office near you, call the Wisconsin Home Energy Plus hotline at 1-866-432-8947.

If there is a medical problem or other crisis, service will be restored or the disconnection delayed for up to 21 days so payment arrangements can be made. A letter detailing the medical situation will be required from your doctor, public health or social service official, the police or sheriff.

You may arrange for a relative, guardian or other third party to receive a copy of your disconnection notice.

Illness and medical equipment

If anyone living in your home uses life-support equipment or has a health problem, please visit our website at alliantenergy.com/medical to get a Medical Verification Form or call us at **1-800-ALLIANT (1-800-255-4268)**.

Your health care provider must complete the Medical Verification Form, listing the type and duration of illness and any equipment used. (Life support equipment is electrically-powered medical equipment necessary to sustain life or vital functions). This form must be returned to us by fax or mail, or your health care provider must provide us this information by phone.

Completion of this form does not automatically grant a customer continuous utility service. You must continue to pay your bill. Failure to do so may result in disconnection.

For your health and safety, we recommend that you have an alternate plan, power source and equipment option in the event of power outages or unforeseen circumstances.

Please return this form by fax to: 608-458-0100; or by mail to: **Alliant Energy, Attn Customer Service, 4902 N Biltmore Lane, Madison, WI 53718.**