

WORKING WITH WE ENERGIES

St. Vincent dePaul

Steps when helping a patron regain or prevent an energy disconnect:

1. Ask the patron if they have talked to **Energy Assistance from Waukesha County**. That number is: **262-549-9666**. Patrons that qualify may receive a one time sum each year. That year begins in October.
2. Ask the patron for their **WE Energies account number** and the exact name and address on the account. Ask their permission to speak to WE Energies on their behalf.
3. Call **WE Energies Early Identification Services (1-800-887-6467)**. *Do not wait to find out if the patron has received assistance from Energy Assistance. Sometimes there is a delay, or their agency is waiting for our post before responding. If any money received from Energy Assistance is not used for the immediate amount due, the money will be used to o set the rest of the money owed to the account.*
4. Ask WE Energies what is the minimum amount they need in order to get or maintain energy for the patron.
5. If the amount meets with the approval of SVdP, promise it to the service rep at WE Energies Early Identification Services. They will post that amount immediately.
6. Call the patron. ***The patron MUST call WE Energies Tele-Collections (1-800-842-4565) and set up a payment plan.*** If they fail to call, service will be turned o or if the next payment date is passed the amount due will increase.
7. Call SVdP treasurer to process payment. That check may be sent by mail to: **WE Energies, Rm. A 139, P.O. 2046, Milwaukee, WI 53201-2046.**
8. Finally, if service had been disconnected, call patron to see if it's restored and that all is well.
9. Post-note: The patron must pay the monthly amount as arranged. If even one payment is missed or late, the patron owes the entire amount due. Or new arrangements need to be made. Because WE Energies cannot disconnect between November and mid-April, people with tight money will often put o or do not pay even when on a payment plan. Recommend that they call SVdP for help to stay on the plan through the winter months.

Other notes to be aware:

.WE Energies may not turn o electricity if there is a medical necessity. A doctor must authorize this.

. WE Energies has a forgiveness program for those who qualify. The person in the program must maintain the monthly payment for a certain amount of time (possibly a year), after which some of the back due will be forgiven Subsequent amounts will be forgiven on a regular basis, as long as the monthly amount is paid.

.The Energy Assistance Program from Waukesha County may also have a crisis fund for emergency. Encourage anyone who is already receiving energy assistance to check.

Phone: 262-549-9666.