



**FOR IMMEDIATE RELEASE**

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## **PSC Urges Customers to Seek Assistance before Moratorium on Utility Disconnections Ends**

*Statewide Moratorium to end April 15, 2022*

MADISON – The Public Service Commission of Wisconsin (PSC or Commission) encourages electric, natural gas, and water utility customers with outstanding bills to make payment arrangements with their provider or apply for financial assistance before the annual winter heating moratorium on disconnections ends. From November 1st to April 15th, utilities are prohibited from disconnecting customers' utility service for nonpayment when that service is used for home heating.

“For the third consecutive year, fewer Wisconsinites have been disconnected from their utility services thanks to the availability of federal resources and flexible payment plans offered by local utility providers,” said PSC Chairperson Rebecca Cameron Valcq. “Now is the time for customers to contact their utility service providers to seek payment arrangements for outstanding bills before disconnections begin.”

As of November 1, 2021, approximately 3,804 residential locations were disconnected, compared to 4,717 in 2019, and 8,035 in 2018. To avoid disconnection, customers who have fallen behind on payments are encouraged first to contact their utility to set up a payment plan.

Listed below is the contact information for the largest utilities in Wisconsin:

- |  |                |
|--|----------------|
| • Alliant Energy                       | 1-800-255-4268 |
| • Madison Gas & Electric               | 1-800-245-1125 |
| • Superior Water, Light & Power        | 1-800-227-7957 |
| • We Energies                          | 1-800-842-4565 |
| • Wisconsin Public Service Corporation | 1-800-450-7260 |
| • Xcel Energy                          | 1-800-895-4999 |

If customers are having difficulty paying their energy bills, they may be eligible for assistance from the Department of Administration's Wisconsin Home Energy Assistance Program (WHEAP), which provides assistance with emergency energy needs, emergency furnace repairs, conservation service and weatherization for low-income households. For more information about applying for energy, utility or emergency rental assistance, call the Statewide Customer Care Center at 1-800-506-5596.



If customers cannot reach an agreement with their utility, they may contact the PSC by calling 608-266-2001 or 1-800-225-7729, or by submitting a PSC complaint [online](#).