

Rights



Information about your bill, payment options, special circumstances and other aspects of your electric and gas service.

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 (PSC) 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 (800-255-4268). It is also accessible online at alliantenergy.com/myaccount.

Payment options

- *My Account*, an online self-service tool at alliantenergy.com/myaccount. (Free).
- Instant online payment at alliantenergy.com. (Free).
- Mobile app available in the Google Play and App Store. (Free).
- Automatically deduct the amount of your monthly bill from your bank account, credit or debit card with Automatic Payment. Enroll at alliantenergy.com/myaccount (Free).
- By phone at 1-800-255-4268 and no waiting with our automated phone system. (Free).
- Postal mail at P.O. Box 3062, Cedar Rapids IA, 52406-3062. (Cost of postage).

Make life easier with Paperless Billing

View your bill anytime with Paperless Billing. You'll receive an email each month when your bill is ready to view. See up to 24 months of bills in My Account. Sign up at alliantenergy.com/myaccount.

Know your bill in advance

Budget Billing sets a regular amount you pay monthly. Visit alliantenergy.com/budgetbilling for more information.

Fixed Amount Bill lets you pay the same amount every month, year-round. Visit alliantenergy.com/fixedamountbill.

Deposits

If a payment for service between November 1 to April 15 is past due by 80 days or more we may request a deposit 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% 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.

Start, stop or transfer service

Moving? Visit alliantenergy.com/starstopservice or call Alliant Energy to start, stop or transfer service. If you're requesting gas service, we may need to schedule an in-person reconnection appointment.

Payment arrangement

If you can't pay your bill in full by your due date, you may be eligible for a payment extension or payment arrangement. You can easily check your eligibility online at alliantenergy.com/billoptions, in My Account or by calling 1-800-255-4268.

My Account

My Account is Alliant Energy's self-service tool at alliantenergy.com/myaccount. My Account allows you to manage your account anywhere, anytime online. Enroll in My Account to:

- Pay your bill quickly and conveniently with a credit or debit card (no fees).
- Enroll in Automatic Payment or Paperless Billing.
- Sign up for Budget Billing to pay the same amount each month.
- Track your energy usage and set up high-usage alerts.
- Set up a payment arrangement.
- Report a power outage.
- View your payment history.
- Receive important notifications via email or text message.
- And more.

Special circumstances

Financial assistance for eligible customers

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 phone call 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 call us at **1-800-ALLIANT (800-255-4268)**.

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.

Service disconnection

If your account is delinquent, Alliant Energy will 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 nonutility service provided by Alliant Energy may not have their service disconnected for nonpayment. 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 a 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 arrangement 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 visit alliantenergy.com/rebates. You can also 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.

To learn more about the programs, call us at 1-800-ALLIANT (800-255-4268)

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

Email: docsales@doa.state.wi.us

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

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 to the State of Wisconsin. Funds are used to provide energy efficiency and utility bill payment assistance to low-income customers.

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.

