



Welcome to the neighborhood!

Madison Gas and Electric (MGE) is your community energy company. We provide the electricity and/or natural gas to your rental home. We look forward to serving you!

How to start service with MGE:

- Scan the code or visit **mge.com/moving**
 - If you're new to MGE and need to start service at an address within our service area, select "Start Service."
 - If you're already an MGE customer but are moving to a new address within our service area, select "Move Service."
- Information you'll need to complete your application
 - ☐ Your full legal name
 - ☐ Your date of birth
 - ☐ At least one of the following forms of identification:
 - ♦ Social Security number
 - ♦ Driver's license number
 - ♦ State identification number
 - ♦ Passport number
 - ☐ Your complete previous address (street, city, state and zip code)
 - ♦ If you haven't lived independently before this or were subletting your space, you may provide your permanent address, such as a parent or legal guardian's address.
 - ♦ If you do not have a previous address within the United States, you will need to provide a photo ID.
 - ☐ Your phone number, or the phone number of the person responsible for paying your MGE bills if that is someone other than you.

Scan the code or visit

mge.com/moving



Note: If any of this information cannot be verified, we will request a valid, government-issued photo ID to start your service. (If the ID is expired, it is not considered valid.)

See the reverse side for additional information.





Moving Out?

Don't forget to contact us when you move out of your rental home. This will help ensure you're billed only for the MGE services you use while you're living there.

- Scan the code or visit mge.com/moving
 - If you're moving to an address within the MGE service area, select "Move Service."
 - If you're moving outside of the MGE service area, select "Stop Service."



Sign up for My Account

My Account is a quick and easy way to pay your MGE bill and manage your account at home or on-the-go. Create an account to enroll in Paperless Billing, set up AutoPay, sign up for outage notifications, enroll in renewable energy programs and more.

Sign up at mge.com/myaccount.



If the power goes out

Most power outages are caused by storms or accidents. Although these forces are beyond our control, we're ready to respond quickly and safely to restore your electricity as soon as possible.

If your power goes out, report your outage:

- online at mge.com/outage
- by texting "OUT" to 73904 or
- by calling MGE at 608-252-7000.



Save energy

Reduce your energy usage and lower your bill with tips and resources from MGE.

Visit mge.com/save.



Questions?

For help with questions related to your bill, your account or ways to pay your bill, contact MGE at **608-252-7000** or **1-800-245-1125** weekdays, excluding holidays, or email us at CustomerServices@mge.com.

Visit mge.com to learn more.

