

Public Service Commission of Wisconsin: Moratorium for heating season coming to an end

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Madison - The Public Service Commission of Wisconsin (PSC) encourages utility customers to stay connected as the heating season comes to an end. The PSC advises Customers to contact their local utility company if they have fallen behind in their utility payments for the 2018-2019 winter season. Utility service may be disconnected on or after April 16, 2019, if energy bills have not been paid or a payment plan has not been arranged with the utility.

To provide health and safety protections during Wisconsin's cold winter months, PSC rules prohibit utilities from disconnecting customers between November 1 and April 15 for nonpayment of utility bills. However, after April 15, utilities are not required to provide service to customers who are behind on their bills. To avoid disconnection, customers who have fallen behind in payments are encouraged to contact their local utility to set up a payment plan.

Below is a list of contact numbers for the five largest investor-owned utilities:

Xcel Energy	800-895-4999
Alliant Energy	800-255-4268
We Energies	800-842-4565
Wisconsin Public Service Corporation	800-450-7260
Madison Gas & Electric Company	608-252-7144

Customers who have contacted their utility, but cannot reach a payment agreement, should contact:

Public Service Commission Consumer Affairs

Toll free: 1-800-225-7729

In the Madison area: 608-266-2001

If customers fail to make payment or payment arrangements with the utility, the utility may disconnect service. Utility companies must inform customers before discontinuing service.

For more information about utility disconnections and collections, see the PSC's fact sheets on residential customer rights at: <https://psc.wi.gov/Documents/-Brochures/Your%20Bill%20of%20Rights.pdf>

The Wisconsin Home Energy Assistance Program (WHEAP) manages low income and public benefits programs, which provide financial assistance to pay energy bills for qualifying households. Please see the table below for qualifications to the program.

Household Size 3 Month Income Annual Income

1	\$6,870.00	\$27,480
2	\$8,983.75	\$35,935
3	\$11,097.75	\$44,391
4	\$13,211.50	\$52,846
5	\$15,325.25	\$61,301
6	\$17,439.25	\$69,757
7	\$17,835.50	\$71,342
8	\$18,231.75	\$72,927

Customers who need assistance in paying their utility bills can contact Home Energy Plus, which provides information on the state's energy assistance programs. To find out if you qualify for WHEAP Assistance, call 1-866-HEATWIS (432-8947) or visit <http://www.homeenergyplus.wi.gov/>