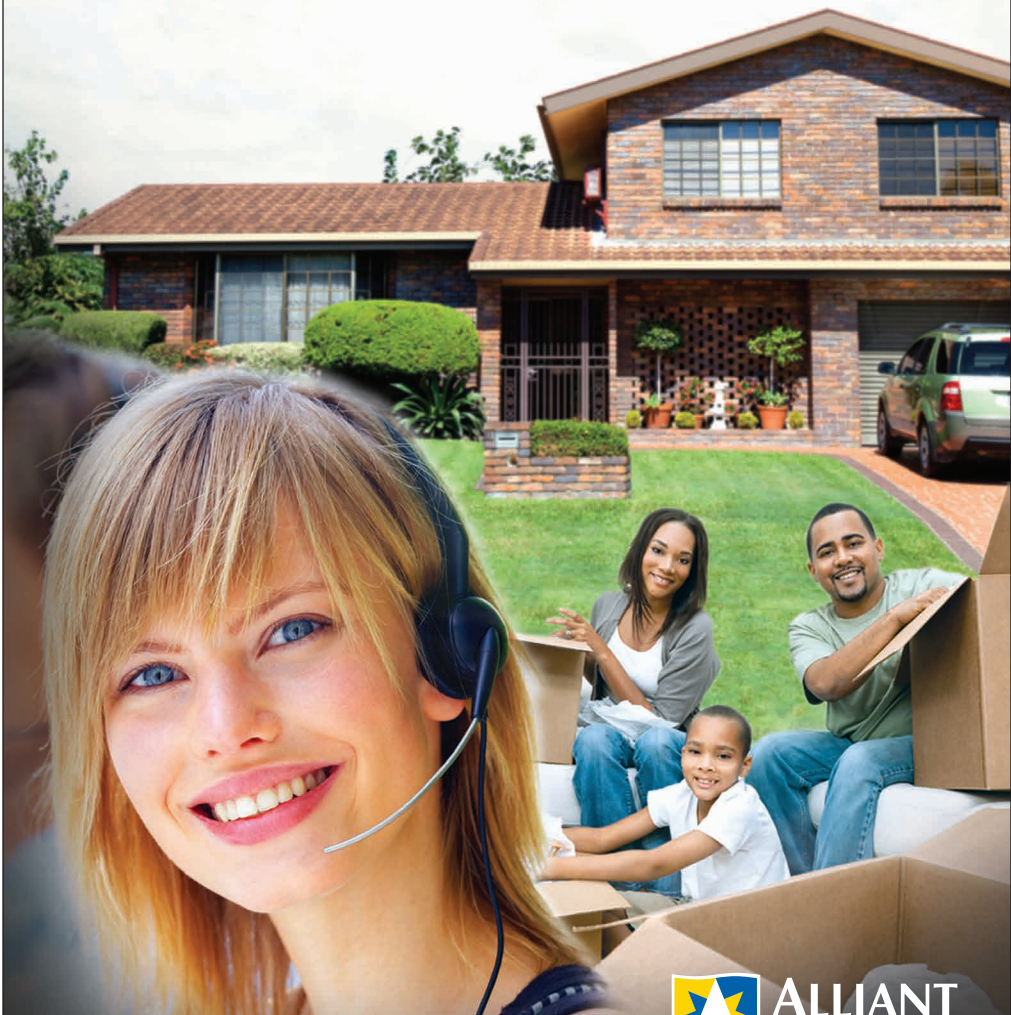


# Welcome

TO ALLIANT ENERGY

For more than 100 years, we've been keeping homes and businesses warm and lights on across the Midwest. We're proud to be your energy partner.



1-800-ALLIANT • [alliantenergy.com](http://alliantenergy.com)



**ALLIANT  
ENERGY.**

## Reliable energy and exceptional customer service

Alliant Energy Corporation, headquartered in Madison, Wisconsin, provides electric and natural gas service to more than 1.1 million customers in its three-state service territory.

We offer customers the power and warmth they can count on.



## Customer Service Center

Our Customer Service Center is staffed with friendly, local and knowledgeable professionals. We are ready to help you with information about your service and your account.

If you ever have a question, comment or concern, please:

- Call us at 1-800-ALLIANT (800-255-4268)
- Visit us at [alliantenergy.com](http://alliantenergy.com)
- Email us at [customercare@alliantenergy.com](mailto:customercare@alliantenergy.com)

## Privacy Policy

To provide you with energy services and customer support, we gather some basic information about you. Our Privacy Policy explains how we collect, use and disclose this information. You can view the policy at [alliantenergy.com/privacy](http://alliantenergy.com/privacy).

## Help your neighbors in need

From unexpected debts to unemployment, there are many reasons families fall behind on their energy bills. Through the *Hometown Care Energy Fund*, Alliant Energy shareholders, employees, retirees and customers contribute funds that go directly to helping neighbors in need with their energy bills. Funds are administered by local community action programs. Visit our website to learn more.



You can contribute by calling 1-800-ALLIANT (800-255-4268) or sending a check to:

## Hometown Care Energy Fund

Alliant Energy  
P.O. Box 351  
Cedar Rapids, IA 52406-0351

## Foreign language line

If English isn't your primary language, don't worry. We can provide an interpreter for Spanish and other languages.

## Línea telefónica en idiomas extranjeros

Si el idioma inglés no es su idioma materno, no se preocupe. Nosotros estamos en posibilidades de proporcionarle un intérprete en español y en otros idiomas.



## Iowa

- To report a power outage . . . . . 1-877-740-5050
- Electric or gas emergency and billing questions . . . . 1-800-ALLIANT (800-255-4268)
- Call Before You Dig . . . . . 811 or 1-800-292-8989
- Energy efficiency hotline . . . . . 1-866-ALLIANT

## Minnesota

- To report a power outage . . . . . 1-877-740-5050
- Electric or gas emergency and billing questions . . . . 1-800-ALLIANT (800-255-4268)
- Call Before You Dig . . . . . 811 or 1-800-252-1166
- Energy efficiency hotline . . . . . 1-866-ALLIANT

## Wisconsin

- To report a power outage . . . . . 1-800-862-6261
- Electric or gas emergency and billing questions . . . . . 1-800-ALLIANT (255-4268)
- Call Before You Dig . . . . . 811 or 1-800-242-8511
- Focus on Energy . . . . . 1-800-762-7077

**Visit us on the Web at *alliantenergy.com* to:**

- Report a power outage
- Learn more about energy efficiency
- View power outage status information
- Pay your bill

# In the dark?

**Report a power outage from your cell phone**

- Dial #255 from your U.S. Cellular® phone
- Smart phone users (for all cell phone companies) should visit *alliantenergy.com* to go directly to our Mobile Outage Reporting feature



Once a month, you'll receive a bill for the energy you used the previous month. The bill is payable by the due date. You may pay your bill by mail in the return envelope provided. The return envelope is bar-coded for faster delivery, so please do not use this envelope for other correspondence. To learn how to read your Alliant Energy bill, visit [alliantenergy.com](http://alliantenergy.com).



**If you misplace the envelope, mail your payment to:**

**Wisconsin customers:**

Alliant Energy  
P.O. Box 3068  
Cedar Rapids, IA 52406-3068

**Iowa and Minnesota customers:**

Alliant Energy  
P.O. Box 3066  
Cedar Rapids, IA 52406-3066

**Mail your service deposit to:**

Alliant Energy  
P.O. Box 3003  
Cedar Rapids, IA 52406-3003

If for any reason you cannot pay your bill when it is due, please call us at 1-800-ALLIANT to explain your situation and make payment arrangements.

**Disconnection for non-payment of bill**

To avoid service disconnection, it is very important to make payment arrangements on past due bills immediately. If we must disconnect your service, we cannot guarantee same-day reconnection.

If you receive a disconnection notice, please call our Customer Service Center at 1-800-ALLIANT as soon as possible to make payment arrangements and to learn more about our payment options.

- **Instant Online Payment** or **Instant Phone Payment:**  
1-800-ALLIANT or  
[alliantenergy.com/paymybill](http://alliantenergy.com/paymybill)
- **Western Union® Speedpay®:**  
1-877-429-4126 or  
[alliantenergy.com/paymybill](http://alliantenergy.com/paymybill)
- **Western Union® Convenience Pay®:**  
To find a location near you, call  
1-800-551-8001

Alliant Energy field service personnel **will not** accept payments in person.\* Please note, Western Union® charges a transaction fee for their services.

If your service has been disconnected for non-payment, you will be charged an additional fee for reconnection.

*\*In Minnesota, field service personnel will accept bill payments to avoid disconnection.*

## Budget Billing

*Budget Billing* spreads 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 according to the average bill at your address for the past 12 months. Your account will be reviewed every six months, and the monthly bill amount adjusted, if necessary, to keep your payments accurate. Call 1-800-ALLIANT to enroll, or enroll online at [alliantenergy.com/myaccount](http://alliantenergy.com/myaccount).

## Payment assistance

If you're having difficulty paying your utility bills, call us at 1-800-ALLIANT or request a payment arrangement online at [alliantenergy.com/myaccount](http://alliantenergy.com/myaccount). We'll work with you to make payment arrangements. Under certain circumstances, we may also direct you to a community action agency that may be able to provide financial counseling and assistance.



## Self-service

**Online customer self-service is available at [alliantenergy.com/myaccount](http://alliantenergy.com/myaccount).**

This online access is free, easy, fast and secure. You can do all your utility customer service online:

- Get your current balance and payment history
- Review 18 months of your energy usage
- Sign up for FREE monthly payment options like *Automatic Payment* and *Paperless Billing*
- Make an *Instant Online Payment*

To enroll, go to [alliantenergy.com/myaccount](http://alliantenergy.com/myaccount). You will need your Alliant Energy account number and account name as it appears on your bill.

## Interactive phone system

Callers to 1-800-ALLIANT are greeted by our interactive phone system with easy self-service options. **It is always possible to speak to a representative;** simply say "CUSTOMER SERVICE" or dial zero.

If you have questions or concerns, please contact us directly at 1-800-ALLIANT. If you require additional assistance, you may contact the appropriate utility agency:

### Iowa Utilities Board

1375 E. Court Avenue, Room 69  
Des Moines, Iowa 50319-0069  
1-877-565-4450  
[www.state.ia.us/iub](http://www.state.ia.us/iub)

### Minnesota Public Utilities Commission

121 7th Place E., Suite 350  
St. Paul, MN 55101-2147  
1-800-657-3782  
[www.puc.state.mn.us](http://www.puc.state.mn.us)

The Minnesota Public Utilities Commission regulates this utility and is available for mediation upon written request.

### Public Service Commission of Wisconsin

610 North Whitney Way, P.O. Box 7854  
Madison, WI 53707-7854  
1-888-816-3831  
[www.psc.wi.gov](http://www.psc.wi.gov)



### Trees and power lines

To help limit weather-related interruptions or outages, Alliant Energy regularly trims trees that are conflicting with power lines.

We trim trees along primary transmission and distribution lines on a four- to five-year cycle. We are granted permission to trim trees under franchise and easement agreements with the communities we serve.

Our crews, which include both Alliant Energy and contract workers, follow standards



approved by the National Arbor Day Foundation to preserve the health of the trees. To learn more about our tree trimming program, visit [alliantenergy.com/treetrimming](http://alliantenergy.com/treetrimming).

### Reading your meter

The normal billing period is 25-35 days. If Alliant Energy is unable to read your meter, your bill may be estimated based on similar usage patterns and seasonal factors. Any difference from the estimate and your actual usage will be adjusted once an actual meter reading is taken.

### How to identify Alliant Energy meter readers

All Alliant Energy employees carry a photo ID card. Don't let anyone enter your home or business if they cannot show proper identification. If you have a concern, call our Customer Service Center at 1-800-ALLIANT.



Employees might use binoculars to read meters at a distance, especially if access to a meter is restricted. Employees will not come on your property if a potentially dangerous animal is not clearly restrained; this includes animals held by their owners.



### New metering technology

Electric and gas meters are being upgraded throughout the Alliant Energy Wisconsin service territory with Advanced Metering Infrastructure (AMI). AMI is a new tool that uses wireless communication, instead of a meter reader on foot, to retrieve usage information. There is no separate service charge for the AMI upgrade when the technology becomes available to your community.

### Electric safety

When using electrical devices or working around electricity in your home or business, keep these safety rules in mind:

- Use Ground Fault Circuit Interrupters (GFCIs) in areas that may be damp or wet such as kitchens, bathrooms, garages, basements or outdoors.
- Never tamper with an electric meter – it is dangerous and illegal.
- Never run an electrical cord under a rug. The cord may short out and start a fire.
- Keep cords secured and out of reach of children.
- Look up for overhead power lines when working outdoors, especially when using a ladder, long-handled tools or tall equipment.





Did you know natural gas pipelines run throughout your community in residential, commercial and even rural areas? The National Transportation Safety Board says pipelines that bring natural gas to homes and businesses are the safest method of transportation for natural gas. Alliant Energy encourages you to share this natural gas safety information with people in your household or business.

## Disaster preparedness

Prepare and practice a disaster plan. Following a disaster, protect your family and property by checking for natural gas hazards.

- Check for the odor of gas before entering any area. If gas is detected, leave immediately and call Alliant Energy at 1-800-ALLIANT.
- Never turn gas service back on yourself – have it done by a professional.
- Replace any appliance that has been submerged in water.

## Knowing and preventing hazards

Alliant Energy constantly looks at new pipeline design, construction and inspection methods to keep natural gas safe and reliable. Our crews train and plan for hazards to pipelines, such as third party excavation damage, corrosion, material defects and natural events.

Alliant Energy works with emergency officials and responders to understand the risks of natural gas and the best ways to prepare, prevent and react to emergencies.



## Finding pipelines

Utility companies use markers to show approximately where transmission pipelines run underground.

Pipeline markers are typically placed at public road crossings, fence lines and street intersections.

Color and format vary, but all markers provide the pipeline content, operator name and contact phone number. In most cases, pipeline markers are not located on a natural gas distribution system inside urban service territories.

Visit the National Pipeline Mapping System at [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov) to learn who operates pipelines in your area.







### **Pipeline right-of-way**

The area on each side of a pipeline is called the right-of-way (ROW). The owner of the underground pipeline has the right to restrict certain activities within that ROW – even on private property. ROW locations are usually recorded with counties or local municipalities and filed on maps.

To learn more about our integrity management program or other natural gas pipeline safety topics, call 1-800-257-3645 or visit [alliantenergy.com/pipelinesafety](http://alliantenergy.com/pipelinesafety).

### **Natural gas leaks – recognize and respond**

Anytime you suspect a natural gas leak, you should react like it's an emergency – leave the area and call Alliant Energy at 1-800-ALLIANT. Although rare, natural gas leaks can be dangerous and result in an explosion. There is no charge for a leak investigation service call.

### **Recognize**

- Do you smell an unusual odor, like a rotten egg?
- Do you hear blowing or hissing near a gas appliance meter or pipeline?
- Do you see blowing dirt, bubbling water or unexplained dead or dying vegetation?



### **Respond**

- Do not try to find or repair the leak.
- Leave the area and keep others away until Alliant Energy allows you to return.
- Do not use a telephone or cell phone, start vehicles, turn on lights or use electricity, (These can ignite airborne gasses or vapors.)
- Call 1-800-ALLIANT from a remote location.
- If you can hear gas hissing or blowing, call 911.

### **Additional tips**

- Natural gas is colorless and odorless, so Mercaptan is added to make it smell like rotten eggs.
- Natural gas is lighter than air, so it will rise and disperse if allowed to vent freely.
- Gas appliances should be checked by a qualified professional annually. Routine inspections keep gas appliances operating safely and efficiently and also reduce risk of exposure to the dangers of carbon monoxide.

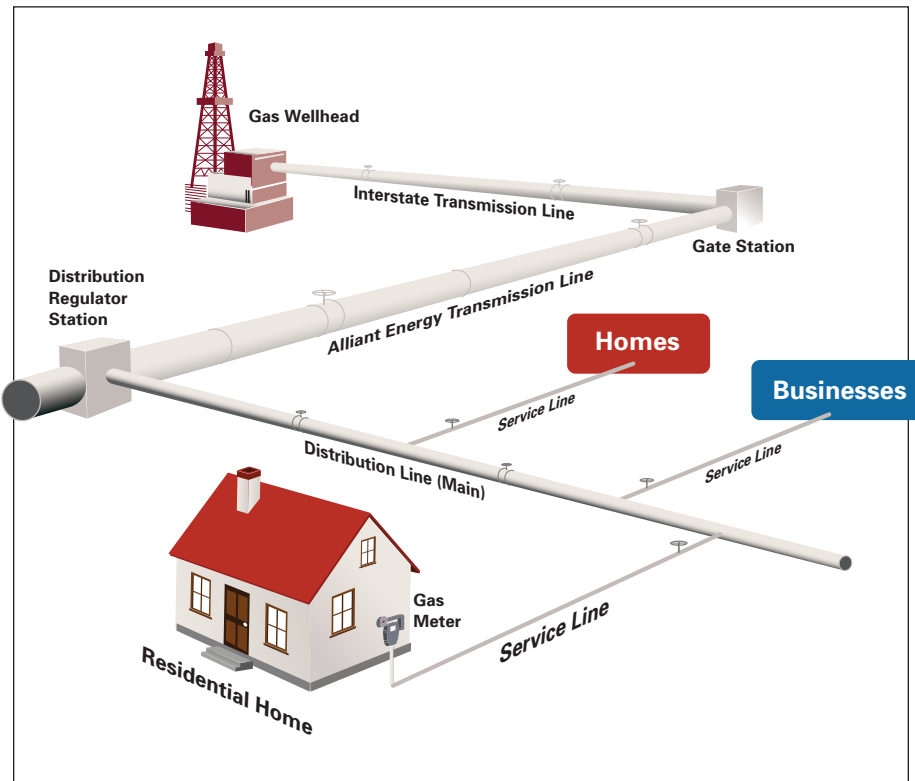
## How natural gas reaches your home

There are 2.5 million miles of pipelines in the United States. When natural gas leaves production fields, it travels underground through large, high-pressure, interstate transmission pipelines. It then reaches a local distribution company, like Alliant Energy, and passes through a gate station.

This station lowers the pressure and sends the natural gas through pipelines. These pipelines, also called

mains, are typically buried under streets or along the edges of roads. Finally, from those pipelines, the natural gas goes to homes and businesses through a service line, which is typically only one-half inch to one inch in diameter.

**As soon as the gas passes through a customer's gas meter, it becomes the property of that customer. The homeowner is responsible for building and maintaining the piping that the natural gas flows through to get to appliances and equipment.**



## Call before you dig – just dial 8-1-1

Damage from digging is the most common cause of underground natural gas leaks. If you are planning a project that involves digging, trenching, drilling or grading, state law requires you to call 811 at least three days before digging. This is a free service, and there are penalties if you dig and hit a line, but did not call.

The 811 One Call Center will direct utilities to come mark the location of any buried lines on your property. Yellow paint markings or flags will show where natural gas lines are buried.



## Respect the marks

Keep trees, shrubs, fences and any structures away from the pipeline markings to ensure pipeline safety and integrity are maintained. To obtain additional information on “811,” visit [call811.com](http://call811.com).

## Dig with care

Minor damage, like nicks, scratches, cuts, scrapes, dents or gouges, can result in pipeline failure or a major incident in the future if not properly assessed. If you hit a gas line, contact Alliant Energy at 1-800-ALLIANT before back-filling your excavation. **If gas is blowing, call 911.**

Dialing 811 works from any location. For state specific numbers, call:

### Iowa:

**Iowa One Call**  
**1-800-292-8989**

### Wisconsin:

**Diggers Hotline**  
**1-800-242-8511**

### Minnesota:

**Gopher State One Call**  
**1-800-252-1166**

### Illinois:

**JULIE**  
**1-800-892-0123**

Para solicitar una version en español de este folleto, llame at 1-800-257-3645 o visite [alliantenergy.com/espanol](http://alliantenergy.com/espanol).

## INSIDE YOUR HOME

### Carbon monoxide poisoning

Carbon monoxide is often called the silent killer. That's why it's important to be aware of the symptoms of carbon monoxide (CO) poisoning. Symptoms include: dizziness, shortness of breath, headaches, confusion, nausea and fainting. If you have these symptoms after being in an enclosed area, get fresh air immediately and seek medical attention.



Protect yourself from CO poisoning by confirming that fuel-burning appliances are installed, maintained and used properly and safely. That includes having an annual inspection of heating and venting equipment by a qualified technician prior to the heating season, and the use of a carbon monoxide alarm that meets current standards. If you have these symptoms after being in an enclosed area, get fresh air immediately and seek medical attention.

### Space heater safety

Gas space heaters are a safe way to heat if they are used properly, installed by a qualified professional and maintained correctly. **Always have your gas heater and venting system installed professionally and according to code.** Do not re-install used space heaters.

Gasoline, flammable liquids and other combustible materials should never be used indoors, and should be

stored in an approved container away from appliances and other sources of ignition.

**Never use gasoline or other flammable liquids in the same area as a gas appliance or other ignition source. Never store gasoline in plastic milk jugs or glass containers. Talk to your children about the dangers of flammable liquid products. Do not use gasoline as a cleaner and do not use gasoline indoors.**

### Hot water scald prevention

Make sure your water heater is set to a safe temperature above 120 degrees. Check the water temperature before placing a child in the bathtub, and never leave a child alone or with other young children in the bathtub.



### Interior piping and connections

Natural gas connectors need to be inspected regularly and replaced as needed. Certain kinds of flexible connectors manufactured between 1970 and 1980 may fail over time and need to be replaced.

After disconnecting gas appliances, gas connectors should always be removed and the fuel line should be plugged and capped.

Remember, Alliant Energy is responsible for gas piping up to the meter. After the meter, the gas and piping are the responsibility of the property owner.





### **Be aware of corrugated stainless steel tubing**

If your home or business was built after 1990, or you've had work done to your natural gas system, it's likely that Corrugated Stainless Steel Tubing (CSST) was installed. The risk involved with improperly installed CSST is if lightning strikes a structure containing CSST, the lightning will travel along the structure's natural gas piping and could cause a leak or fire.

Alliant Energy does not provide inspection service for CSST installations. If you find CSST after inspecting your home or business, Alliant Energy recommends that you contact a licensed electrician to make sure it's bonded and grounded properly. If you are unsure if your building contains CSST, contact a building inspector to obtain a professional inspection.

## **OUTSIDE YOUR HOME**

### **Keep it clear**

Snow and ice can damage gas meters and pipes. Use a broom to keep gas service equipment clear during the winter. Side wall vents for gas appliances, like a furnace or water heater, must be cleared following a major snow or ice storm to enable proper venting and prevent carbon monoxide accumulation.

When clearing the gas meter equipment or a sidewall vent, use a broom or your hands instead of a shovel. A strike from a shovel could damage the equipment.

### **Buried fuel lines**

All gas pipes downstream of the gas meter belong to the property owner. The property owner is responsible for maintenance and operation of this portion of the fuel line system.

Property owners should be aware of any buried fuel lines on their property,



such as lines that run to a detached building, garage, grill or pool heater. Buried piping should be regularly checked for safety and inspected for leaks by a qualified technician. The piping should be

located and marked prior to digging. Digging performed near the pipe should be done by hand.



## For your home

Alliant Energy offers a variety of programs to help you manage your energy costs and make your home more comfortable. You can choose options that fit your needs and lifestyle while taking advantage of rebates on new high-efficiency equipment. NOTE: Due to state regulations, program guidelines and eligibility vary by state. Call or visit the websites listed to the right for details on efficiency programs in your area.

**Alliant Energy**  
**Energy Efficiency Hotline,**  
**1-866-ALLIANT (1-866-255-4268)**  
[alliantenergy.com/rebates](http://alliantenergy.com/rebates)  
[energyefficiency@alliantenergy.com](mailto:energyefficiency@alliantenergy.com)

**Focus on Energy** (Wisconsin only)  
**1-800-762-7077**  
[focusonenergy.com](http://focusonenergy.com)

## For your business

Alliant Energy staffs its Business Resource Center with consultants trained to answer your energy management questions. They can suggest opportunities to reduce energy costs and take advantage of our money-saving, energy-efficiency programs.

**Business Resource Center**  
**1-866-ALLIANT (1-866-255-4268)**  
[alliantenergy.com/brc](http://alliantenergy.com/brc)  
[businesscenter@alliantenergy.com](mailto:businesscenter@alliantenergy.com)

## Iowa

To report a power outage	1-877-740-5050
Electric or gas emergency and billing questions	1-800-ALLIANT (800-255-4268)
Call Before You Dig	811 or 1-800-292-8989
Energy efficiency hotline	1-866-ALLIANT

## Minnesota

To report a power outage	1-877-740-5050
Electric or gas emergency and billing questions	1-800-ALLIANT (800-255-4268)
Call Before You Dig	811 or 1-800-252-1166
Energy efficiency hotline	1-866-ALLIANT

## Wisconsin

To report a power outage	1-800-862-6261
Electric or gas emergency and billing questions	1-800-ALLIANT (800-255-4268)
Call Before You Dig	811 or 1-800-242-8511
Focus on Energy	1-800-762-7077

### Call before you dig – dial 811, toll free.

Dialing 811 works from any location, for state specific numbers, call:

**Iowa: Iowa One Call – 1-800-292-8989**

**Minnesota: Gopher State One Call – 1-800-252-1166**

**Wisconsin: Diggers Hotline – 1-800-242-8511**

**Illinois: JULIE – 1-800-892-0123**

### Visit [alliantenergy.com](http://alliantenergy.com) to:

Report a power outage, view power outage status information, learn more about energy efficiency or pay your bill.

### Frequently used shortcuts:

**[alliantenergy.com/paymybill](http://alliantenergy.com/paymybill)** – Find information and options to view and pay bill

**[alliantenergy.com/myaccount](http://alliantenergy.com/myaccount)** – For online access to bill information and payment options

**[alliantenergy.com/energyefficiency](http://alliantenergy.com/energyefficiency)** – For energy efficiency tips around your home and business

**[alliantenergy.com/rewards](http://alliantenergy.com/rewards)** – For information on Cash-Back Rewards on energy-efficient purchases

**[alliantenergy.com/treetrimming](http://alliantenergy.com/treetrimming)** – For more information on Alliant Energy’s tree trimming practices

### In the dark? Report a power outage from your cell phone

- Dial #255 from your U.S. Cellular® phone
- Smart phone users (for all cell phone companies) visit [alliantenergy.com](http://alliantenergy.com) should to go directly to our Mobile Outage Reporting feature.

Clip and save this page. Post it on your refrigerator or anywhere that gives you easy access to this important information.



## 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](http://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

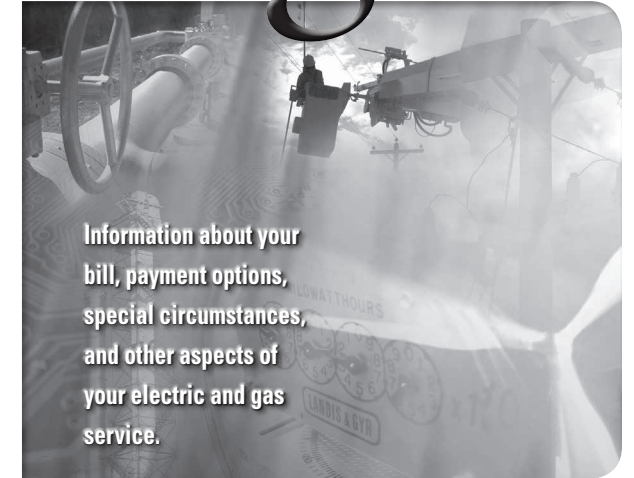
**CCF (100 cubic feet)** – Gas meters record usage in units of 100 cubic feet (CCF).

**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



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

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](http://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**

EMAIL  
[docsales@doa.state.wi.us](mailto: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](http://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](http://alliantenergy.com/payonline).
- **FREE:** Pay with your smart phone: visit [alliantenergy.com](http://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](http://alliantenergy.com/speedpay).
- **FREE Automatic Payment:** Automatically deduct the amount of your monthly bill from your bank account. Enroll at [alliantenergy.com/automaticpayment](http://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](http://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](http://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](http://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](http://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.**