

MGE Gets a D+ in Energy Report Card

Lowest customer satisfaction and highest rates in Wisconsin hurt monopoly's grade.

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MADISON, WI — Madison Gas & Electric (MGE) earned low marks in the [2016 Energy Report Card](#) issued by RePower Madison (RPM). The report looks at what MGE has done to make Madison a leader in clean energy with fair & affordable bills since releasing their Energy 2030 Framework last year. The conclusion: "MGE is making insufficient progress and needs to increase their efforts to avoid failure."

The report graded MGE in six areas: customer satisfaction (D), greenhouse gas pollution (D+), energy efficiency (C-), rates (D), renewable energy (C), and corporate behavior (D).

The report found that MGE has the lowest customer satisfaction and the highest bills in the state and that raising mandatory fees coincided with a drastic drop in satisfaction.

"Most businesses wouldn't survive with high prices and unhappy customers, but as a poorly regulated monopoly, MGE takes your money without any guarantee of satisfaction," said Mitch Brey, RPM Campaign Director.

Because of the low grade, RPM is calling on MGE to drastically improve their efforts. "MGE's actions have been inadequate to address our community's need for clean, local, and affordable energy. We don't want to be a coal-dependent community," said Brey.

RPM hopes that MGE's incoming CEO, Jeffrey Keebler, will study the report and its recommendation that "Announcing support for the goal of making Madison a national leader in clean energy with fair & affordable bills would demonstrate a willingness to improve."

Other recommendations include following through on company promises to form a Community Energy Partnership, develop a long term energy plan, and expand energy efficiency programs.

"We hope the new leadership at the utility will use this evaluation to improve their customer satisfaction and progress toward clean energy. Until Wisconsin has receptive utility regulation, RePower Madison will call on MGE to serve the public interest and ask others to join us," said Nancy Korda, RPM Co-Chair.

The report will appear in [the Isthmus](#) this Thursday. The full report and a summarized version are available at: <http://www.repowermadison.org/mge-report-card/>.

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RePower Madison was organized by citizens who want Madison to be a national leader in clean energy with fair & affordable energy bills.

<https://www.repowermadison.org>