

On-The-Line

A publication of Northwestern Wisconsin Electric Company

Grantsburg
(715) 463-5371

Frederic
(715) 327-4231

Toll Free
(800) 261-1200

Public Benefits Program Changes

In April of 2006 new requirements changed the way NWE deals with energy efficiency and renewable energy.

Previously, Wisconsin electric utilities had relied on Wisconsin Act 9, established in 1999, to address the needs of low-income customers, energy-efficiency programs, and renewable-energy goals. These three areas of programming were lumped into a program called Public Benefits.

Public Benefits programs were funded by the state's regulated electric utility customers – the charges were shown on your NWE electric bill on the line designated as code 60 "Non-Taxable Fixed Charge" and set by the Wisconsin Department of

Administration (DOA).

These programs are implemented by Focus on Energy and are available to all NWE customers.

Currently, Wisconsin Act 141 will change the way Public Benefit programs are funded and will also change the goals of each area.

Low Income

All funding for the low-income programs will be collected through Code 60 on your electric bill. Eventually, NWE billing statements will be changed to reflect the name change for this program to "State Low-Income Assistance Fee." As before,

Continued on back

ASK WALLY T. WATTMEISER

When the electricity goes off at my house, what should I do?

—Jim Dim



What to do when the electricity goes off

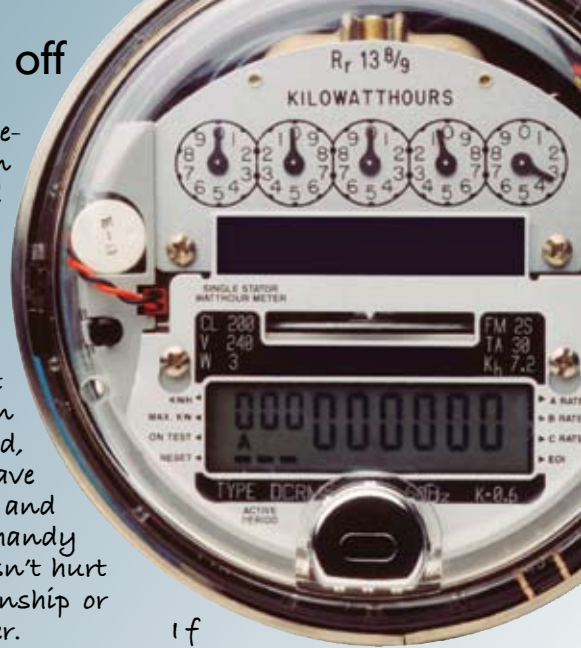
Dear Jim:

Believe it or not, your question is a common one. I'm not bragging, but the electric service to the area has become so good over the years that some customers' first response to no power is total confusion, especially if the outage occurs in good weather. The fact of the matter is, the power can go off any time for any number of reasons.

The answer to your question is, first of all, relax, it's going to be okay. The next thing you should do is safely check your main breaker or fuse. This will normally be within eight feet of your electric meter, somewhere in the house or on the pole outside. If you don't know where your main panel is, find it now. You can also listen to your meter for a slight humming sound to determine if power is flowing through it.

If your home is being monitored by an electronic system, and this is how you are notified of an outage, you should verify that an outage exists before you call. Once you have established that your main breaker is on or your fuses are good, then call NWE. Have your physical address and telephone number handy when you call. It doesn't hurt to mention which township or village you are in either.

At NWE, we have one to four people answering phones, depending on the time of day. If you need to hold, please be patient. The best way to contact NWE with your outage information is by calling 800-261-1200, unless you're in Granstburg; then you can call 463-5371.



If you see or hear something that you think could have contributed to the outage, like a tree on the line or sparking, don't be afraid to share this with our dispatcher. It will help NWE linemen isolate the problem.

-Wally T. Wattmeiser

New Air Conditioner? Don't Forget Your Reward!

NWE customers qualify for Cash Back Rewards
on newly installed central air conditioners

SEER 14 <65MBh
Reward Amount: \$100

SEER 15 <65MBh
Reward Amount: \$150

SEER 16+ <65MBh
Reward Amount: \$200

Contact Focus on Energy to get a Reward Application
at 800-762-7077, or go to www.focusonenergy.com

NWE provides over 12 percent "green" energy to customers

In 2006, NWE provided over 21,851,000 kwh to its customers from renewable sources. Forty percent of this energy came from local hydroelectric facilities located in at the Danbury dam stations, Clam River dam station, and Black Brook site. The rest of this was purchased from suppliers of wind, biomass, and hydroelectric energy.



Northwestern Wisconsin Electric Company

Benefit changes continued

this fee amount will be set by the DOA. NWE passes all of these fees collected from customers to the DOA for use to fund various low-income assistance programs. Customers can get information on these programs by contacting the Wisconsin Energy Help Initiative at (800) 522-3014 or Wisconsin Home Energy Assistance Program at (866) 432-8947.

Energy Efficiency and Renewable Programs

All of the energy-efficiency and renewable-resource programs in Wisconsin are implemented by the Focus on Energy program. Focus on Energy used to be funded via Code 60 on your electric bill. Under the new law, this funding will come from an amount added to your kilowatt per hour charge set by the Public Service Commission.

Wisconsin-regulated utilities are required to collect and turn over 1.2 percent of their annual gross operating revenue to be used for energy efficiency and renewable resource programs. Customers can contact Focus on Energy at 800-762-7077 for information on available programs or visit www.focusonenergy.com.