We Energies
231 W. Michigan Street
Milwaukee, WI 53203

Media line 414-221-4444
Fax 414-221-2821

www.we-energies.com

News Release

From: Amy Jahns
414-221-4444
amy.jahns@wecenergygroup.com

Nov. 19, 2026

We Energies again named best in the Upper Midwest for reliability
Company also wins national Customer Engagement Award

MILWAUKEE – We Energies has been named recipient of the 2026 ReliabilityOne® Award for outstanding reliability performance in the Upper Midwest. This is the second year in a row the company was honored with this award. The award highlights the company's outstanding reliability performance and excellence in delivering electric service to customers.

We Energies was also recognized with the national Customer Engagement Award from ReliabilityOne®. This award is given for the best overall customer experience and engagement approaches for outage reporting and power restoration communications.

Both awards are based on 2025 performance.

"These awards are a testament of the dedication and commitment we have to our customers," said Mike Hooper, president — We Energies. "We work every day to make sure our customers have the energy and information they need. The awards highlight our focus on exceptional communication to our customers and our commitment to reliable service."

We Energies is making significant investments to the grid to improve performance and recovery from storms. The company is upgrading aging systems, burying hundreds of miles of power lines, adding high-tech equipment that reduces the impact of power outages, and trimming back branches and removing trees along thousands of miles of power lines. These investments are helping to modernize the company's delivery systems, reduce operating costs and improve energy efficiency.

"The Customer Engagement Award motivates us to keep improving how we serve customers, by making every interaction easier and being there when it matters most," said Candi Florence, vice president — customer service for We Energies.

We Energies listens to customer feedback and reaches out to customers before, during and after power outages. The company shares real-time information through several channels, so customers can get updates the way they prefer. The company uses these channels during everyday conditions and during major storms. As a result, We Energies is better able to give customers accurate, timely information directly, even as customers' preferences change.

"Since its inception 26 years ago, PA Consulting's ReliabilityOne® program has identified and honored industry-leading utilities that consistently deliver reliable and resilient service to their customers. I am very pleased to recognize We Energies as a member of that elite community. You are one of few organizations leading the way in demonstrating to your customers, employees, and external stakeholders what it means to continuously deliver excellence in reliability and provide an elevated experience," said Patrick Graves, PA Consulting's ReliabilityOne® program director.

About We Energies
We Energies serves more than 1.2 million electric customers and 1.1 million natural gas customers in Wisconsin. We Energies is the trade name of Wisconsin Electric Power Co. and Wisconsin Gas LLC, subsidiaries of WEC Energy Group Inc. (NYSE: WEC). Learn more about We Energies at we-energies.com and WEC Energy Group at wecenergygroup.com.

About PA Consulting
PA Consulting believes in the power of ingenuity to build a positive human future. As strategies, technologies and innovation collide, we create opportunity from complexity. Our diverse teams combine deep expertise, innovative thinking and breakthrough technologies to help clients adapt, transform and achieve enduring results across consumer and manufacturing, defense and security, energy and utilities, financial services, government and public services, health and life sciences, and transport. As a Jacobs company, we combine strategic advisory, design and delivery as a single partner across the full program lifecycle. Together, our global team of approximately 47,000 help clients shape investment decisions, solve complex challenges and deliver lasting outcomes. Discover more at paconsulting.com and connect with PA on LinkedIn.

PA. Bringing Ingenuity to Life.

PA Consulting's ReliabilityOne® Awards are presented to electric utilities providing their customers with the highest levels of reliability in the industry. PA Consulting's ReliabilityOne® study is based on standard industry reliability statistics that measure the frequency and duration of electric power outages. As a group, customers of ReliabilityOne® participants on average experienced over

56% fewer sustained outages, and their collective system saw 64% shorter outage durations than the average US investor-owned utility. PA Consulting has been analyzing electric utility performance since 1987. For more information about PA Consulting, visit https://www.paconsulting.com/industries/energy-and-utilities

###