

# Public Service Commission of Wisconsin

Rebecca Cameron Valcq, Chairperson  
Ellen Nowak, Commissioner  
Tyler Huebner, Commissioner

4822 Madison Yards Way  
P.O. Box 7854  
Madison, WI 53707-7854

Public Service Commission of Wisconsin  
RECEIVED: 03/03/2021 7:39:57 AM

March 3, 2021

## VIA ELECTRONIC RECORDS FILING SYSTEM

To all utilities:

Re: Investigation on the Commission's Own Motion to Ensure  
Safe, Reliable and Affordable Access to Utility Services  
During Declared Public Health Emergency for COVID-19

5-UI-120

Comments Due:

**Monday, March 15, 2021 - 1:30pm**

This docket uses the Electronic Records Filing  
system (ERF).

Address Comments To:

**Steffany Powell Coker, Secretary to  
The Commission  
Public Service Commission  
P.O. Box 7854  
Madison, WI 53707-7854**

The Commission memorandum concerning the Investigation on the Commission's Own Motion to Ensure Safe, Reliable and Affordable Access to Utility Services During Declared Public Health Emergency for COVID-19 is being provided to utilities and other stakeholders for comment. Comments must be received by 1:30pm on Monday, March 15, 2021. Comments must be filed using the Commission's ERF system. The ERF system can be accessed through the Public Service Commission's web site at <http://psc.wi.gov>.

The Commission is investigating activities that are required to ensure safe, reliable and affordable access for all customers to electric, gas, water, and steam services during the declared public health emergency for COVID-19.

**DOCUMENTS.** All documents in this docket are filed on the Commission's Electronic Records Filing (ERF) system. To view these documents: (1) go to the Commission's E-Services Portal at <http://apps.psc.wi.gov>, (2) enter "5-UI-120" in the box labeled "Quick Single Docket Search," and (3) select "Documents." To receive electronic notifications when new documents are filed in this docket, go to ERF - [EZ Subscriptions](#) and follow the instructions to subscribe to this docket.

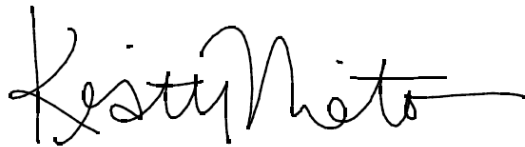
Any utility, organization, or interest group shall file one comment using the Commission's Electronic Regulatory Filing (ERF) system, and are not precluded from filing comments by the fact that they have filed comments in this docket prior to the date of this notice.

To file such a comment, go to the Commission's E-Services Portal at <http://apps.psc.wi.gov>, and click on the "ERF Upload Documents" link on the left side menu bar. On the next page, log on if you are a registered ERF user, create a new account if you do not have an existing account, or contact PSC Records Management staff at (608) 261-8521 or via e-mail at [PSCRecordsMail@wisconsin.gov](mailto:PSCRecordsMail@wisconsin.gov) for assistance.

**AMERICANS WITH DISABILITIES ACT.** The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this docket or who needs to obtain this document in a different format should contact the docket coordinator listed below.

**CONTACT.** Please direct questions about this docket or requests for additional accommodations for the disabled to the Commission's docket coordinator, Laura Fay at (608) 267-0913 or [Laura.Fay@wisconsin.gov](mailto:Laura.Fay@wisconsin.gov).

Sincerely,

A handwritten signature in black ink that reads "Kristy Nieto". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Kristy Nieto  
Administrator  
Division of Digital Access, Consumer and Environmental Affairs

KN:LF:kle DL: 01788195

Attachments

# **PUBLIC SERVICE COMMISSION OF WISCONSIN**

## **Memorandum**

March 3, 2021

### **FOR COMMISSION AGENDA**

TO: The Commission

FROM: Kristy Nieto, Administrator  
Tara Pray, Deputy Administrator  
Bradley Rose, Bureau Director  
Laura Fay, Consumer Analyst  
Division of Digital Access, Consumer and Environmental Affairs

Martin Day, Administrator  
Division of Energy Regulation and Analysis

Denise Schmidt, Administrator  
Division of Water Regulation and Analysis

RE: Investigation on the Commission's Own Motion to Ensure Safe, Reliable and Affordable Access to Utility Services During Declared Public Health Emergency for COVID-19 5-UI-120

Suggested Minute: The Commission reviewed information related to disconnection plans as well as quarterly reporting related to arrears and collection information submitted by utilities and (took/did not take) action consistent with its discussion.

### **Background**

In its order of March 24, 2020, the Commission prohibited all utilities from disconnecting or refusing service due to nonpayment until further order of the Commission. ([PSC REF#: 386373](#).) In its Supplemental Order – First of June 1, 2020, the Commission found that the duration of this prohibition should be based on information on the effects of the order as well as information on the economic and public health concerns and conditions facing utilities and customers. ([PSC REF#: 390567](#)). In its Supplemental Order – Second of June 26, 2020, the Commission determined that the authority of public utilities to send disconnection notices would

take effect on July 15, 2020, and the authority of such utilities to disconnect or refuse service would take effect on July 25, 2020. Further, the Commission ordered any utility planning to disconnect customers for nonpayment to file with the Commission a disconnection plan at least five business days prior to implementing the plan. (See Supplemental Order – Second, Order Point Nos. 1 and 12, [PSC REF#: 392763](#)). In its Order on Residential Disconnection of July 24, 2020, the Commission stayed Order Point No. 1 of the Supplemental Order – Second until September 1, 2020, with regard to utilities’ authority to disconnect or refuse residential service for nonpayment.<sup>1</sup> Order Point 12 of the Supplemental Order – Second remained in force, requiring any utility wishing to resume disconnection for nonpayment to file with the Commission a disconnection plan at least five days prior to implementing the plan. The Commission also required that all utilities supply monthly information related to credit and collection protocols, including information on: changes to reported disconnection plans, disconnection notices, arrears balances and customers in arrears, deferred payment agreements (DPAs) and terms, and other collection activities such as deposits.<sup>2</sup> In its Supplemental Order on Residential Disconnection – First of August 28, 2020, the Commission stayed Order Point No. 1 of the Supplemental Order – Second until October 1, 2020. ([PSC REF#: 396067](#)).<sup>3</sup> The Commission further ordered that the requirements related to utility disconnection plans and

---

<sup>1</sup> Utility authority to disconnect or refuse nonresidential service, including commercial and industrial service, and other service not used for residential living, for nonpayment was not stayed and became effective upon the dates provided for in the Commission’s Supplemental Order – Second. Commissioner Nowak dissented from the Commission’s determination relating to residential disconnections as set forth in the Order on Residential Disconnection and her dissent thereto.

<sup>2</sup> Pursuant to Order Point No. 9 of Supplemental Order – Second of June 26, 2020, which was not modified by the Commission’s Order on Residential Disconnections, the requirement to offer a DPA regardless of customer class was lifted effective August 15, 2020. Order Point No. 10 of Supplemental Order – Second, which was also not modified by the Commission’s Order on Residential Disconnection, required each municipal utility to offer or deny DPAs to residential tenants pursuant to the service rules in its tariffs effective as of August 15, 2020.

<sup>3</sup> Commissioner Nowak dissented.

required monthly reporting on credit and collections information as provided in the Order on Residential Disconnection remain in force.

The Commission reviewed the information provided by utilities in their disconnection plans, monthly credit and collection data, comments submitted by utilities and other stakeholders, and other available data related to the economic and public health concerns and conditions facing utilities and customers since the issuance of the Supplemental Order on Residential Disconnection – First. Based on this information, the Commission issued its Supplemental Order on Residential Disconnection – Second staying until November 1, 2020, the date on which a utility’s authorization to disconnect or refuse residential service for nonpayment might take effect. ([PSC REF#: 397476](#)).<sup>4</sup> The Commission further ordered that the requirements related to utility disconnection plans and required monthly reporting on credit and collections information as provided in the Order on Residential Disconnection– First remain in force.

At its Open Meeting of October 22, 2020, the Commission reviewed disconnection plans and available data related to economic and public health concerns facing utilities and customers following the issuance of the Commission’s Supplemental Order on Residential Disconnection – Second, as summarized in the Commission staff’s memorandum of October 19, 2020. ([PSC REF#: 398906](#)). The Commission reviewed the information at the time and determined the risk posed to residential customers and their communities of removing those customers’ access to the services needed to abide by hygiene standards and “social distancing” guidelines would be of such a serious nature that continuation of the prohibition on disconnection was necessary to prevent injury to the interests of the people. Further, the Commission found that allowing

---

<sup>4</sup> Commissioner Nowak dissented.

utilities' authority to disconnect residential service for nonpayment to take effect on November 1, 2020 would not be just and reasonable.

Therefore, in its October 29, 2020, Supplemental Order on Residential Disconnection – Third, the Commission stayed until April 15, 2021, the date on which a utility's authorization to disconnect or refuse residential service for nonpayment takes effect. ([PSC REF#: 399114](#)).<sup>5</sup> The Commission further ordered that any utility seeking to disconnect residential service after April 15, 2021, shall, prior to disconnection, file a disconnection plan with the Commission. The Commission ordered that all water, electric, and gas utilities continue to submit quarterly reporting on arrears and collection information, including information regarding the utility's plans for communicating with customers about collections and arrears management, and the financial impacts of the utility's arrears. The Commission found it reasonable to allow utilities to elect to continue to waive late fees in a non-discriminatory manner until April 15, 2021, provided the utility file notification with the Commission. Finally, the Commission ordered that by January 15, 2021, all utilities must submit a comprehensive plan to the Commission as to how the utility proposes to address the financial impacts of arrearages. Commission staff's analysis of utilities' comprehensive arrearage management plan submissions will be presented in a separate memorandum.

Commission staff reviewed the utilities' quarterly reporting information filed by January 15, 2021, utility disconnection plans filed by February 15, 2021, and available updates to the information on trends in the economic and public health concerns and conditions facing utilities and customers following issuance of the Commission's Supplemental Order on

---

<sup>5</sup> Commissioner Nowak dissented.

Residential Disconnection – Third. This information is summarized in the sections below.<sup>6 7</sup>

Appendix A to this memorandum provides the disconnection plans the utilities filed.

Due to the unprecedented and evolving nature of the COVID-19 pandemic, in previous Orders, the Commission found it reasonable to keep this docket open and continue to collect and analyze data, and adapt proactively to changing circumstances, information, and stakeholder comment. Pursuant to the Commission’s approach, Commission staff has collected information from utilities and public health agencies to provide up-to-date information.

### **Energy Assistance Updates**

Commission staff continues to work with the staff at the Department of Administration’s Division of Energy, Housing and Community Resources (DEHCR) on status information and opportunities related to the Wisconsin Home Energy Assistance Program (WHEAP). WHEAP is comprised of the federally funded Low Income Home Energy Assistance Program (LIHEAP) and the Public Benefits Energy Assistance Program. WHEAP runs on a federal fiscal year from October 1 - September 30 each year. Customers apply for energy bill payment assistance through local Energy Assistance (EA) agencies. The program experienced increased numbers of households applying for benefits for the 2020 program year compared with the 2019 program year. For the 2021 program year, between October 1, 2020 and February 10, 2021, the WHEAP has served nearly 137,000 Wisconsin households, an increase of 2.5 percent as compared to the

---

<sup>6</sup> The original spreadsheet format containing raw, individual data by utility has been granted confidential status; therefore, this information is provided in aggregate, summary, or individual identification as appropriate and applicable in the sections below.

<sup>7</sup> The Commission’s decision and utility reporting in the 5-AF-105 docket also provides relevant information about financial impacts to the utilities.

same period during the 2020 program year.<sup>8</sup> On average, the benefits support approximately 40 percent of a household's upcoming heating season bill amounts.

While households could begin applying for the 2021 program year on October 1, in general utility accounts are not credited until later in the year when federal LIHEAP funding is released to states. This year, however, Governor Evers allocated \$22.4 million in CARES Act funds to the WHEAP program. As a result, WHEAP was able to pay out just under \$9.7 million to eligible households in the first payment extraction on October 7, 2020. This additional funding increased the average benefit from about \$503 per household to \$580.<sup>9</sup> In addition, the Governor allocated \$1 million in CARES Act funds to the Keep Wisconsin Warm/Cool Fund, Wisconsin's Fuel Fund, which provides support to households whose income is 80 percent or below the state median income (SMI). This eligibility requirement compares with 60 percent SMI eligibility requirement for the energy assistance program.

In addition, federal funds for water bill assistance may be available in the future. In December 2020, Congress passed a COVID-19 Economic Relief Bill<sup>10</sup> that included water and energy bill assistance. The relief package included \$638 million for low-income water and wastewater bill assistance. The purpose of the program, which is being administered by the federal Department of Health and Human Services (HHS), is to reduce water bill arrears or rates for households with the lowest incomes that pay a high proportion of household income for drinking water and wastewater services. As of the date of this memorandum, HHS has not yet established the amount of funding, timeline, or guidance for an allotment to Wisconsin.

---

<sup>8</sup>

<https://heplus.wi.gov/ReportViewer.aspx?ReportPath=%2fDirect+Benefits+Caseload+Comparison&ReportName=Direct+Benefits+Caseload+Comparison>

<sup>9</sup> Analysis provided by Department of Administration DEHCR.

<sup>10</sup> Consolidated Appropriations Act, 2021



Also part of the relief package, the new Emergency Rental Assistance Program administered by the U.S. Department of the Treasury includes \$25 billion to assist households that are unable to pay rent and utilities due to the COVID-19 pandemic. On February 25, 2021, Governor Evers announced more than \$322 million in funding available for Wisconsinites under this funding. The Wisconsin Emergency Rental Assistance Program, administered by the Department of Administration, provides direct financial assistance for rent, utility, home energy costs, and wraparound services for individuals who qualify. Once approved, eligible individuals may receive up to 12 months of assistance. Rental and utility assistance payments are made directly to the landlord or utility provider on behalf of the tenant. Funding for the program generally expires on December 31, 2021.<sup>11</sup> Several additional utility bill assistance programs could be available to low-income residents in the future. Governor Evers included a proposal in the 2021-2023 biennial executive budget<sup>12</sup> to develop a water bill assistance program at the Department of Administration (DOA) that would use \$10,170,200 in General Purpose Revenue (GPR) in fiscal year 2021-22 and \$13,560,200 in GPR in fiscal year 2022-23 to help customers defray the cost of water and wastewater bills.

The American Rescue Plan,<sup>13</sup> a new federal relief bill, is currently in the legislative process and contains proposals related to utility bill assistance as well.

---

<sup>11</sup> <https://home.treasury.gov/policy-issues/cares/emergency-rental-assistance-program>

<sup>12</sup> <https://doa.wi.gov/budget/SBO/2021-23%20Executive%20Budget%20Complete%20Document.pdf>

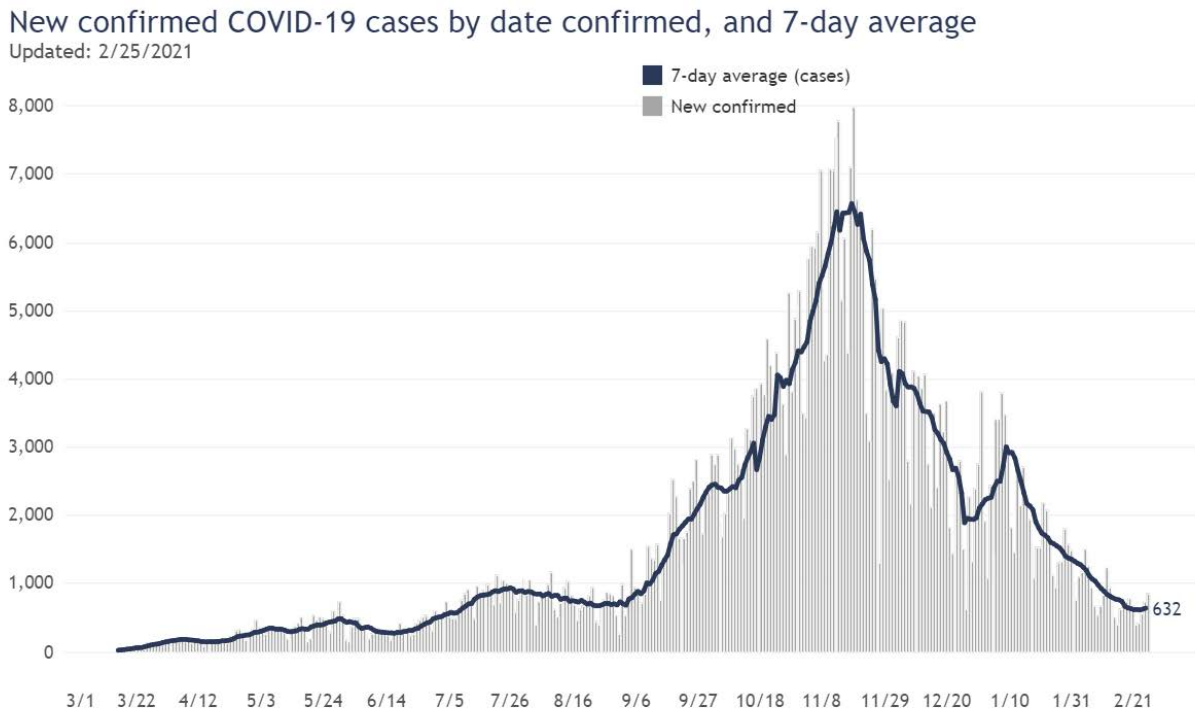
<sup>13</sup> American Rescue Plan Act of 2021

## **Available Data Related to Public Health**

The following data and information are updates to some of the key information previously provided to the Commission related to public health concerns and conditions facing customers and utilities in Wisconsin.

According to the Wisconsin Department of Health Services (DHS), as of February 25, 2021, the average number of cases confirmed per day over the last seven days was 632. The Commission issued its Supplemental Order on Residential Disconnection – Third on October 29, 2020. On that day, the average number of cases confirmed per day over the previous seven days was 4,870. On the week of the Commission’s June 26, 2020 Supplemental Order – Second unwinding many of the temporary provisions established in this investigation, the average number of cases confirmed per day over the previous seven days was 370.

**Chart 1:** 7-day average of new confirmed COVID-19 cases in Wisconsin<sup>14</sup>

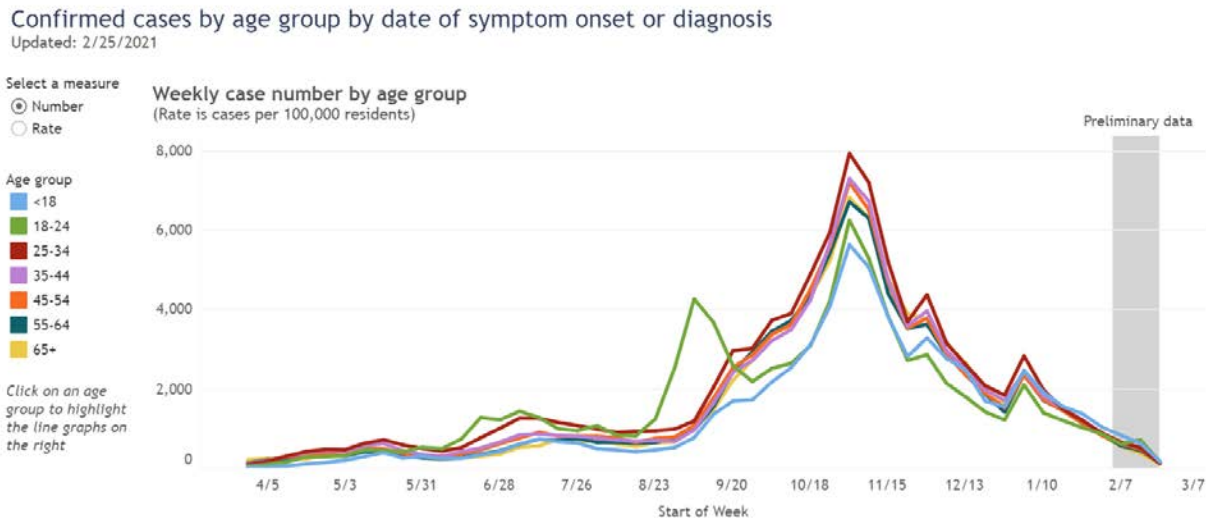


DHS data also indicates that during the week of February 14, 2021, Wisconsin residents aged 18-24 experienced the highest rate of confirmed cases by age group. 620 Wisconsin residents under the age of 18 years old had onset or diagnosis with a confirmed case of COVID-19, which was a rate of 49 per 100,000.

The rate allows each age group to be compared directly while accounting for differences in population size across groups.

<sup>14</sup> <https://www.dhs.wisconsin.gov/covid-19/cases.htm>

**Chart 2:** Rate of confirmed COVID-19 cases in Wisconsin by age group<sup>15</sup>



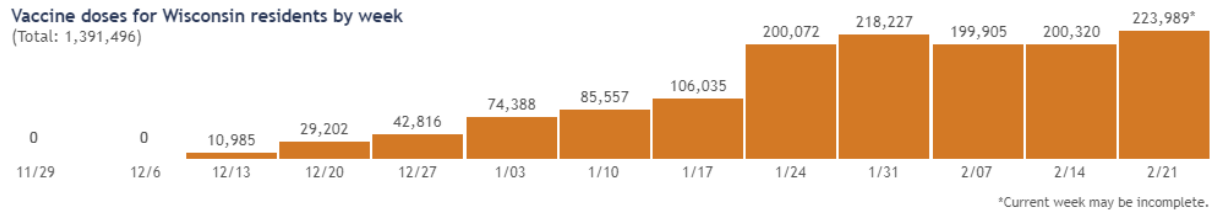
The COVID-19 vaccine is being distributed to Wisconsin residents in a phased approach. The State of Wisconsin is distributing the vaccine based on the prioritization guidelines from the federal Advisory Committee on Immunization Practices (ACIP) and the State Disaster Medical Advisory Committee (SDMAC). As of March 1, 2021, populations currently eligible for the Vaccine include frontline health care personnel, residents in skilled nursing and long-term care facilities, police and fire personnel, correctional staff, adults ages 65 and over, educators and child care, individuals enrolled in Medicaid long-term care programs, some public facing essential workers, non-frontline essential health care personnel, and congregate living facility staff and residents.<sup>16</sup> As of the end of the week beginning on February 27, 2021, a total of 1,391,496 doses of the vaccine had been administered to people in Wisconsin.<sup>17</sup>

<sup>15</sup> *Id.*

<sup>16</sup> <https://www.dhs.wisconsin.gov/covid-19/vaccine-about.htm>

<sup>17</sup> <https://www.dhs.wisconsin.gov/covid-19/vaccine-data.htm#day>

**Chart 3: Vaccine Doses for Wisconsin Residents by Week** <sup>18</sup>



This chart shows the total number of doses administered to Wisconsin residents each week.

### Customer and Utility Safety

As COVID-19 cases continued to pose a threat to public health and human life, the Commission has previously determined that access to essential utility service is necessary to abide by hygiene standards and social distancing guidelines. Public health information indicates an ongoing need for hygiene practices and social distancing, and a generally declining number of new COVID-19 cases by day. Public health experts continue to promote stay at home, social distancing, mask, and handwashing guidelines, indicating that access to essential utility services remains an important part of enabling residents of the state to abide by these recommendations to address the COVID-19 pandemic.<sup>19</sup>

The Commission also continues to monitor and facilitate established health protocols that ensure the safety of both the public and utility personnel.

Commission staff have worked extensively with stakeholders and customers to develop systems and processes to maintain safety compliance measures that adhere to social distancing

<sup>18</sup> <https://www.dhs.wisconsin.gov/covid-19/vaccine-data.htm#day>

<sup>19</sup> <https://www.dhs.wisconsin.gov/covid-19/protect.htm>

guidance and minimize utility, customer, and contractor interactions. Many utility offices remain closed to the public during the COVID-19 pandemic to minimize staff interactions with customers. In its Supplemental Order – Third of December 23, 2020, the Commission extended deadlines relating to waivers of credit card convenience fees, requests for waivers of certain tariff provisions, and deadline tolling extension requests. ([PSC REF#: 402137.](#)) To limit the need for customers to pay utility bills in person and encourage online bill payment, the Commission extended the order allowing utilities to waive credit card convenience fees. The Commission also approved several requests from both water and natural gas utilities to extend the requirements for periodic meter testing. Wisconsin Admin. Code §§ PSC 185.76, PSC 185.761 and PSC 134.30 require utilities to complete periodic testing of customer meters. Completion of water and natural gas meter testing requires that utility staff enter a customer's home. Currently, more than 25 utilities have made requests and received extensions of meter testing deadlines to protect the health of customers and staff due to the ongoing spread of COVID-19.

### **Disconnection and Refusal of Service**

The Commission required utilities that seek to disconnect residential service after April 15, 2021, to file a disconnection plan with the Commission. 254 electric, natural gas and water utilities submitted disconnection plans by the February 15, 2021 due date. As of February 15, 2021, 121,663 residential customers met their utility's threshold for disconnection of service for nonpayment. The majority of utilities reported a disconnection threshold for customers who are 60 days past due with arrears balances of \$50.00 or more. Of the residential customers that met the threshold for disconnection, 73,649 would also have been eligible for disconnection prior to November 1, 2020. Utilities reported that an anticipated 93,263

residential customers and 4,810 non-residential customers would be subject to disconnection for the month of April 2021, though there may not be utility capacity to disconnect all eligible accounts, and many customers may be able to enter into deferred payment agreements (DPAs) in order to avoid disconnection. In addition to disconnection information related to residential customers, the disconnection plan format provided by the Commission also requested data for low-income customers.<sup>20</sup> Many of the municipal utilities that submitted disconnection plans do not track information related to low-income customers, of the utilities that do track, a reported 7,532 low-income customers would be subject to disconnection for the month of April 2021. This number is incomplete as it only includes counts from three of the five major investor owned utilities (IOUs) and a limited number of municipal utilities.

When a utility issues a disconnection notice, it is required to attempt to make personal contact with the customer prior to disconnection per Wis. Admin. Code §§ PSC 113.0301, PSC 134.062 and PSC 185.37. Disconnection plans indicate that the majority of utilities prefer to try to contact the customer by in-person visit door hanger after issuing a disconnection notice.

In disconnection plans, utilities provided information related to vulnerable customer populations. While many utilities do not track or report data on low-income customers, utilities that do track often use the type of customer payment received (EA benefit), as a method to document and verify low-income households. Pursuant to Wis. Admin. Code §§ PSC 113.0301(10)(b)4, PSC 134.062 (8)(b)4 and PSC 185.37(8m), a utility must take into consideration extenuating health conditions prior to disconnection of service. The majority of utilities described implementing in-person visits, making phone calls, sending letters and leaving

---

<sup>20</sup> Low-income customers are defined as customers who have received Energy Assistance in the last 12 months and/or customers whose gross quarterly income is at or below 200 percent of the federal poverty guidelines.

door hangers encouraging the customer to contact the utility to make payment arrangements. Many also provide outreach to households that require additional consideration due to medical problems or disabilities.

Except as provided in Wis. Stat. § 66.0809(9),<sup>21</sup> a utility is required to offer a DPA to a residential customer who is unable to pay an outstanding bill in full. A DPA consists of a “reasonable” down payment, and an agreement to pay the remaining outstanding balance in installments. In determining “reasonableness” of a down payment, a utility must consider factors including the customer’s ability to pay, the size and age of the delinquent account, the customer’s payment history, the reason for the outstanding amount, and the customer’s circumstances including household size, income, and expenses. If a customer has not fulfilled the terms of a DPA and there has not been a significant change in the customer's ability to pay since the agreement was negotiated, the utility is generally not required to negotiate a subsequent DPA prior to disconnection.<sup>22</sup> The disconnection plans due February 15, 2021 requested detailed information regarding DPAs. In response to questions about eligibility requirements to establish a DPA, 250 utilities are allowing residential customers the opportunity to enter into a DPA, while four utilities responded not applicable regarding DPAs for residential customers. Of the 250 utilities offering DPAs to residential customers, 26 utilities indicated DPA eligibility restrictions for residential tenant customers. Utilities reported requesting an average down payment of 50 percent on the past due amount with installment periods ranging from three to six months. Several municipal utilities reported requiring customers to pay their balance in full by

---

<sup>21</sup> Wisconsin Stat. § 66.0809(9) provides “A municipal utility is not required to offer a customer who is a tenant at a rental dwelling unit a deferred payment agreement. Notwithstanding. ss. 196.03, 196.19, 196.20, 196.22, 196.37, and 196.60, a determination by a municipal utility to offer or not offer a deferred payment agreement does not require approval, and is not subject to disapproval, by the public service commission.”

<sup>22</sup> See Wis. Admin. Code §§ PSC 113.0404, PSC 134.063, and PSC 185.38.



September, prior to the annual municipal tax roll collection process commencing in October.<sup>23</sup>

Depending on the date the DPA is established, this requirement could result in the customer having a shorter period of time to pay the balance in full. Amounts covered by a current DPA in good standing are not considered delinquent and therefore would not be transferred by the utility to the tax roll. While 50 percent down payment may be a reasonable starting point for a DPA negotiation, a utility is required to offer a deferred payment agreement that includes a reasonable down payment that is based on the customer's ability to pay and circumstances.

### **Commission Alternatives – Disconnection and Refusal of Service**

**Alternative One:** Take no action.

#### **Commission Sub-alternatives for Alternative One**

Should the Commission take no take no action with regard to disconnection and refusal of service, thus allowing utilities authority to disconnect service after April 15, 2021, pursuant to utilities' filed disconnection plans, it may wish to consider either or both the following sub-alternatives:

**Sub-alternative A:** Utilities that seek to disconnect residential service after April 15, 2021, and that filed disconnection plans with the Commission prior to February 15, 2021, shall update disconnection plans on file with the Commission if the substance of the disconnection plan changes prior to November 1, 2021. The disconnection plan update shall be in a format

---

<sup>23</sup> See Wis. Stat. § 66.0809. Municipal electric utilities that have enacted an ordinance and municipal water utilities may use the property tax roll process to collect delinquent utility charges as authorized by Wis. Stat. § 66.0809. This process transfers utility account arrears for service furnished prior to October 1 to the property taxes of the lot or parcel to which service was furnished. On October 15, the utility provides notice to the owner or occupant of the lot or parcel, stating that the amount of arrears, including any penalty assessed pursuant to the rules of the utility must be paid by November 1 or a penalty of 10 percent of the amount of arrears will be added. The notice also provides that unless the arrears, plus any added 10 percent penalty, are paid by November 15, the arrears and penalty will be levied as a special charge against the lot or parcel of real estate to which utility service was furnished and for which payment is delinquent. The Commission's stay of the date a utility is authorized to disconnect service for nonpayment does not impact nor restricts the ability of a municipal utility to transfer arrearages to the tax roll.

provided by the Commission. Any updated disconnection plan shall be filed with the Commission at least 5 business days prior to implementing the changes sought in the updated plan.

**Sub-alternative B:** Utilities that seek to disconnect residential service after April 15, 2021, and that completed the February 15, 2021 disconnection plan filing in order to be authorized to do so, shall, until further order of the Commission, offer a DPA to any low-income residential customer<sup>24</sup> who is unable to pay a bill in full, prior to disconnecting service for nonpayment, including in situations in which the terms of the previous DPA were unfulfilled, without limitation. Pursuant to the requirements of the Wisconsin Administrative Code, a down payment required of a customer in any case must be reasonable and based on the customer's ability to pay and circumstances, and the DPA is not considered established until down payment has been made. Also pursuant to the Wisconsin Admin. Code, any residential customer may file a complaint with the Commission if the customer is unable to enter into a satisfactory DPA with the utility. A municipal utility is not required to offer a subsequent DPA prior to transferring an amount to the tax roll in cases in which the terms of the previous DPA were unfulfilled and there has not been a significant change in ability to pay.

**Alternative Two:** Stay, until further order by the Commission, the date on which a utility's authorization to disconnect or refuse residential service for nonpayment takes effect.

---

<sup>24</sup> Utilities who have implemented and currently have in effect tariff provisions under authority of Wis. Stat. § 66.0809(9) Relating to Deferred Payment Agreements for Residential Customers who are tenants, would continue to abide by the tariff provisions in effect for all residential tenant customers, including those who are low income. The option in this sub-alternative is not intended to supersede the requirements of Wis. Stat. § 66.0809(9).

## **Commission Sub-Alternatives for Alternative Two**

Should the Commission stay, until a date determined by the Commission, the date upon which a utility's authorization to disconnect or refuse residential service for nonpayment takes effect, it may wish to consider the following sub-alternative.

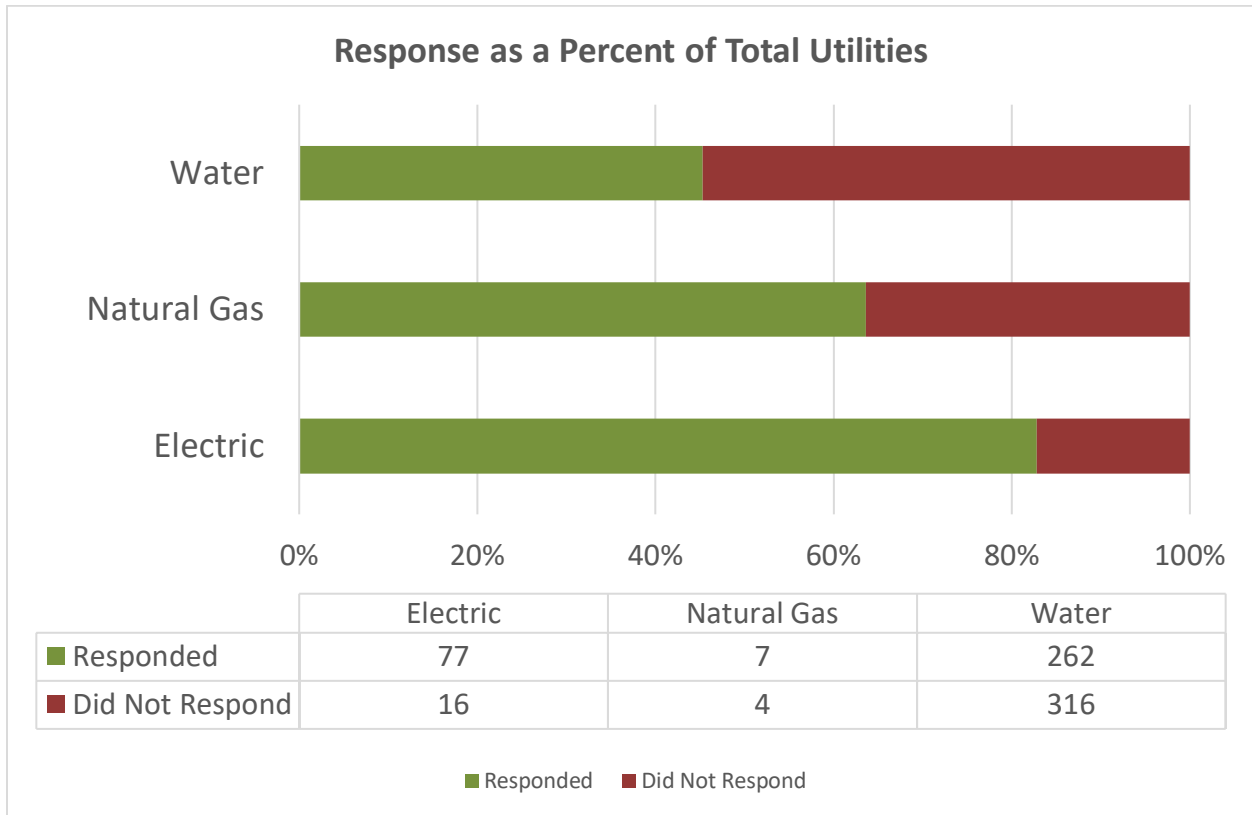
**Sub-alternative:** Utilities that seek to disconnect residential service upon the date authorized by the Commission shall file a disconnection plan with the Commission. The disconnection plan shall be in a format provided by the Commission and include: the amount(s) past due that will trigger the issuance of a disconnection notice, deferred payment agreement requirements, the amount(s) required to be paid to avoid disconnection service and an estimate as to the number of customers that may be subject to disconnection under the plan. The plan shall be filed by a date determined by the Commission.

## **Required Quarterly Reporting Information**

All water, electric, and natural gas public utilities were required to submit quarterly reporting for the period of October 1-December 31, 2020 on collections and arrears information by January 15, 2021. To facilitate efficient and consistent reporting and to simplify the process for utilities, staff again created a simple online survey tool for utilities to complete. The Commission has offered numerous resources to assist all utilities with understanding and complying with orders in this investigation, including a Frequently Asked Questions page on the Commission's website based on inquiries from utilities and stakeholders, and as always, staff available to respond daily to emails and phone calls via a dedicated utility inquiry line. While the quarterly report was required of all utilities, the overall response rate to the survey was only slightly above 50 percent. By comparison, the response rate for the September reporting, which was provided to the Commission on October 19, 2020, was under 38 percent. The chart below

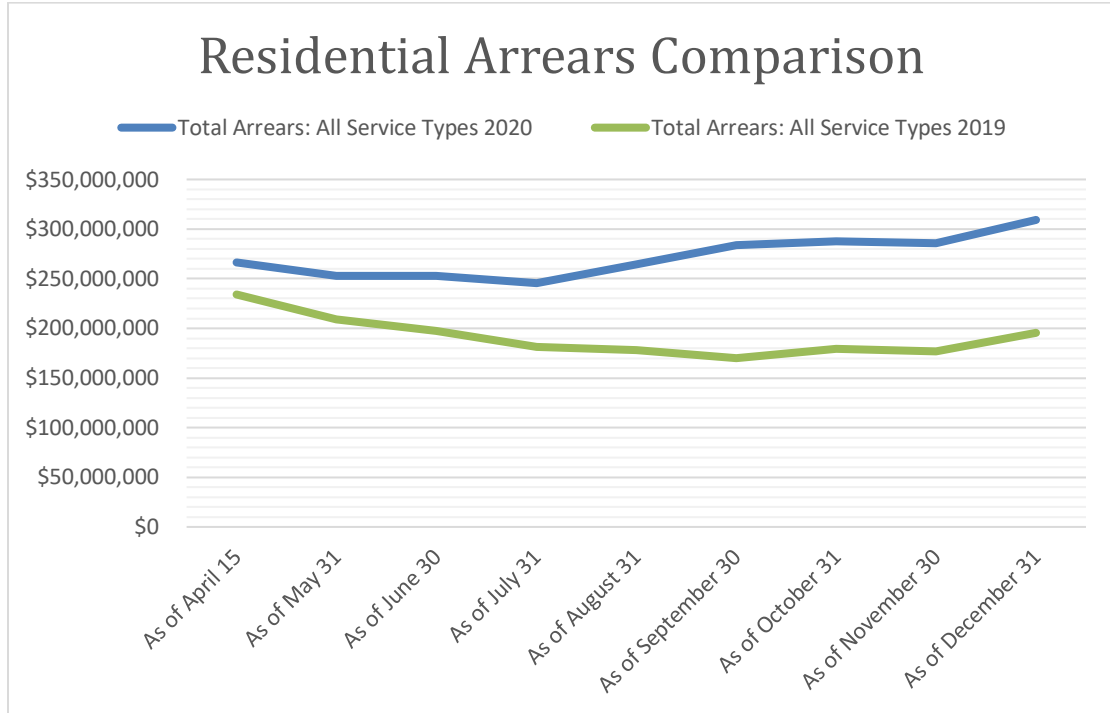
provides a breakdown by service type of the quarterly reporting response as a percent of total utilities.

**Chart 4:** Quarterly report submittal by utility type



The following data and information is an update of the information on collections and arrearages previously provided to the Commission. The graph below shows the total arrear comparison for residential customers of all service types for the years 2020 and 2019. This information reflects the data provided from the 346 utilities that submitted the quarterly report. The reported total arrearages for all service types for responding utilities as of December 31, 2020 is \$309,229,104, compared to \$195,517,116 as of December 31, 2019, an increase of 58 percent from the same time last year for this sample of utilities.

**Chart 5:** Residential arrears of all reporting utilities in 2020 compared to 2019



The quarterly report responses indicated that 9,968 residential customers successfully completed a DPA for the current quarter, while 44,080 residential customers defaulted on a DPA. Most utilities reported a DPA repayment period of 12 months or less. The majority of utilities also indicated they require 50 percent of the arrears to be paid as a down payment in order for a customer to enroll in a DPA, regardless whether the customer is residential, residential low-income, or non-residential.

Currently, utilities are required to submit quarterly information regarding collections actions and arrears until further order of the Commission, aligned with the reporting required in docket 5-AF-105.

## **Alternatives – Reporting on Collections and Arrearages (more than one may apply)**

**Alternative One:** Take no action.

**Alternative Two:** Modify, pursuant to the Commission’s discussion, the requirement that all utilities shall supply reporting quarterly, in a format provided by Commission staff, on arrears and collection information, information regarding the utility’s plans for communicating with customers about collections and arrears management, and the financial impacts of the utility’s arrears.

**Alternative Three:** Discontinue the reporting requirement.

## **Late Payment Charges**

In its Supplemental Order – Second of June 26, 2020, the Commission found it reasonable to lift the requirement that no public utility may assess upon any customer, regardless of customer class, any fee or charge for late payment effective July 15, 2020. The Commission further ordered that beginning July 15, 2020, utilities could elect to continue to waive late fees in a non-discriminatory manner until December 31, 2020. ([PSC REF#: 392763.](#)) In its Supplemental Order on Residential Disconnection– Third of October 29, 2020, the Commission found it reasonable to allow utilities to elect to continue to waive late fees in a non-discriminatory manner until April 15, 2021, provided the utility files notification with the Commission under this docket of its intent to continue to waive such fees. ([PSC REF#: 399114.](#)) As of January 6, 2021, 85 utilities have elected to continue to waive late fees beyond July 15, 2020.

The required quarterly reporting under this docket included items regarding late payment charges. Of the 346 utilities that filed a quarterly report as required, 220 utilities reported they are charging late fees. Of the utilities that are charging late fees, 361,294 customers were

assessed a late fee for the period of October 1 - December 31, 2020. The total reported dollar amount of late fees charged since July 15, 2020 was \$10,339,194 for residential customers and \$1,111,572 for non-residential customers. Of utilities that continue to waive late fees, the total reported lost revenue due to unbilled late fees that could have been charged since July 15, 2020 was \$2,057,130. The total lost revenues due to unbilled late fees in 2020 was \$20,272,566 as compared to a total of \$25,541,483 in late fee revenues collected in 2019.

Commission staff has received several inquiries from utilities regarding whether the Commission would permit utilities to continue to waive late fees for residential customers only. Based on the Commission's evaluation of economic and public health circumstances, their impacts on residential and non-residential customers, and the potential financial impacts on utilities of waiving late payment charges for residential and non-residential customers, the Commission could consider whether to extend its authorization for utilities to waive late fees in a non-discriminatory manner and whether to authorize utilities to waive late fees only for residential customers.

### **Commission Alternatives – Late Payment Charges**

**Alternative One:** Take no action at this time.

**Alternative Two:** Extend, until further order of the Commission, the Commission's order authorizing utilities to waive late fees in a non-discriminatory manner, provided the utility files notification with the Commission under this docket of its intent to continue to waive such fees.

**Alternative Three:** Extend, until further order of the Commission, the Commission's order authorizing utilities to waive late fees in a non-discriminatory manner, provided the utility

files notification with the Commission under this docket of its intent to continue to waive such fees. Provide that a utility opting to waive late fees may choose to waive fees for residential customers only, provided that its notification in this docket specifically indicates intent to waive such fees only.

### **Municipal Utility DPA Rules for Residential Tenants**

Pursuant to Wis. Stat. § 66.0809(9), municipal utilities are not required to offer a deferred payment agreement to a customer who is a tenant at a rental dwelling unit. From 2014 to 2017, 88 municipal electric, water, and natural gas utilities have filed tariff provisions restricting the circumstances in which a residential customer who is a tenant may be offered a DPA by the utility.

In its March 24, 2020 Order, ([PSC REF#: 386373](#)) the Commission found it reasonable to temporarily alter the tariffs of municipal utilities to provide that, notwithstanding any provision of the tariff to the contrary, the municipality may choose to offer a deferred payment agreement to a customer who is a tenant at a rental dwelling unit. In its June 26, 2020 Supplemental Order, ([PSC REF#: 392763](#)) the Commission discontinued this temporary provision as of August 15, 2020. Currently, each municipal utility must offer or deny DPAs to residential tenants pursuant to the service rules in its tariff.

Now, however, as part of the utilities' arrearage management planning process, and as utilities develop collections procedures for the seasons ahead, several utilities have recently requested, or indicated they intend to request, temporary waivers of their tariff provisions related to DPAs for residential tenants, in order to be able to offer tenants DPAs in the same circumstances in which any other residential customer would be offered a DPA. Of the 254



electric, natural gas, and water utilities requesting authorization to disconnect service, 60 have tariff provisions that restrict DPAs for residential tenants. Eighteen municipal utilities indicated they plan to make a request to resume temporarily offering DPAs to tenant customers as they would to other residential customers.

The Commission may wish to consider temporarily altering all municipal utility tenant DPA tariffs until further order of the Commission, to allow any utility seeking to offer DPAs to residential tenants the ability to do so, nondiscriminatorily, without additional restrictions. Alternatively, the Commission may wish to allow for waiver of these provisions upon a utility filing a simple notification to this docket, similar to the waiver process currently in place for late payment charges. As another alternative, the Commission may wish to direct the Division Administrators to process these requests as they are filed, on a utility-by-utility basis, as part of the delegated authority the Commission extended in its Supplemental Order – Third, of December 23, 2020, to approve, deny or elevate, as appropriate, requests for waivers of certain tariff provisions, until further order of the Commission.<sup>25</sup> ([PSC REF#: 402137.](#))

### **Commission Alternatives – Deferred Payment Agreements – Municipal Tenant DPA Tariffs**

**Alternative One:** Take no action on this issue at this time.

**Alternative Two:** Temporarily alter the tariffs of municipal utilities, until further order of the Commission, to provide that, notwithstanding any provision of the tariff to the contrary,

---

<sup>25</sup> This delegated authority was granted to the Division Administrators of the Division of Digital Access, Consumer and Environmental Affairs (DACEA), the Division of Energy Regulation and Analysis (DERA), and the Division of Water Utility Regulation and Analysis (DWURA).

the municipality may choose to offer a deferred payment agreement to a customer who is a tenant at a rental dwelling unit.

**Alternative Three:** Allow utilities a waiver of residential DPA rules for tenants in a nondiscriminatory manner, upon a utility's notification to the Commission of the utility's plans to waive such rules.

**Alternative Four:** Direct the Division Administrators to process these requests as they are filed, on a utility-by-utility basis, as part of the delegated authority the Commission extended in its Supplemental Order – Third, of December 23, 2020, to approve, deny or elevate, as appropriate, requests for waivers of certain tariff provisions, until further order of the Commission.

### **Credit Card Convenience Fee Waivers**

In its June 26, 2020, Supplemental Order – Second, Order Point 7, ([PSC REF#: 392763](#)) the Commission lifted the temporary provision related to credit card fee waivers effective December 31, 2020. The Commission clarified that utilities were allowed to choose to cease waiving credit card convenience fees at an earlier date than December 31, 2020 upon submission of a request to the Commission. In its Supplemental Order– Third, ([PSC REF#: 402137](#)) the Commission found it reasonable to allow utilities with a temporary credit card convenience fee waiver tariff on file with the Commission and utilities that intend to request a waiver going forward, to continue to waive credit card convenience fees until further order of the Commission or until the utility notifies the Commission it intends to discontinue waiving the fees.

As social distancing remains vital to protect public health, waived fees for credit card payment may continue to provide some relief and convenience to customers beyond April 15, 2021. Utilities may view waiving credit card fees as a tool to promote bill payment and

reduce late payment or non-payment, and the utilities have indicated the costs associated with doing so would be relatively small. ([PSC REF#: 389539](#).) Four utilities have either requested or already received approval to eliminate their temporary tariff provisions for waiving credit card convenience fees since adding them last spring, and one utility indicated to Commission staff a desire to continue to waive credit card convenience fees beyond April 15, 2021.

### **Commission Alternatives -- Credit Card Convenience Fee Waivers**

**Alternative One:** Take no action on this issue at this time.

**Alternative Two:** Discontinue allowing utilities to waive credit card convenience fees.

### **Delegation to Grant Temporary Waivers of Tariff Provisions**

In its June 26, 2020, Supplemental Order – Second, Order Point 8, ([PSC REF#: 392763](#)) the Commission delegated authority to Division Administrators of the Division of Digital Access, Consumer and Environmental Affairs (DACEA), the Division of Energy Regulation and Analysis (DERA), and the Division of Water Utility Regulation and Analysis (DWURA) to approve, deny, or elevate as appropriate requests for temporary waivers of tariff provisions until December 31, 2020. In its Supplemental Order– Third, ([PSC REF#: 402137](#)) the Commission found it reasonable to extend delegation of authority to the Division Administrators to approve, deny, or elevate as appropriate requests for temporary waivers of certain tariff provisions, until further order of the Commission.

Other than the recent municipal utility requests related to DPAs for tenants described in the previous section of this memorandum, the Commission has not received any requests for temporary waivers of tariff provisions under delegated authority granted in the Commission’s March 24, 2020 Order. However, as utilities continue to work through impacts of the pandemic,

continued delegation of decisions on requests to grant temporary waivers of tariff provisions may help provide flexibility to utilities in their ongoing efforts to protect customers and staff.

### **Commission Alternatives -- Temporary Waivers of Tariff Provisions**

**Alternative One:** Take no action on this issue at this time.

**Alternative Two:** Discontinue the order provision delegating authority to the Division Administrators to approve, deny, or elevate as appropriate requests for temporary waivers of certain tariff provisions.

### **Delegation to Grant Deadline Tolling and Extension Requests**

In its June 26, 2020, Supplemental Order – Second, Order Point 11, ([PSC REF#: 392763](#)) the Commission delegated authority to Division Administrators of DACEA, DERA, and DWURA to grant deadline tolling and extension requests until December 31, 2020. In its Supplemental Order– Third, ([PSC REF#: 402137](#)) the Commission found it reasonable to extend delegation of authority to the Division Administrators to grant deadline tolling and extension requests, until further order of the Commission. As noted previously, requests related to meter testing and replacement schedule requirements have been received and granted under this delegation.

Extending the delegation of decisions on COVID-19 related utility deadline tolling and extension requests may help provide flexibility to utilities in their ongoing efforts to protect customers and staff during the COVID-19 pandemic.

## **Commission Alternatives – Delegation to Grant Deadline Tolling and Extension Requests**

**Alternative One:** Take no action on this issue at this time.

**Alternative Two:** Discontinue this temporary provision granting delegation of authority to the Division Administrators to grant deadline tolling and extension requests.

KN:MD:DS:TP:BR:LF:pc:kle DL: 01788191

### Key Background Documents

Appendix A: DL: 1788200

Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.	Residential threshold	Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide details regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)				
		Electric	Gas	Water									A/B	C	D	Phone call										Letter	In-person visit / door hanger	Other (please specify)	Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)
ALGOMA UTILITY COMMISSION	50	Electric			A/B		50	200	N/A	200	N/A	10	N/A	Phone call	In-person visit / door hanger	EMAIL: IF UNABLE TO CONTACT BY PHONE	bills, notices, letters, bill messages & inserts, website, phone calls, door hangers, collection assistance funds to be applied to their account, or if the customer informs us when we are in contact with them and we are asking them to apply for help.	Critical needs alert on account. When the customer receives assistance funds to be applied to their account, or if the customer informs us when we are in contact with them and we are asking them to apply for help.	The customer informs us, or we "sense" something during our personal contact and offer further assistance. We contact the local social/human services if they require their assistance.	All customers are eligible for a DPA.	60% down payment	60% down payment	We review the prior history of agreements, payment patterns and work with customers to determine agreeable terms for their specific situation.	We review the prior history of agreements, payment patterns and work with customers to determine agreeable terms for their specific situation.	No			Submit							
Alliant Energy	6680	Electric			A/B	450	25,132	N/A	13,662	NA	25,132	NA	1,341	N/A	Phone call	In-person visit / door hanger	All customers receive a phone call. Customers whose mail is sent somewhere other than the service address will also receive a door posting prior to disconnection. Households that contain an individual with a known infirmity are also door posted before disconnection.	Customer outreach has been performed using social media posts, emails, letters, and phone calls. Customers who have signed up for text message alerts are also notified of past due balances via text message. We have seen some success with each method.	Customers who receive WHEAP benefits have their account coded as low income.	If a customer or medical professional notifies a household contains an individual with an infirmity an indicator is put on the account.	Alliant Energy will place a call to the household prior to disconnection to encourage payment, set up payment arrangements, or encourage the household to apply for financial assistance. At the time of the call if any special circumstances which deserve special attention are discovered they will be followed up on appropriately.	All residential customers are eligible for a deferred payment agreement. The terms and down payment requirements are dictated by the customer previous default history on a deferred payment agreement.	Customers who have not previously defaulted on a deferred payment agreement, are eligible for a customer payment agreement where they set their own terms and no down payment is required. Customers who default on a custom payment agreement are required to make a 25% down payment for a payment agreement. Customer who have defaulted on 2 previous payment agreements are required to make a 50% down payment for a payment agreement.	Customers who have not previously defaulted on a deferred payment agreement, are eligible for a customer payment agreement where they set their own terms and no down payment is required. Customers who default on a custom payment agreement are required to make a 25% down payment for a payment agreement. Customer who have defaulted on 2 previous payment agreements are required to make a 50% down payment for a payment agreement.	Customers who are eligible for a custom payment arrangement set their own number of installments. If the installments are reasonable the agreement is accepted. Customers who have defaulted on a custom payment arrangement and a 12 month payment arrangement are eligible for a 6 month agreement.	Customers who are eligible for a custom payment arrangement set their own number of installments. If the installments are reasonable the agreement is accepted. Customers who have defaulted on a custom payment arrangement and a 12 month payment arrangement are eligible for a 6 month agreement.	No			Submit					
Arcadia Electric Utility	210	Electric			A/B	100	2,750	825	1,800	467	45	8	0	0	Phone call	In-person visit / door hanger	Phone Calls work and going to the door works but disconnection gets communication the best even out.	LINEAP Benefits	NA	Homeowner contact.	Normally 50% or a reasonable amount. We work with all our customers.	We work the same with all customers. Depends on the arrangements that they are planning.	Installment payments can be spread out over the course of 6 months if needed. We do not create a hardship for our customers with installment payments.	We allow all customers to spread out the installment payments up to 6 months.	No			Submit							
Argyle Municipal Utility	230	Electric			C	Three months past due	41	16	5	24	14	2	0	Phone call	In-person visit / door hanger	We do everything we can not to disconnect	We offer Deferred Payment Plans, Equal Pay Monthly Plans, and tell them about who to contact for heating assistance.	Our office communicates with our residents. We know who has applied for energy assistance and have that noted on their accounts.	We have 2 households with young developmental disabilities, they are noted on their accounts and we do not disconnect.	We do not disconnect a household that has someone with a medical condition or disability.	If the residential customer more than 3 months past due.	The customer must pay current bill plus 1/3 of past due balance monthly. All past due balance must be paid within 3 months. In the event they fall behind they will receive a 24 hour disconnect notice and utilities will then be required to be paid in full.	The customer must pay the current bill and will work with them on dividing up the past due into up to 5 payments. They will be required to pay the current bill monthly plus the portion of the past due until paid in full. In the event they fall behind they will receive a 24 hour disconnect notice and utilities will then be required to be paid in full.	In the past we have been able to have 3 payments.	We have always had 3 payments and worked with customers on a case by case basis if more time was needed.	No			Submit						
Bangor Municipal Utility	350	Electric			C	25	214	n/a	311	n/a	214	n/a	18	n/a	Phone call	In-person visit / door hanger	Automated phone call reminder	Reminders sent out in February to customers with past due balances.	n/a	n/a	n/a	Residential tenant customers have tariff restrictions on Deferred Payment Agreements.	50 % of arrears	n/a	Payments may be made at any frequency (weekly, bi-monthly, monthly).	n/a	Yes	No	Submit						
Belmont Municipal Water and Electric Utility	440	Electric			C	over 60 days past due	20	3	16	2	16	3	0	0	Phone call	In-person visit / door hanger	The customer receives their monthly bill and if the customer is renting, the landlord receives a notice of non payment. The customer would receive disconnection notice. If the customer can set up a pay agreement for the past due amount.	The customer receives energy assistance or lives in a low income based apartment.	n/a	We would attempt to set up a payment plan with the customer for the past due amount.	If the customer is caring a past due balance on their utility bill.	n/a	n/a	The pay agreement is a set amount plus the current month's utility bill, which, must be paid by the due date.	The pay agreement is a set amount plus the current month's utility bill, which, must be paid by the due date.	No			Submit						
Black River Falls Municipal Utilities	550	Electric			A/B	100	331	48	278	40	230	40	30	N/A	Phone call	In-person visit / door hanger	We urge nearly all customers to contact Energy Assistance first and then work with them to address any remaining past due balance. We maintain a close working relationship with the County's Energy Assistance as we can document low-income customers. Otherwise for those customers who do not receive assistance, we rely on the customer to notify us and provide documentation of low-income.	The Utility works closely with the County health department for notification of customers with infirmities. The Utility also relies on the customer to provide notice of any infirmities.	The utility will attempt two (2) in-person contacts at the premises, first, at the time the 24 hour disconnection tag is being and secondly, before disconnecting the meter.	The Utility will offer a DPA to all residential customers, with the exception of tenant customers who have met one of the criteria listed in Wis. Stats. 66.0809(5) or more.	Down payment requirements will be reviewed on a case-by-case basis through discussions with the customer. The Utility will take into account such things as income status, amount of arrears and payment history when determining amount of down payment. Down payments will range from 25-50% of past due amount.	The Utility will consider any energy assistance received, along with the aforementioned considerations when determining a down payment. If Utility can reasonably ascertain low-income status, down payments would likely be 25%.	The Utility will offer installment out to September 30th. Dependent upon the date a DPA is requested, the length of time will be shorter as time goes by. We prefer to have these DPAs paid in full by this date to prevent further placement of arrears against the tax roll. We have received a number of complaints from property owners after this last tax roll process.	With documentation of low-income status or energy assistance, the Utility would allow DPAs for these customers to have installments scheduled beyond September 30th, with a length of time agreeable to the customer and the Utility.	Yes	No	Submit								
Bloomer Electric Utility	580	Electric			C	1,730	0	NA	NA	N/A	0	NA	0	0	Phone call	In-person visit / door hanger	Letters are sent providing them notice to make a deferred payment agreement.	The City has particular properties that are considered low-income.	N/A	Notification is sent to the resident via US mail notifying them of being behind. A hanger is then put on their door notifying of disconnection in the event a DPA is not set up.	Customer has to be one full-month behind on payment.	Customers are required to put 50% of bill down and the remainder will then be put on a DPA.	All arrangements are the same unless customer can provide unique circumstances in which they cannot provide a 50% down payment.	Temporary for those customers that meet the income requirements, deferred payment agreement with a reduced down payment of 1/7 of the outstanding balance and 6 months of level payments, or until October 15, 2021, whichever is earlier.	unknown	No			Submit						
Boscobel Utilities	650	Electric			C	An amount for services and/or products that is not received on or before the due date.	138	unknown	83	unknown	138	unknown	10	unknown	Phone call	In-person visit / door hanger	We have been working with Grant County Energy Assistance and have been referring customers to them for assistance with their utility bills. Have been reaching out to our customers who are behind in their utility bills, via phone calls and discussing down payment and deferred payment options. Energy Assistance has been very effective. Phone calls have been effective for some customers	unknown	Are documented in a special circumstances excel spreadsheet, and verified by doctor letters.	Phone calls and door hangers	Any residential customer who has an amount for services and/or products that is not received on or before the due date.	40-60% of the past due balance.	Unknown	Temporary for those customers that meet the income requirements, deferred payment agreement with a reduced down payment of 1/7 of the outstanding balance and 6 months of level payments, or until October 15, 2021, whichever is earlier.	unknown	No		Submit							
Brodhead Water and Light	740	Electric			C	50	192	24	163	20	192	24	6	N/A	Phone call	In-person visit / door hanger	We have tried calling, but with cell phones, we can't find numbers. So that hasn't worked.	We are notified by Green County Human Services if they qualify.	We don't know this information unless someone notifies us of the situation.	Our Inletmen go to customer's home and knock - if someone is home, they explain that the customer must contact the office within 1 hour to make arrangements.	Any residential customer who is at least \$50.00 or more in arrears.	Usually 50% of the arrears down to sign.	Usually 25% of the arrears down to sign.	We allow 4 months of installments to pay off outstanding balance.	We allow up to 6 months to pay off outstanding balance.	No			Submit						
Cadott Light and Water	890	Electric			C	250	37	n/a	60	n/a	10	n/a	3	n/a	Phone call	In-person visit / door hanger	Past due notices sent in 2020. Disconnect notice sent in 2021. More response from disconnect notices although we are not disconnecting till April 15, 2021.	n/a	If they contact the utility we would document.	They would need to contact the utility and we would respond accordingly.	Any residential or tenant property with a past due balance or more.	Half of the past due balance, payments on past due portion, current must be paid on time.	n/a	Equal payments to be paid off by November 1.	n/a	Yes	Yes	Submit							
Cashton Municipal Light & Water	970	Electric			C	3 months behind	29	n/a	32	N/A	20	N/A	0	N/A	Phone call	In-person visit / door hanger	We have tried reaching out by phone. Letting them know help is out there. Gave the number for assistance. We have set up Deferred Payment Agreements with some accounts to help. We required half of the past due amount and a deferred payment agreement to stop the disconnection.	N/A	N/A	We will mail out a 10 business day notice with giving them the resources to contact us. Then a 24 hour notice will be placed at the resident. If contact will work with them in reason as we can.	The Deferred payment agreement eligibility requirements are half of the past due amount to start. Then an amount that the resident can afford either weekly or bi-weekly or monthly, along with keeping the current bill current.	The Deferred payment agreement requirements are half of the past due amount for the down payment.	The Deferred payment agreement requirements are half of the past due amount.	Until they are current on their bill.	Until they are current on their bill.	No			Submit						
Cedarburg Light & Water Commission	1000	Electric			A/B	One full month plus additional amount (portion of prior bill, fees, etc.) + \$25 minimum	217	9	97	5	45	1	0	NA	Phone call	In-person visit / door hanger	Outreach - Friendly reminder on special color paper; additional phone calls to tenant/owner, landlords to initiate payment arrangements and reminder of Energy Assistance programs; sent out newly designed informational flyer with contact numbers for Assistance programs; updated website; and increased communication with Ozaukee County to identify customers who qualify for additional crisis assistance and match bill pay. The additional phone calls have made the most difference in our ADP. The utility has been able to understand what is happening with customers and find the best fit for individuals. We are currently working on reaching out to customers for which we have no current contact information beyond a service address.	Ozaukee County determines if a customer is low income through the Energy Assistance application.	Customers communicate individual situations that need to be taken into consideration.	We notify customers of upcoming disconnection with a 24 phone call. At this time we may discover individual circumstances that warrant special attention. Customers must fill out and return medical form.	The down payment requirement for residential customers to establish a deferred payment agreement is flexible at this time. We generally start at 50% of past due, but will work with customers to find a plan that works for them to pay down their past due balance.	The down payment requirement for residential customers to establish a deferred payment agreement is flexible at this time. We generally start at 50% of past due, but will work with customers to find a plan that works for them to pay down their past due amount.	The number of installment payments options available to residential customers on a DPA is flexible at this time. Optimally, we are looking for customers to pay off their past due balance before October and the len process begins.	The number of installment payments options available to residential customers on a DPA is flexible at this time. Optimally, we are looking for customers to pay off their past due balance before October and the len process begins.	Yes	Yes	Submit								
City of Hartford Utilities	2470	Electric			A/B	\$35 or more	410	NA	NA	NA	200	NA	0	NA	Phone call	In-person visit / door hanger	If no current phone number then a door hanger	Past due notices and bill inserts advising customers of agencies that offer assistance to those who qualify. Both have worked and reached out down on past due balances.	NA	NA	It is the customer's responsibility to contact the utility if special needs exist. The utility would then add them to the medical list and reach out should they be subject to disconnection.	Once the down payment is made, a residential customer may set up a DPA. If the residential customer is a tenant, they may set up a DPA as long as they do not fall under the 4 criteria outlined in docket 2470-TE-100.	50% down of the entire balance owed which could be subject to negotiation based upon the customer's circumstances. We also take into account any 5 coming from other sources.	Same answer as the question above.	Once the down payment is taken care of, we typically offer two installments each due on the 20th of the following months. The first installment includes their current bill amount (due on the 20th) plus half of the past due amount still owed. The second installment due on the 20th of the following month also consists of the current bill amount plus the final half of the past due amount owed. The customer will then have a zero balance.	Same answer as question above.	Yes	No	Submit						
City of Oconomowoc Utilities	4340	Electric			A/B	Two or more months past due.	548	27	Unknown	Unknown	600	About 30	55	Unknown	Phone call	In-person visit / door hanger	We added frequent, prominent messages on utility bills about how to apply for payment assistance. We also told customers that contacted us by phone with concerns.	Customers in the past 12 months that received energy assistance by applying through the county social services agency.	If the customer notifies the utility of such conditions, it will be noted in their account within the billing system.	In addition to the instructions on the initial 10-day notice, all remaining eligible customers are with a phone call 24 hours prior to potential disconnection.	Customers that have not previously defaulted on a deferred payment would be eligible.	The standard requirement is to pay half the past due balance, with the remaining amount divided and added to future months current charge payments.	This would start with the above standard requirements, but then be modified or reduced on a case-by-case basis.	After paying half the past due amount, the remaining is split up so that it will be paid in full prior to the fall tax roll transfer or the next winter disconnection moratorium.	Same as above, but may be modified on a case-by-case basis.	No			Submit						
City Utilities Richard Center	5070	Electric			C	250	130	70	55	25	130	70	4	0	Phone call	In-person visit / door hanger	The utility sends out past due notices.	Customer has received any assistance or has notified the utility as such we note it on the account.	Same as above.	The utility will try to make contact via phone if possible.	Any customers in arrears willing to make attainable arrangements.	Customers must at least pay half of the past due amount.	Customers must pay what they can afford with arrangements that are attainable for future payments.	Customers can pay weekly, bi-weekly, or monthly.	Customers can pay weekly, bi-weekly, or monthly.	No			Submit						
Columbus Water and Light	1300	Electric			A/B	25	369	54	120	54	234	47	14	0	Phone call	In-person visit / door hanger	Friendly past due reminder letter were sent. Partnership services, energy assistance information communicated by bill insert, message on bill and website. Combination of these worked and we saw better collections then before this was done.	Verify by if they received energy assistance.	Critical needs list	Phone call	Consistent payment history or communication effort between customer and utility.	25%	This is a case by case basis on what the balance amount is and what they can afford to pay.	The different options are the amount the customer can pay and the frequency of payments.	The different options are the amount the customer can pay and the frequency of payments.	No			Submit						

Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.		Residential threshold	Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold as of the date of this submission	Of the residential customers who meet the threshold, what is the number of customers that would be eligible for disconnection prior to November 1, 2021?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)	
		Electric	Gas	Water	A/B	C										D	Phone call	Letter	In-person visit / door hanger										Other (please specify)	Yes	No	Other (please specify)	Yes	No	Submit
CORNELL MUNICIPAL UTILITIES	1370	Electric			C		DELINQUENT 30 DAYS	59	10	23	2	59	10	1	0		Phone call		In-person visit / door hanger		Informed of energy assistance program.	By who has collected energy assistance.	Being a small town you kind of know some of that, but we have not verified and documented this information.	We try and make contact with someone before disconnecting. By phone or at their door. The police also do checks on the residence when we are aware of young children or elderly in the household.	All residential customers have deferred payment arrangements available to them.	An effort is made to get 50% paid and then make arrangements on the rest.	An effort is made to get 50% paid and then make arrangements on the rest.	We have in the past worked with people. Only when they don't follow through with the arrangements and don't contact us are they facing disconnection.	We have in the past worked with people. Only when they don't follow through with the arrangements and don't contact us are they facing disconnection.	Yes		If instructed by the landlord to do so.	No	Submit	
Cuba City Utilities	1470	Electric			C		Two days after utility bill due date, we mail 10 day notices. If no payment or DPA after 10 days, we hang 24 hour notice on customers door. If no payment or DPA, we call customer and encourage payment or DPA.	50	n/a	90	n/a	50	n/a	0	n/a		Phone call		In-person visit / door hanger		We send customers info regarding Energy Assistance and also encourage DPAs. Both have worked	n/a	On day of disconnection, we call account holders to inform them of disconnect. If any issues, we discuss during that phone call and make appropriate arrangements.	On day of disconnection, we call account holders to inform them of disconnect. If any issues, we discuss during that phone call and make appropriate arrangements including a medical extension.	Any customer that is past due or knows that they will not be able to make payments are encouraged to apply for DPA.	We encourage 50% down payment but do not deny customers if they can not pay full 50%.	n/a	Encourage 50% down plus two additional payments from the remaining 50%. If customer can not make that work, we are flexible. Past due amount is typically paid off within 2-3 months.	n/a	Yes	No	Submit			
Cumberland Municipal Utility	1490	Electric			C		Any delinquent account	81	N/A	30	N/A	40	N/A	0	0		Phone call	Letter	In-person visit / door hanger		We have directed our customers to contact Barron County Public Health & the Salvation Army for assistance. We have advised them to make some type of payment each month. We have had customers who have received assistance who have not in the past. Many customers simply ignore any type of contact with us and do not call, they simply do not pay, so we are not able to assist those customers.	We have not at this time	We have not at this time	We will contact our customers prior to disconnection via phone or personal visit. If they fall into this category, we will offer them the 21 day Medical Extension and try to assist them in obtaining other avenues of assistance.	Residential customers who are home owners may enter into a deferred payment agreement as long as they have defaulted on one in the last 12 months.	We will first request 50% down, if they are unable to make this work, we will work with them to try and come up with a suitable arrangement, but no less than 25% down.	Same as above, we do not track our customers based on income.	We will work with our customers to try and come up with a plan that will work for both the customer and the Utility, we would prefer that the extensions do not go beyond 6 months.	Same as above, we do not track our customers based on income.	Yes		No	Submit		
Dahlgren Light & Power Co	1510	Electric			A/B		90 days past due with no payment arrangements on file.	207	N/A	187	N/A	207	N/A	17	N/A		Phone call	Letter	In-person visit / door hanger		DLP works to keep customers aware of any assistance programs we are aware of, including state and local agencies. We print this information on our bills throughout the year for customer convenience.	We document on customer accounts if they qualify and have received assistance.	Annually we send out a questionnaire regarding any special circumstances that DLP should be aware of such as health issues or medical equipment that requires electricity. We do not request information such as ages or any specific infirmities affecting the residents. This information may be included in the questionnaire.	If a customer is disconnected for non-payment and we are not aware of any special circumstances we require a letter from a health provider or the like to confirm any special requirement for electricity.	None required at this time	None required at this time	We are currently asking for customers to pay arrears up to current in a six month time frame. In a normal year we will require the account to be current in three months.	We are allowing all customers to make as many payments as necessary in a 30 day period to help them become current in the six month time frame.	No		Submit				
EAGLE RIVER LIGHT & WATER UTILITY	1710	Electric			A/B		90 DAYS PAST DUE	78	N/A	68	N/A	125	N/A	10	N/A			Letter	In-person visit / door hanger		PAST DUE NOTICES, ALONG WITH LANDLORD LETTERS HAVE WORKED WELL IN THE PAST.	TWICE A YEAR SOCIAL SERVICES PROVIDES US A LIST OF HOUSEHOLDS THAT HAVE APPLIES FOR FUEL ASSISTANCE.	WE LEAVE IT UP TO HOUSEHOLDS TO CONTACT US.	WE LEAVE IT UP TO HOUSEHOLDS TO CONTACT US.	SIGNED AGREEMENT WITH AN ACCEPTABLE/REASONABLE DOWN PAYMENT, ALONG WITH A PAYMENT ARRANGEMENT.	IF PARTIAL PAYMENTS WERE MADE DURING THE WINTER, WE REQUEST A 1/3 DOWN PAYMENT. IF NO PAYMENTS WERE MADE THAN IT'S 1/2 DOWN PAYMENT.	SAME REQUIREMENT FOR ALL RESIDENTIAL CUSTOMERS.	ALL ACCEPTED RESIDENTIAL DPAs ARE EXPECTED TO BE FULFILLED PRIOR TO THE START OF THE NEXT WINTER MORATORIUM.	SAME REQUIREMENT FOR ALL RESIDENTIAL CUSTOMERS.	No		Submit			
Elkhorn Light and Water	1800	Electric			A/B		25	651	n/a	675	n/a	651	n/a	60	n/a			In-person visit / door hanger		The utility sent out a flyer with all the bills and emails regarding assistance and DPAs.	n/a	n/a	24 hrs before disconnection we door hang and before disconnection on the day of the utility employee knocks on their door.	Following Tariff with tenants and owners are eligible as long as they did not default on an arrangement over winter.	1/2 down if paid in April with 3 months to pay, 30% down in March with 4 months to pay, and 20% down in February and 5 months to pay.	same as above	5 month in Feb, 4 month in March, 3 month in April.	same as above	Yes		No	Submit			
Elrot Municipal Electric and Water Utility	1850	Electric			C		50.00 Past Due	63	NA	64	NA	15	NA	0	0		Phone call		In-person visit / door hanger		We have periodically been in contact with customers about how to apply for Energy Assistance and have been sharing information on our social media about assistance available to our knowledge.	N/A	The utility plans to utilize our normal disconnection process. During this process customers are sent a disconnection notice which includes/states they are to contact the utility office if there are any extenuating circumstances such as: infants, young children, aged or handicapped residents, residents on life support who have medical problems or other mental disabilities.	The utility plans to utilize our normal disconnection process. During this process customers are sent a disconnection notice which includes/states they are to contact the utility office if there are any extenuating circumstances such as: infants, young children, aged or handicapped residents, residents on life support who have medical problems or other mental disabilities.	All customers are eligible for a Deferred Payment Agreement with 25 percent down at this time. If agreement is defaulted on future DPAs may not be offered.	25 percent down of total balance owed.	Down payment requirements are the same at 25 percent down of total balance owed.	Utility plans to work with each customer on an individual basis to create a payment plan agreement that is suitable for the customer and utility. It is our goal to have all past due amounts paid within 2 months time of entering a DPA. Utility is willing to work with customers on a case by case basis if this is not possible. We will work with all customers on DPA installments on a case by case basis with emphasis on fairness and flexibility.	We will work with all customers on DPA installments on a case by case basis with emphasis on fairness and flexibility.	No		Submit			
Evansville Water & Light	1880	Electric			A/B		60 days past due \$40.00 or more	307	N/A	250	N/A	350	N/A	35				In-person visit / door hanger		We will be sending a bill insert about DPAs and Energy Asst.	Energy Asst. payments	N/A	The only way to know is by customer phone call.	The Municipal Service Committee, has decided to amend policy and offer DPAs to all customers.	Start at 50% down, go to 25% down if 50% can't be done.	Same as above	After down payment, balance is to be paid in 3-5 months installment plus current charges.	Same as above	Yes		Yes	Submit			
Fennimore Water & Light	1980	Electric			C		\$100+	146	50	120	35	146	50	0	0			Letter	In-person visit / door hanger		We have sent out letters to remind customers of their arrears, and encouraging them to continue to make some sort of payments, and signing a DPA.	Checked with who is receiving assistance	We have paperwork that families who fall under this can fill out to let us know about their situation.	We send out a 10 day letter to encourage them to make a payment, a DPA, or to let us know of any reason why we cannot disconnect, and then a 24 hour notice goes out prior to disconnection.	Traditionally we ask for 50% down at the down payment, and then reasonable payments that will get them caught up in a fair amount of time.	We usually ask for 50% down. With the balances being as high as they are, it would be unrealistic to ask for 50%.	It would have to be reasonable to the amount due. We would have to be flexible on the down payment, as long as they can catch up in a fair amount of time.	Same as above. Our area also has a lot of Crisis money, so anytime we get a request in from the county, we let them know if the customer is behind so they send extra crisis money over.	No		Submit				
Florence Utility Commission	2000	Electric			C		500	15	N/A	N/A	N/A		2	N/A		Phone call	Letter	In-person visit / door hanger		Send letters. Offer payment plan. Provide phone numbers so customer can research assistance options.	Customer has completed an energy assistance application	Small community. Customers are known.	telephone call	All residential customers are eligible for a DPA.	We will work with each customer individually to determine a plan.	We will work with each customer individually to determine a plan.	We will work with each customer individually to determine a plan.	We will work with each customer individually to determine a plan.	No		Submit				
Gresham Municipal Light & Power Utility	2400	Electric			C		100 past due	95	NA	145	NA	95	NA	0	NA			In-person visit / door hanger		We supply customers with information on Energy Assistance and work with the customer to create a sensible DPA before the disconnection letters are to be sent out. We send out past due notices each month but they do not seem to make a big difference.	Through Energy Assistance	Home Visit/Wellness Checks	Phone call and/or Home visits	Any residential customer is eligible to complete a DPA with us.	Same as residential customers.	They can either pay equal monthly or weekly payments but the past due balance must be paid within 90 days.	We can work with them on a possible extension of months to pay back the past due but they must remain current on the monthly bills. This extension is based on the amount past due, months without payment, etc.	Yes		If they default on any DPAs they will not be allowed to make another DPA for one year.	Yes	Submit			
Hazel Green Utilities	2510	Electric			C		400.00 on whole delinquent bill	20	n/a	20	n/a	20	n/a	2	0		Phone call		In-person visit / door hanger		Have already sent letter of contacts for assistance, how to set up a deferred agreement and the dates involved with the payments and disconnection.	No one has come forward to ask for help or questioned the delinquent bills they have received.	Again no one has come or called. Most of the past due are customers that are past due every month, every year.	A disconnect notice is sent, a pink slip is put on the door, and a phone call is made.	Anyone can come in and ask for a deferred agreement.	Half of the past due balance as a down payment and monthly payments along with regular bill being paid.	No one has come forward as low income. If I go by who has received some sort of assistance it would still be the same.	We work with each customer on what they say they can pay. But would like them to be caught up by September 2021.	The same for all customers.	No		Submit			
Hustisford Utilities	2350	Electric			A/B		1 month past due and more than \$50	175	N/A	125	N/A	170	N/A	5	none		Phone call		In-person visit / door hanger		The customer receives their disconnection notice in the mail and a 24 hour disconnection phone call is made. If the phone number is invalid a door hanger is hung.	Energy Assistance is noted on the customers accounts when it is received.	A note is made on the account if a personal phone call will be made and if the phone number is invalid a door hanger will be hung.	We will offer all residential customers a deferred payment agreement.	25% of past due balance	25% of past due balance	We will offer weekly, biweekly, or monthly installment options extending up to 5 months.	We will offer weekly, biweekly, or monthly installment options extending up to 5 months.	Yes		Yes	Submit			
JEFFERSON UTILITIES	2750	Electric			A/B		Tenants, 1-month past due; Owners, 2-months past due	170	N/A	N/A	N/A	170	N/A	1	N/A		Phone call		In-person visit / door hanger		We mailed a flyer with energy assistance information and also began using the TRIP program to encourage payment.	No.	We mail a flyer annually asking customers to sign up for our medical list, but we have not done a specific gathering for other information.	Normal procedures, requesting a medical form from a doctor and then granting a 21-day extension.	PSC guidelines are followed for owners. Tenants are eligible, as long as they do not fall into an exclusion criteria in our tariff.	25%	25%	We will extend the DPA to no more than 12 months.	We will extend the DPA to no more than 12 months.	Yes		No	Submit		
Juneau Utility Commission	2790	Electric			C		25	132	N/A	150	N/A	132	N/A	6	N/A		Phone call		In-person visit / door hanger		Monthly reminder letters are sent with assistance and payment arrangement information. We have had little response to setting up payment arrangements.	The only knowledge we have is who receives energy assistance.	Every notice includes information on our policy. We have a form if requested by the customer, that must be completed by a Wisconsin physician for a 21 day extension.	DPAs are currently being offered to those prior to disconnection.	Down payment is minimum of 1/3 of total balance owed.	Down payment is 1/3 of the total balance owed. We do not request income information from customers.	Typically, after the down payment the remaining balance can be split into three installments over three months but must also pay current bills in addition to installments.	As we do not request income information from customers, we do not have a policy specific to low-income customers. We have gone as many as 6 installments for customers who are struggling.	Yes		Yes	Submit			
KAUKAUNA UTILITIES	2800	Electric			A/B		500	479	N/A	622	N/A	25	N/A	1	N/A		Phone call	Letter	In-person visit / door hanger		The utility routinely mails letters to active accounts notifying customers of their past due balance. This letter also encourages the customers to call for payment arrangements and contact agencies offering assistance.	N/A	Households follow the PSC critical medical needs procedures.	Deferred payment agreements will be offered to all customer based on their individual needs. The down payment and terms will be based on individual circumstances.	Down payment requirements will be based on their individual needs and circumstance. Any payment from assistance may be counted towards a customer's down payment.	Down payment requirements will be based on their individual needs and circumstance. Any payment from assistance may be counted towards a customer's down payment.	Installment payments will be customized based on individual customer circumstances. Any payment from assistance may be counted towards a customer's down payment. We are more than willing to work with customers to create a plan they're able to follow. Low-income customers will have the same options, but all assistance payments may count towards their down payment.	Yes		Submit					
Kiel Utilities	2850	Electric			C		Balances over 60 days	143	N/A	Information unavailable	N/A	143	N/A	12	N/A			In-person visit / door hanger			N/A	N/A	Conversation	A payment of an agreed amount will make a customer eligible for an agreement.	It will have to be looked at on an individual basis.	N/A	We write all agreements spread over non moratorium months and encourage early payment.	N/A	No		Submit				

Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.	Residential Threshold	Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold as of the date of this submission	Of the residential customers who meet the threshold, what is the number of customers that would be eligible for disconnection prior to November 1, 2021?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	a) How many of those customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)				
		Electric	Gas	Water											A/B	C	D	Phone call										Letter	In-person visit / door hanger	Other (please specify)	Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)
La Farge Electric Utility	2950	Electric			D	Any past due amount	60	NA	52	NA	30	NA	0	0	Phone call		In-person visit / door hanger		We have continued to encourage customers to sign up for energy assistance or seek assistance to determine if they qualify. Some customers have taken advantage of that option. On February 11, 2021 we sent a letter to every customer who was 60 days or more past due encouraging them to contact us to pay their balance or set up a deferred payment agreement if they so qualify. We have also encouraged paying via credit card, online, in person and a variety of other options. Without the disconnection tool for collection after April 15, 2021, we anticipate continued struggles in collection of arrears.	The only formal way we have in place to identify low-income households is when we receive an energy assistance payment for that respective customer.	We are a small community and are aware of residences where people with any of these needs reside. We have several group homes in town with patients who have special needs as well as a couple of elderly residential facilities.	At this time we only have one of these types of residences in arrears, and they have historically struggled to remain current. A residential tenant has greater than \$100 of account arrearages that we do not bill monthly, but do bill quarterly for utilities that do not bill monthly, has greater than \$100 of account arrearages that we do not bill monthly, or for utilities that do not bill monthly.	The minimum down payment required will be 25 percent.	The minimum down payment required will be 25 percent.	We will agree to a maximum of 24 monthly installments with higher balances. They must also keep current with their ongoing monthly bills in addition to that monthly installment agreement.	We will agree to a maximum of 24 monthly installments with higher balances. They must also keep current with their ongoing monthly bills in addition to that monthly installment agreement.	Yes	No		Submit		Submit					
Lodi Municipal Light and Water Utility	3160	Electric			A/B	50	114	10	NA	10	10	4	NA		In-person visit / door hanger		In-person visit / door hanger		Sent energy assistance information in July disconnection notice which was the only time since March we have sent letters, past energy assistance information available at local food pantry, social media posts regarding applying for energy assistance. Plan to send later this month on contacting to make DPA and applying for energy assistance.	By those that have applied for energy assistance.	We are small community and know most of our customers well.	Prior to any disconnection in April, we will attempt to speak to the head of the household if they had not made any contact with us prior to that date.	They will have to agree to sign a DPA indicating they will immediately start paying their current bills by the due date each month.	We will not require a down payment but will require they pay their current bill right away and sign a DPA.	Same as all customers, they must remain current. They will also need to show us they have applied for energy assistance.	Our goal will be to get all customers caught up on their bills prior to the tax roll in November.	Our goal is to get them caught up by the end of the year and keep them paying their current bills.	No	No		Submit						
Madison Gas and Electric Company	3270	Electric			A/B		9,140	2,861	5,513	2,149	9,000	2,800	700	10	Phone call		Letter		After issuing a disconnection notice, MGE will attempt outboard calls to the customer as well as send letters to the customer to see if a Deferred Payment Agreement (DPA) can be established or a payment can be made.	We have visited a multifaceted, comprehensive approach to arrears management and debt collection. At various intervals during the period when a customer has an arrangement, the customer may receive an automated outboard call or letter, or live outboard call or letter, reminding the customer that a payment is past due. During the pandemic, the letters and call scripts were modified to recognize hardships customers may be encountering, to educate customers about assistance resources that may be available to them, and to encourage customers to contact MGE as early as possible to work on a personalized payment plan or Deferred Payment Agreement (DPA). Prior to the pandemic, the potential for the disconnection of service was typically the point at which a customer would seek to pay or begin to pay the arrangement or set up a Deferred Payment Agreement (DPA). Mailing the	We have visited a multifaceted, comprehensive approach to arrears management and debt collection. At various intervals during the period when a customer has an arrangement, the customer may receive an automated outboard call or letter, or live outboard call or letter, reminding the customer that a payment is past due. During the pandemic, the letters and call scripts were modified to recognize hardships customers may be encountering, to educate customers about assistance resources that may be available to them, and to encourage customers to contact MGE as early as possible to work on a personalized payment plan or Deferred Payment Agreement (DPA). Prior to the pandemic, the potential for the disconnection of service was typically the point at which a customer would seek to pay or begin to pay the arrangement or set up a Deferred Payment Agreement (DPA). Mailing the	We identify vulnerable households based on conversations with the customer regarding life-sustaining equipment in the household as well as by creating manual notes in customers' accounts if the customer indicates other infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present.	When a customer with life-sustaining equipment in the household has a pending disconnection, MGE makes 2 outboard phone attempts in a final effort to reach the impacted customer. To discuss a DPA prior to disconnecting service and to try to identify any other circumstances which deserve special attention, if indicated by the customer. For customers with life-sustaining equipment, MGE will do a partial disconnection of service so that equipment can remain operational.	To be eligible for a Deferred Payment Agreement, the customer must have arrears. That is the only eligibility requirement.	MGE will go as low as 0% down with 12 to 18 months to pay arrears. In some cases, the payment period may be longer based on individual circumstances.	MGE has permitted customers to have installments beyond 12 to 18 months, based on their individual circumstances.	Same as above	No	N/A. MGE is not a Municipal Utility.	Submit							
Manitowoc Public Utilities	3320	Electric			A/B		900	N/A	870	N/A	900	N/A	15	0	Phone call				We have completed manual calls each month to past due accounts since March of 2020. We have added bill messages, Facebook posts, website updates, and bill inserts for the energy assistance programs. At this point, we are only 4% below the amount of energy assistance received as of this time last year. We recently completed a targeted outreach with Energy Assistance Information via leads on whether those customers who are shut in and may not have completed their energy assistance appointment at this time. We also serve a five day notice by a meter technician to properties at risk of disconnection if the billing address is different than the service address. Three weeks prior to the start of the moratorium ending, MPU will issue a press release informing customer behind on payment to contact our office to make arrangements and seek assistance if needed.	During disconnection review, we verify whether or not there has been an energy assistance payment. If none, we contact the customer and encourage them to contact energy assistance to start the process. Households (both owner-occupied and tenants) with a past due amount will also be given the Minimum Payment Option printed on the bill along with the disconnection notice.	During disconnection review, we review if the customer has previously had any medical extensions completed and verified. If we notice and verify we notified and MPUI does not maintain a list of properties/customers with medical problems or disabilities. If a customer with a medical condition is disconnected, we will offer a 21-day medical extension and reconnect service.	For owners, they would be asked to put 50% of the arrears down for a DPA, however, they will also be offered the Minimum Payment Option which, for April, will start at 30%. Tenants are not offered a DPA, however, are offered the Minimum Payment Option.	For owners, they would be asked to put 50% of the arrears down for a DPA, however, they will also be offered the Minimum Payment Option which, for April, will start at 30%. Tenants are not offered a DPA, however, are offered the Minimum Payment Option.	For low income owners, they would be asked to put 50% of the arrears down. Tenants are not offered a DPA, however, are offered the Minimum Payment Option.	If they are an owner, the amount of remaining balance, we would ask for them to pay the current bill plus 4 to 6 installments if paying bi-weekly or 8 to 12 installments if paying weekly.	If they are an owner, the amount of remaining balance, we would ask for them to pay the current bill plus 4 to 6 installments if paying bi-weekly or 8 to 12 installments if paying weekly.	Yes	No	Submit								
Marshfield Utilities	3420	Electric			A/B	50	736	69	479	48	736	69	0	0	Phone call		In-person visit / door hanger		Letters, phone calls, door hanger so far. Additional phone calls, post cards, insert in bills, door hangers will be completed between now and April 15th.	Based on payments made by WHEAP since January 2020 and April 15th.	We do not collect this information.	All messaging that we have done encourages a responsible adult member of household to contact our office so we can work with them.	For Owners - All Owners, having not defaulted in a deferred payment agreement in the last 12 months is eligible. For Renters - We follow the tariffs on file and restrict the Renter eligibility accordingly.	For the qualifying Customer above, and in response to Covid-19, we have temporarily removed the down payment requirement.	N/A, we do not make the distinction and hope to offer the best terms to all Customers.	For the Customer owing \$500, we offer an agreement equal to one month per \$100 owed (i.e., a month per \$100 owed), a Customer with a balance of \$650, will be offered a six month payment plan. For the Customer owing \$5120+, they will be offered a 12 month plan.	N/A, we do not make the distinction and hope to offer the best terms to all Customers.	Yes	No	Submit							
Menasha Electric and Water Utilities	3560	Electric			A/B	Greater than \$200 past due OR 2 or more months past due	606	NA	606	NA	606	NA	32	0	Phone call		In-person visit / door hanger		Automated phone calls, personal phone calls, fliers sent with bills including assistance agency info, fliers sent separate from bills including assistance agency info, monthly letters mailed with balance due including assistance agency info, worked with local agency LEAVE and EA to find customers who received assistance other than for utilities to reach out to the encourage seeking assistance, those agencies reached out to customers as well. Only a small number of customers have responded to any of these efforts.	The only time we know if a customer's low income is if they qualify for EA.	NA	Automated phone calls and door hangers for those we cannot reach by phone.	We will follow the PSC rules regarding residential tenants and our tariff regarding residential tenants.	60% down payment unless there are extenuating circumstances. We will work with customers on case by case basis as we always have.	60% down payment unless there are extenuating circumstances. We will work with customers on case by case basis as we always have.	Typically, the longest DPA terms are 6 months but we will work with customers on a case by case basis as we always have.	Typically, the longest DPA terms are 6 months but we will work with customers on a case by case basis as we always have.	Yes	No	Submit							
Mount Horeb Electric Utility	3930	Electric			C	500 past due and no DPA on file	407	70	370	13	15	10	5	0	Phone call				We send past due notices every month, and call customers with high balances and no DPA on file. The only thing that has worked is being able to get ahead of the customer when we call them. Otherwise, they don't pay attention to the notice, or call us back.	The only way for us to know who is low income is those who receive Public Benefits and Energy Assistance.	We only know this is the customer tells us. We put a note on their account.	We have them fill out a medical form, and they get an extra 21 days to come up with payment of a DPA.	We offer DPA's to ALL customers. 20% down payment of the past due balance to avoid disconnection, with the remainder of the balance set up as a DPA.	See above.	Depending on how far past due they are, and if they have been making an effort in keeping contact with us how we decide how far out to go with their DPA. We take these on a case by case basis.	Same as above.	No	Submit									
Muscooda Utilities	4000	Electric			C	100	97	15	40	11	97	11	3	0	Phone call		In-person visit / door hanger		Offer DPA, budget and given number for assistance. Some have called for assistance but customers know they don't have to pay during moratorium so they don't respond to DPA or Budget.	From customer that have received assistance.	If / when informed medical application is sent to be returned. Work with those customers, ie budget plan.	50% of past due down, remainder split with next 3 billings along with current bill due. If remaid it would go according to the current tariff rate that is in place. PSC 113.0404	50% of past due down, remainder split with next 3 billings along with current bill due. If they default it all becomes due.	50% of past due down, remainder split with next 3 billings along with current bill due. If they default it all becomes due.	If the balance is quite high we would work with the customer and would extend the payment up to 6 months.	They are treated the same.	No	Submit									
New Glarus	4100	Electric			C	200	48	n/a	48	n/a	60	n/a	1	n/a	Phone call	Letter			We have issued information on Energy Assistance in our past due notices in addition to sending letters.	n/a	n/a	Deferred payment agreements are available to all residential customers	10-20% of delinquent amount	same n/a	After a 10-20% down payment the customer can spread the remaining delinquent amount out over 10 months.	same n/a	No	Submit									
New Holstein Public Utility	4110	Electric			C	Account is 30 days past due with a minimum past due balance of \$40.	280	4	147	16	6	0	5	N/A		In-person visit / door hanger	Letter		The only way we inform our residential customers who are in arrears informing them of their balance due. In the letter, we have offered contact information of all at least three agencies that we know have funding available to assist customers who are in arrears with applying for grants for at least a portion of their past due balance. We encourage the customer to seek out assistance or to contact the Utility to discuss options that may help them receive some financial assistance. We use developed flyers to present to customers with agency names and contact information that we can give to customers who may walk in to pay their bill. The Utility has contacted local churches to provide them with financial assistance information in case the churches get members or others from the community contacting them about providing assistance to pay bills, get food, etc. The Utility has contacted the landlords, via letters, to inform the landlords of available funds from agencies for tenants who may be in need of assistance. The utility has also contacted 42 letters sent 2/10 to remind customers who haven't made a payment in 2021 of Energy Assistance and other potential help. Also remind of option to set up DPA. Too soon to tell how it's worked.	The Utility does not verify low-income households. We leave that up to the agencies (County Energy Assistance staff, agency staff, etc.) to complete verifications. The agencies will contact the Utility via a phone call or a letter to verify income eligibility. The information is documented by placing it in customer information system.	We do not document this type of customer information.	In the past, New Holstein Utilities has included a bill insert requesting customers to contact the Utility if they have a medical issue at their home which could be a problem should electric service be interrupted due to a power outage or potential service disconnection. We keep a list on file of those accounts who reply. We plan to request this information again in the spring of 2021. At this time we have sent customers on our list. We typically address this issue in our disconnection communications with customers via a letter, phone call or in-person conversation.	A residential customer who owns their property and is subject to disconnection based on the Utility's threshold, and has not received a DPA is eligible for a DPA. The Utility plans to request residential tenants to use a DPA if eligible. The Utility would probably offer this waiver through October of 2021.	The current practice of the Utility for a DPA for a residential customer is to request a down payment of 50% of the past due balance on the account if the delinquent balance is less than \$400. A down payment of 25% of the past due balance is requested for a balance greater than \$400. Our plan for 2021 is to be open to offer more flexibility with the down payment. We would request a 50% down payment for any past due balance less than or equal to \$200, a 25% down payment for any past due balance greater than \$400.	Same as above.	At the present time, residential customer can take up to three months to pay off their past due balance when entering into a DPA. There is flexibility as to when the customer wants to make a payment to their DPA, either weekly, semi-weekly, or monthly. We plan to extend the time of the DPA to four months to pay the past due balance. Consideration of extending the DPA offering to six months may take place if the PSC removes the moratorium on disconnections in April of 2021. The Utility will continue to be flexible with customers as to the frequency with which they wish to make a payment on the DPA.	Same as above.	Yes	Submit								
New Lisbon Municipal Electric & Water	4120	Electric			C	\$100	94	N/A	113	N/A	94	N/A	6	N/A		In-person visit / door hanger			Issue a 24 hour notice and a day of disconnection.	In 2/10 letter reminded customer to report.	24 hours notices will include reminder with note of who was contacted. Day of notices.	Owe at least \$100 past due balance.	25% down with remainder to be paid out over an agreed upon amount of time. Will be based on size of delinquent balance, last payment made, income.	N/A	Will be based on size of delinquent balance, last payment made, income.	N/A	Tariff hasn't been updated yet to restrict this.	No	Submit								



Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type, please complete a separate survey for each service type.			Residential Disconnection Threshold		Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold as of the date of this submission	Of the residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)				
		Electric	Gas	Water	A/B	C							D	Phone call	Letter	In-person visit / door hanger										Other (please specify)	Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)		
New Richmond Municipal Electric Utility	4138	Electric			C	2 months in arrears	557	n/a	112	n/a	170	n/a	19	n/a	Phone call	Letter	In-person visit / door hanger	Other (please specify)	We send past due notifications. We provide listing of assistance programs on our letters and website.	We verify low-income households through documentation provided to our energy assistance partners or if they produce wage or tax return information that establishes they meet federal income poverty guidelines as established by PSC Chapter 111.	We provide a 21 day Medical extension. To determine if a firm would be caused due to disconnection, the customer is requested to complete and return a Medical Alert Customer Application.	We will contact those residents who have a current Medical Alert Customer Application on file. Advise of pending disconnection status, if applicable, direct them to areas for assistance and work with them on establishing payment options to address arrears	We follow the DPA guidelines in our tariff and in accordance with PSC guidelines. Recently we filed our arrangement management plan that outlined the following approach for those customer who can demonstrate a reasonable quarterly income at or below 200% of the federal income poverty guidelines and who have applied for energy assistance: *Reduce chance of disconnection by disconnecting only customers unwilling to enter into a DPA. *Offer DPA arrangements that are based upon customer structure to facilitate repayment of past due utilities. Reduced down payment of 1/25 of outstanding balance down and level payments of 14 months or until June 15, 2022.	Customers who are unable to pay the full amount of their past due balance are offered a deferred payment agreement (DPA). To enter into a DPA we ask for half of the arrears as a down payment. Current bills must be paid on or before the due date and an additional two or more installment payments are made at a later date. If a tenant defaults on the DPA they cannot be offered a second one for 12 months and must pay their arrears in full in order to avoid disconnection, or to be reconnected. If there is a default by an owner, in order to avoid disconnection they must pay the arrears in full. If they are disconnected, in order to enter into a second DPA to be	We follow the DPA guidelines in our tariff and in accordance with PSC guidelines. Recently we filed our arrangement management plan that outlined the following approach for those customer who can demonstrate a reasonable quarterly income at or below 200% of the federal income poverty guidelines and who have applied for energy assistance: *Reduce chance of disconnection by disconnecting only customers unwilling to enter into a DPA. *Offer DPA arrangements that are based upon customer structure to facilitate repayment of past due utilities. Reduced down payment of 1/25 of outstanding balance down and level payments of 14 months or until June 15, 2022.	Customers who are unable to pay the full amount of their past due balance are offered a deferred payment agreement (DPA). To enter into a DPA we ask for half of the arrears as a down payment. Current bills must be paid on or before the due date and an additional two or more installment payments are made at a later date. If a tenant defaults on the DPA they cannot be offered a second one for 12 months and must pay their arrears in full in order to avoid disconnection, or to be reconnected. If there is a default by an owner, in order to avoid disconnection they must pay the arrears in full. If they are disconnected, in order to enter into a second DPA to be	We follow the DPA guidelines in our tariff and in accordance with PSC guidelines. Recently we filed our arrangement management plan that outlined the following approach for those customer who can demonstrate a reasonable quarterly income at or below 200% of the federal income poverty guidelines and who have applied for energy assistance: *Reduce chance of disconnection by disconnecting only customers unwilling to enter into a DPA. *Offer DPA arrangements that are based upon customer structure to facilitate repayment of past due utilities. Reduced down payment of 1/25 of outstanding balance down and level payments of 14 months or until June 15, 2022.	Customers who are unable to pay the full amount of their past due balance are offered a deferred payment agreement (DPA). To enter into a DPA we ask for half of the arrears as a down payment. Current bills must be paid on or before the due date and an additional two or more installment payments are made at a later date. If a tenant defaults on the DPA they cannot be offered a second one for 12 months and must pay their arrears in full in order to avoid disconnection, or to be reconnected. If there is a default by an owner, in order to avoid disconnection they must pay the arrears in full. If they are disconnected, in order to enter into a second DPA to be	Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)
NLU	3160	Electric			A/B	SSD PAST DUE BALANCE	496	N/A	582	N/A	496	N/A	17	N/A	Phone call		In-person visit / door hanger		SENDING MONTHLY PAST DUE NOTICES. IT HAS MADE NO DIFFERENCE.	N/A	N/A	IT IS THE RESPONSIBILITY OF CUSTOMER TO NOTIFY THE UTILITY OF MEDICAL PROBLEMS OR DISABILITIES.	DURING MORATORIUM WERE NOT REQUIRED TO OFFER AN AGREEMENT. HOWEVER, DPAs WERE OFFERED EVERY CUSTOMER.	REQUIRE 1/2 OF PAST DUE BALANCE	N/A	THE REMAINING PAST DUE BALANCE TO BE PAID ON SPECIFIC DATES COVER THE COURSE OF 6 MONTHS	N/A	No		Submit					
North Central Power Co Inc	4190	Electric			A/B	Accounts 60 day old	174	n/a	156	n/a	130	n/a	6	n/a	Phone call		In-person visit / door hanger		Mailed DPA to customers with information of Energy assistance, Keep 'em Warm, Heat for heroes, Sal Army, Focus on energy, Some Works. Some has no response.	n/a	The customer may contact their medical doctor and get a supporting medical problem and get a week to work out a payment plan.	If the customer is 60 days old bill, they are eligible for a DPA if they need it.	We ask for half	n/a	We ask for payments over three months. Then we see what they come back with. If we have to we may extend the DPA over more months if needed.	n/a	No		Submit						
Northwestern Wisconsin Electric Company	4280	Electric			A/B	30 days past due	386	Don't have this info	365	Don't have this info	300	Don't have this info	16	Don't have this info	Phone call	Letter	In-person visit / door hanger		Deferred and phone calls. Recently sent out 372 deferred agreements so not enough time to see if that will work. History has proven not to be very effective.	We send names to local county offices and they verify if they are eligible for assistance.	Send a form yearly to all customers advising if they have special needs to notify us and we keep a listing of these customers.	We will deal with all customers with these conditions as we always have per PSC guidelines.	All customers who are in arrears are eligible for deferred agreements.	First payment required with signed deferred agreement.	First payment is required with signed deferred agreement.	4 to 6 months	4 to 6 months	No	We are not a municipal utility	Submit					
OCONTO FALLS WATER & LIGHT COMMISSION	4360	Electric			C	10	166	N/A	166	N/A	166	N/A	32	N/A	Phone call				REMINDER LETTERS HAVE BEEN SENT EACH MONTH.	N/A	THIS STATEMENT IS ON THE REMINDER LETTER. CUSTOMERS ARE ASKED TO CONTACT UTILITY IF ANY OF THESE SITUATIONS ARE PRESENT AND ASK CUSTOMER TO CALL UTILITY IMMEDIATELY.	UTILITY WILL INCLUDE STATEMENT ON PHONE CALL BEFORE DISCONNECTS TO ANY OF THESE SITUATIONS ARE PRESENT AND ASK CUSTOMER TO CALL UTILITY IMMEDIATELY.	ALL CUSTOMERS ARE OFFERED DPA. CUSTOMER IS REQUIRED TO PAY 1/2 DOWN AND 2 ADDITIONAL PAYMENTS. CURRENT BILL IS DUE BY DUE DATE	1/2 DOWN IS REQUIRED UPON SIGNING DPA	N/A	WITH LARGE PAST DUE AMOUNTS, CUSTOMERS ARE OFFERED AN EXTENDED DPA. PAYMENTS MAY BE MADE OVER 2-3 MONTHS.	N/A	No		Submit					
Pardesville Public Utilities	4530	Electric			C	Anything 20 days past due date over \$50	69	N/A	54	N/A	69	N/A	0	N/A	Phone call				2 written notices and 1 phone call	N/A	N/A	Phone call placed 24-48 hours before anticipated disconnect	Customer in good standing with No Prior DPA defaults	50% of past due amount	N/A	This is determined on a case by case basis to help the customer successfully make payments on time	N/A	Yes	Only based on payment history	Yes		Submit			
Plymouth Utilities	4740	Electric			A/B	Plymouth Utilities services regulated electric and water, and unregulated sewer utilities. A residential customer who is 30 days past due and owes \$100 or more would meet the disconnection threshold.	394	N/A	394	N/A	394	N/A	24	N/A	Phone call		In-person visit / door hanger		Over the past nine months, we have sent out multiple letters asking our past due customers to contact us. We have encouraged our customers to contact financial assistance agencies, providing a list of agencies and contact information. We have encouraged our customers to call us and set up a payment plan so that they don't get further behind. We have also called and left messages for our customers to contact us. Letters and phone calls do not seem to move our past due customer to action, with many of our customers getting further and further behind. Without the threat of disconnection it has been difficult to get our customers to contact us about setting up a deferred payment plan. There are many customers who may qualify for assistance but haven't requested assistance because there is no "need" for them to do, they aren't threatened that their service will be shut off. Letters sent with the threat of TRIP (Tax Refund Intercept Program) or being sent to State Debt	N/A	Notes in system after customer notifies us	We prefer to set up plans with 50% down and over the next 2-4 months agree to payments that pay the remaining 50% plus current balance. Depending on circumstance, we will work with our customers and create a plan that they can agree to, possibly pushing out the time line based on their situation.	We ask 50%, but we will arrange different amounts based on specific customer circumstance	All of our customers are offered deferred payment agreements following the same guidelines as listed above. We encourage all of our customers to apply for assistance	As mentioned above it depends on the customer's situation	All of our customers are offered deferred payment agreements following the same guidelines as listed above. We encourage all of our customers to apply for assistance	No		Submit						
Reedsburg Utility Commission	4970	Electric			A/B	50	350	NA	308	NA	275	NA	10	0	In-person visit / door hanger		In-person visit / door hanger		Insert with January 2021 late notices. The insert recommends that they - don't wait until the last minute to pay their past due balance - Contact Energy Services to see if they qualify - Contact us to discuss their account	Check to see if they qualify for energy services assistance.	Request a physician's statement for any occupant that meets the criteria. The account is then flagged in our CIS system.	Door hangers will be delivered at least 24 hours in advance of disconnection	Owner with a past due balance of 60+ days	1/3 to 1/2 of past due balance	1/3 to 1/2 of past due balance	DPAs have three monthly installments (including down payment) in addition to monthly bill due. Will consider additional payments based on covid related circumstances.	Same as above. We will recommend they contact Energy Services to see if they can get assistance to lower their past due amount.	Yes		Submit					
Rice Lake Utilities	5050	Electric			A/B	150	512	266	783		48				Phone call	In-person visit / door hanger	Text/WR		Referral to Energy Assistance programs, churches, DPAs and phone calls. Energy Assistance has worked. DPAs are rarely successful in the past. We don't ask questions that may appear insensitive, intrusive, or out of line while conducting Utility business. We can not and should not stereotype, classify, segregate, show favoritism or demean anyone. This is illegal, unethical and immoral.	We partner with Barron County Energy Assistance and DCA to track and help low-income households. We do not and will not track or document this information. As a utility we supply each customer with Electric, Water and Wastewater services. We apply the PSC Rate Tariff as it is printed to ALL customers. When we are allowed to disconnect customers due to lack of payment, we don't ask questions that may appear insensitive, intrusive, or out of line while conducting Utility business. We can not and should not stereotype, classify, segregate, show favoritism or demean anyone. This is illegal, unethical and immoral.	We do not and will not track or document this information. As a utility we supply each customer with Electric, Water and Wastewater services. We apply the PSC Rate Tariff as it is printed to ALL customers. When we are allowed to disconnect customers due to lack of payment, we don't ask questions that may appear insensitive, intrusive, or out of line while conducting Utility business. We can not and should not stereotype, classify, segregate, show favoritism or demean anyone. This is illegal, unethical and immoral.	We do not and will not track or document this information. As a utility we supply each customer with Electric, Water and Wastewater services. We apply the PSC Rate Tariff as it is printed to ALL customers. When we are allowed to disconnect customers due to lack of payment, we don't ask questions that may appear insensitive, intrusive, or out of line while conducting Utility business. We can not and should not stereotype, classify, segregate, show favoritism or demean anyone. This is illegal, unethical and immoral.	Any past due balance is eligible if the customer so chooses, however there are special rules for residential tenants.	25-50% down depending on the month of the year we are in.	same as above	same as above	same as above	same as above	Per Wis. Admin Code 113.0404 or RLU Rate Tariff page 59.	No		Submit			
River Falls Municipal Utilities	5110	Electric			A/B	500	151	25	NA	NA	150	25	0	0	Phone call		In-person visit / door hanger		Social Media messages - may not work that well however, reaching out and making personal calls to those that may be subject to disconnection and letting them know about agencies for utility assistance has been very successful in the past. We will be personally reaching out to everyone on our disconnection list again this year.	Low income customers are documented by those that have received Energy Assistance from the County within the last 12 months.	This is verified by our Medical Needs paperwork on file and alerts on the accounts.	Personal phone calls to each of those on the disconnection list.	Those that have a past due balance of \$500 or more.	1/3 of the past due amount will be requested as a down payment.	1/3 of the past due amount or a promise for payment from Crisis Funds with the County or another agency such as ARC or Salvation Army.	The number of installment payments will vary based on the customer; Weekly, bi-weekly or monthly payments as long as the past due and current bills are paid within a 3 month period.	The number of installment payments will vary based on the customer; Weekly, bi-weekly or monthly payments as long as the past due and current bills are paid within a 3 month period.	Yes		Submit					
Sauk City Municipal Water & Light Utility	5260	Electric			C	Past Due Over \$50.00	136	47	275	1	136	47	5	0	Phone call	Letter	In-person visit / door hanger		DPA, Equal Pay, One Time Extension, Coordinating with LHeap & Slipstream. For some people it has worked for some residents, other residents ignore the resources.	With the Spreadsheets from slipstream and LHeap.	N/A	Disconnect Letter	They agree to pay certain installments until arrears pd in full.	50% of the arrears at the time the agreement is made.	50% of the arrears at the time the agreement is made.	Weekly basis, bi weekly basis, monthly basis	weekly basis, bi weekly basis, monthly basis	No		Submit					
Shawano Municipal Utilities	5350	Electric			A/B	60	542	NA	330	NA	467	NA	21	NA	Phone call				Prior to and during the Tax roll collection process, starting last August, SMU sent letters to account holders and landlords informing them of the arrears, pending tax roll collection and penalties and offered DPAs to avoid being placed on the tax roll. Only one (1) out of more than 700 called to arrange a DPA but lost interest when informed that they were not going to be disconnected.	SMU occasionally counts households that receive energy assistance (P&S in 2020) but we do not cross reference them with those customers in arrears.	SMU does not verify or document such conditions or ages of occupants.	At the time of calling to notify of the medical deferred and customers volunteer that conditions may exist which qualify. We do not verify any of medical problems or disabilities exist.	All residential customers, except for those tenants disqualified under tariff Schedule X-2 (Act 274)	SMU's goal is to avoid disconnection and collect payment for utility services. For customers facing disconnection and who contact SMU for help avoiding a disconnection, SMU negotiates DPA terms with a request for a 50% down payment on the total of arrears and the current bill, with the balance to be paid in installments over the next four (4) weeks. Depending on the customer's stated ability to pay, we will adjust our ask but will not accept an agreement which provides for less than a 25% down-payment or balance installments over a period of more than 12 weeks. Terms are flexible within the above parameters and depending on the balance amount due and a	SMU's goal is to avoid disconnection and collect payment for utility services. For customers facing disconnection and who contact SMU for help avoiding a disconnection, SMU negotiates DPA terms with a request for a 50% down-payment on the total of arrears and the current bill, with the balance to be paid in installments over the next four (4) weeks. Depending on the customer's stated ability to pay, we will adjust our ask but will not accept an agreement which provides for less than a 25% down-payment or balance installments over a period of more than 12 weeks. Terms are flexible within the above parameters and depending on the balance amount due and a	SMU's goal is to avoid disconnection and collect payment for utility services. For customers facing disconnection and who contact SMU for help avoiding a disconnection, SMU negotiates DPA terms with a request for a 50% down-payment on the total of arrears and the current bill, with the balance to be paid in installments over the next four (4) weeks. Depending on the customer's stated ability to pay, we will adjust our ask but will not accept an agreement which provides for less than a 25% down-payment or balance installments over a period of more than 12 weeks. Terms are flexible within the above parameters and depending on the balance amount due and a	SMU's goal is to avoid disconnection and collect payment for utility services. For customers facing disconnection and who contact SMU for help avoiding a disconnection, SMU negotiates DPA terms with a request for a 50% down-payment on the total of arrears and the current bill, with the balance to be paid in installments over the next four (4) weeks. Depending on the customer's stated ability to pay, we will adjust our ask but will not accept an agreement which provides for less than a 25% down-payment or balance installments over a period of more than 12 weeks. Terms are flexible within the above parameters and depending on the balance amount due and a	SMU's goal is to avoid disconnection and collect payment for utility services. For customers facing disconnection and who contact SMU for help avoiding a disconnection, SMU negotiates DPA terms with a request for a 50% down-payment on the total of arrears and the current bill, with the balance to be paid in installments over the next four (4) weeks. Depending on the customer's stated ability to pay, we will adjust our ask but will not accept an agreement which provides for less than a 25% down-payment or balance installments over a period of more than 12 weeks. Terms are flexible within the above parameters and depending on the balance amount due and a	Yes		Submit				
Sheboygan Falls Utilities	5380	Electric			A/B	Two months past due	145	5	0	n/a	150	5	0	0	In-person visit / door hanger		In-person visit / door hanger		Mailing of non payment notices. These generally get customers to pay. Especially coming up to April.	They are subsidized housing.	n/a	It is the customer's responsibility after receiving the notice. If it is a special situation we will reach out call/in-person to talk with customer to try and make contact.	Customers have to pay half of the past due amount and then make monthly deferred payments plus their current bill.	They need to pay half of the past due amount in order to make deferred payment agreements.	The same would apply to them, or a case by case arrangements. We work with customers dependent on their individual circumstances.	Customer's would have up to six months of needed for making deferred installments.	These customer's would also have up to six months if needed.	No		Submit					
Shullsburg Electric Utility	5460	Electric			C	Two months not paid	68	N/A	68	N/A	68	N/A	3	N/A	Phone call		In-person visit / door hanger		Same customers in arrears now pre-COVID so no special outreach.	Can only verify ones that have received energy assistance payments in the past, not ones that are low-income and do not have assistance payments	Customer would need to notify the utility.	Anyone with a past due account that needs help getting the account caught up.	Will work with any past due customer to establish any downpayment and DPA that will get them caught up by November 1st if possible. A DPA does no good if they can't actually fulfill downpayments and installments.	Will work with any past due customer to establish any downpayment and DPA that will get them caught up by November 1st if possible. A DPA does no good if they can't actually fulfill downpayments and installments.	Will work with any past due customer to establish any downpayment and DPA that will get them caught up by November 1st if possible. A DPA does no good if they can't actually fulfill downpayments and installments.	Will work with any past due customer to establish any downpayment and DPA that will get them caught up by November 1st if possible. A DPA does no good if they can't actually fulfill downpayments and installments.	Will work with any past due customer to establish any downpayment and DPA that will get them caught up by November 1st if possible. A DPA does no good if they can't actually fulfill downpayments and installments.	No		Submit					

Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.	Residential threshold	Number of residential customers who meet the threshold as of the date of this submital	Number of low-income residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	b) How many of those customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)			
		Electric	Gas	Water										A/B	C	D	Phone call										Letter	In-person visit / door hanger	Other (please specify)	Yes	No	Other (please specify)	Yes	No	Submit
Spooner Municipal Utilities	5630	Electric			C	60+ days past due	57	n/a	40	n/a	50	n/a	1	n/a	Phone call		In-person visit / door hanger		Letters were mailed to customers past due encouraging them to contact utility to establish payment plans sooner rather than later. No response from any customers. Energy Assistance office and utility have been working together to identify customers who have not yet applied for crisis funds or energy assistance. This has been working well but many people still have not applied.	Payments from energy assistance are coded as such and is a way to see if the customer has applied this year or in previous years.	Medical alerts are coded in customer profile. Documentation from physician is required for this. Customer conversations are briefly summarized in a comment screen in regards to disabilities or extenuating circumstances that may be taken into consideration in regards to disconnection.	All are eligible	Payment of current amount plus an agreed amount - typically 50% of past due balance.	Payment of current amount plus an agreed amount - typically 50% of past due balance. Referral to energy assistance or other agencies for extra help if needed.	We attempt to work with each individual to coincide payment schedule with their paycheck schedule. Past due balance should be paid off within a reasonable amount of time not to exceed three months. They may make payments weekly or biweekly or anything in between depending on what works for them.	Same as above. Amount of energy or crisis funds to be applied is considered into duration of payment plan.	Yes		Other (please specify)	Yes	No	Submit	Other (please specify)		
Stoughton Electric Utility	5740	Electric			A/B	60 days delinquent > \$100	450	81	189	30	450	81	39	0	Phone call		In-person visit / door hanger		Notices of energy assistance availability, monthly past due notices, direct mailing to severely delinquent customers with notices of potential collection (non-disconnect) activity. What worked was being able to send actual disconnection notices in late July, August, and September and follow up with specific potential disconnection dates. We had success, even though disconnections occurred. What hasn't worked is outreach when disconnections were not in play. Once the full moratorium was published, payments decreased and arrears grew rapidly in just one month, and continued growing.	Energy assistance approvals from WINEAP. Communication with community organizations providing services to low income households.	Communication with community organizations providing services to these households.	Negotiate DPAs upon request from customer.	1/2 down if a first DPA. 1/2 down if renegotiating a previously defaulted DPA. Regular weekly, biweekly, or monthly installments, plus payment of current charges.	1/3 down if a first DPA. 1/2 down if renegotiating a previously defaulted DPA. Regular weekly, biweekly, or monthly installments, plus payment of current charges.	Each DPA is individually tailored to meet the customer's scheduling request in order to maximize success. Attempt to schedule payments on customers' payday.	Each DPA is individually tailored to meet the customer's scheduling request in order to maximize success. Attempt to schedule payments on customers' paydays.	Yes		Other (please specify)	Yes	No	Submit	Other (please specify)		
Stratford Municipal Water & Electric Utility	5760	Electric			C	\$50.00 and 60 days past due	71	n/a	53	n/a	73	n/a	2	0	Phone call	Letter	In-person visit / door hanger		We have sent letters and made phone calls to these customers offering DPAs. At this time we have zero customers who have a DPA on file.	At this time, we are offering modified and reduced DPAs. We are taking each household's situation at their word and offering an option that works for them.	At this time, we are offering modified and reduced DPAs. We are taking each household's situation at their word and offering an option that works for them.	Phone calls, letters, in person visits (if necessary) and door hangers.	At this time all residential customers are being offered a DPA regardless of past payment history and amount of arrears.	At this time we are asking customers to put 25% down if possible and to keep the current balance paid while making payments on arrears over 6-12 months.	At this time, we are asking customers to put 25% down if possible and to keep the current balance paid while making payments on arrears over 6-12 months.	Stratford Utility is handling each account individually. We are fortunate enough to be a smaller utility and can manually manage each account monthly. If no down payment can be made and we would possibly look at a budget plan for them temporarily on a 12 month trial.	Stratford Utility is offering DPA extensions for 6-12 months, depending on the situation a longer DPA may be established.	No		Other (please specify)	Yes		Submit	Other (please specify)	
Sturgeon Bay Utilities	5780	Electric			A/B	\$100 for "capable customers" who are not willing to enter into a DPA and \$300 for low income customers not willing to enter a DPA	377	4	381	N/A	100	29	5	0	Phone call		In-person visit / door hanger		We continue to send reminder letters, notifying customers of their past due balance, along with the reminder calls. We have sent bill inserts reminding customers where they can go to get help with their past due balances. We recently received a grant from our Community Foundation to help those customers with larger past due balances. It's too early in this process to know what success will result from this.	Based on customers who have received energy assistance	Notification from the customer	Notification from the customer, resulting from bill inserts and letters alerting customers to programs and assistance available to those in need	Customers whose gross quarterly income is above 200% of the federal poverty guidelines "Capable customers" will be offered a DPA with a 50% of their balance as a down payment and the remaining balance paid in 3 equal on-time payments along with their current bills.	Customers who can show their gross quarterly income to be below 200% of the federal poverty guidelines would be offered a much more robust DPA. They would be offered a DPA with a down payment of 1/17 of their balance and the remaining amount to be paid in 16 equal on-time payments along with their current bill.	remaining balance paid in 3 equal on-time payments along with their current bills for "capable customers"	16 equal on-time payments along with their current bill.	Yes		Other (please specify)	Yes	No	Submit	Other (please specify)		
sun prairie utilities	5810	Electric			A/B	250	685	na	500	na	350	na	5	0			In-person visit / door hanger		provided funding to local help organization for utility assistance. messaging on bills, on social media, and on website. Providing help contact #s as we speak to call-in customers	partnering with Sunshine Place and Energy Services of Dane Co	Solicit contact on bill messaging. Ask directly with each customer contact	Inquiry is noted on disconnection notice; ask directly with each phone contact	Suspect Residential tenant DPA tariff until 8/1/21. All residential customers are eligible.	30% of past due	30% of past due	Generally starting at 6 monthly installments, and add or subtract as the individual situation allows or requires	Generally starting at 6 monthly installments, and add or subtract as the individual situation allows or requires	Yes		Other (please specify)	Yes		Submit	Other (please specify)	
Superior Water Light & Power Company	5820	Electric			A/B	\$250 or greater - 90 days past due	1,075	SWL&P does not currently track low income customers separately as part of the disconnection plan review	SWL&P did not analyze disconnections as of November 1, 2020	SWL&P does not currently track low income customers separately as part of the disconnection plan review	SWL&P does not currently track low income customers separately as part of the disconnection plan review	SWL&P does not currently track low income customers separately as part of the disconnection plan review	8	0	Phone call	Letter	On occasion, door hanger		The following outreach has occurred (listed in order of most effective to least effective) - Past Due Notice - IVR call - Personal Call Campaign - Personalized letters with additional resource information	Fuel Assistance (F/A) - Customer outreach call	Date of birth on account, personal guardians (if assigned), life support, and/or fuel assistance information	IVR calls. Personal phone contact is made with any customer indicating life support listed on their account.	The customer must be at least 31+ days past due. If less than 31+ days, a payment plan should be established with the customer to help them get caught up.	SWL&P requires a customer to make a payment on the past due balance and strives to obtain the full 90+ days past due if they are able to pay it.	If the customer is not able to pay the 90+ day threshold due to being low income, we provide the information for local/state resources for them to obtain additional assistance from agencies in the area first. We provide this information prior to the deferred payment arrangement being set up.	SWL&P did not go past 9 months and held firm to that duration. The longer time periods can be hard for a customer to maintain, although there is the removal fee LPC because it will break within 2 days if the customer does not pay on or before the due date.	SWL&P will set up a DPA for 6 months; however, in some cases for a very low income customer, we will extend as far out as 12 months. Prior to COVID-19 SWL&P did not go past 9 months and held firm to that duration. The longer time periods can be hard for a customer to maintain, although there is the removal fee LPC because it will break within 2 days if the customer does not pay on or before the due date.	No		Other (please specify)	No		Submit	Other (please specify)	
TMU	5940	Electric			C	125	85	40	80	40	85	40	5	0	Phone call		In-person visit / door hanger		TMU has made personal calls or emails to customers to set up a payment plan even if it does not meet our criteria	Public benefit recipients	TMU does not verify these households	TMU follows our policy or requesting a note from a doctor explaining the customer's need for services	We ask for 1/2 of the past due with monthly payments on the remaining past due, while keeping the current bill current.	1/2 of the past due amount, but we will work with the customers to help them succeed.	1/2 of the past due amount, but we will work with the customers to help them succeed.	TMU strives to have the past due paid in the year it occurred when possible.	TMU strives to have the past due paid in the year it occurred when possible.	No		Other (please specify)	No		Submit	Other (please specify)	
TWO RIVERS WATER AND LIGHT UTILITY	5990	Electric			A/B	\$25	892	N/A	908	N/A	892	N/A	0	N/A			In-person visit / door hanger		Monthly notices, alternative payment options and inform customers on available assistance.	N/A	N/A	WHEN CUSTOMER CALLS AFTER RECEIVING DISCONNECT LETTER A 2-DAY EXTENSION IS GIVEN TO CUSTOMER OR AN EXTENSION IS GIVEN WHILE ENERGY ASSISTANCE IS APPLIED FOR OR OTHER AGENCIES CAN BE CONTACTED TO ASK FOR ASSISTANCE.	ANY CUSTOMER IS ELIGIBLE FOR A DEFERRED PAYMENT AGREEMENT.	50% DOWN	DECIDED ON INDIVIDUAL BASIS.	3 BI-WEEKLY PAYMENTS OR 6 WEEKLY PAYMENTS	DECIDED ON AN INDIVIDUAL BASIS.	No		Other (please specify)	No		Submit	Other (please specify)	
Village of Benton	460	Electric			D	\$50.00	47	NA	13	NA	13	NA	0	NA	Phone call	Letter			We send reminder notices	We have a list of people who get energy assistance but otherwise I am not sure how we know who is low income	I do not have this information	We send notices and then call twice before disconnections	We need a down payment would like half but will work with customers. must not have broken a payment plan within the last year	50% is recommended	50% is recommended	Must pay their current bill, prefer under a year for the payments	Must pay their current bill, prefer under a year for the payments	No		Other (please specify)	No		Submit	Other (please specify)	
Village of Mazomanie	3470	Electric			C	\$50 or more delinquent	76	n/a	156	n/a	50	n/a	0	n/a	Phone call		In-person visit / door hanger		Both letters and phone calls. Both work. We rarely have to actually disconnect someone.	n/a	n/a	Information is contained in the notice and letters letting them know if there are medical conditions to consider, they need to contact us.	We ask for at least a 50% of unpaid balance and then we enter into a deferred agreement.	same	same	payment schedule worked out dependent on amount owed, amount customer is able to pay consistently and deadline by which delinquent amount has to be paid off.	Same	No		Other (please specify)	No		Submit	Other (please specify)	
Village of Prairie du Sac	4830	Electric			C	50	164	16	n/a	n/a	35	n/a	0	0			In-person visit / door hanger		Energy Assistance information listed on bill inserts. Also provide assistance information in the office and offer on phone calls.	No	No	Personnel knock on the door prior to disconnection. If any such circumstances are found, the individual is encouraged to contact the utility office.	They must pay 50% of past due to start a payment plan.	They must pay 50% of past due to start a payment plan.	Same	Same	We set up a payment agreement based on a customer's pay date and what they are comfortable committing to. Usually to be caught up in 3 months.	same.	No		Other (please specify)	No		Submit	Other (please specify)
Water Works and Lighting Commission	6700	Electric			A/B	60 Days past due starting with customers who have not made a payment in several months.	1,000	N/A	475	N/A	350	N/A	0	N/A	Phone call		In-person visit / door hanger		Phone calls encouraging customers to contact Energy Assistance and contact the utility regarding a payment arrangement. Low response from customers.	N/A	N/A	This notice is on each statement, we can also include this message on a disconnection phone call and/or door hanger.	We would start over in 2021 and allow everyone the opportunity to enter into a payment arrangement.	Starting point for discussion would be 50% past due, but we would discuss with customer payment history and determine ability to pay.	Starting point for discussion would be 50% past due, but we would discuss with customer payment history and determine ability to pay.	3-4 months, but would make exceptions for special circumstances.	3-4 months, but would make exceptions for special circumstances.	No		Other (please specify)	No		Submit	Other (please specify)	
Waterloo Water & Light Commission	6220	Electric			A/B	\$100 past due	243	24	243	24	243	24	2	0	Phone call		In-person visit / door hanger		continuous running Energy Assistance message on bills	We only know if they have received Energy Assistance	Medical Extension form signed by doctor	letter, phone call, door hanger, energy assistance, other agencies that help	active account with past due balance that is not a tenant	50% of the past due amount	same	none	none	Yes		Other (please specify)	No		Submit	Other (please specify)	
Waunakee Utilities	6260	Electric			A/B	100	226	12	126	9	60	3	25	0	Phone call		In-person visit / door hanger	Door hanger only if no number on file	Monthly past due notices. Reminder letter to apply for energy assistance. Giving out phone number for organizations for help.	They apply for energy assistance.	Note account with medical alert	Past due/IVR notice statements to call the office if there is someone in the household	Pay the down payment and complete the paperwork	50% down	same	at least 2 installments in 30 days	same	Yes		Other (please specify)	No		Submit	Other (please specify)	
Waupun Utilities	6290	Electric			A/B	150	377	NA	221	NA	50	NA	5	NA	Phone call				Waupun Utilities staff have been and will continue to diligently work with customers with balances in arrears to establish DPAs, develop payment arrangements, setup budget payment plans and educate customers on resources available for assistance that can help those in times of financial hardship. Personal contact works on occasion is the customer answers phone or returns message. There has not been a sense of urgency for the customer to establish a payment plan because they are aware of utilities' inability to disconnect service. I believe March will be a busy time establishing DPAs and receiving payment due to customers knowing that the moratorium is scheduled to end April 15, 2021.	Receipt of Energy Assistance	Option to submit a critical need form filled out by a physician.	All residential customers are eligible to establish a DPA except if they meet one of the following criteria in arrears in Schedule No. 3-2 Amendment No. 75-1) balances greater than \$100 of account arrearages that are more than 90 days past due, 2) the customer hasn't defaulted on a DPA in the past 12 months, 3) tenant is responsible for account arrearages that were placed on any property owner's tax bill in utility's service territory in the past 24 months, and 4) tenant has a balance that accrued during the winter moratorium that is more than 80 days past due.	initial down payment of 1/3 - 1/2 of all past due balance for the 1st installment, dependent upon the customer's financial condition.	initial down payment of 1/3 - 1/2 of all past due balance for the 1st installment, dependent upon the customer's financial condition.	Remaining balances in arrears is divided into two (2) additional installments to be paid the following two months by the date agreed upon with customer and Waupun Utilities. Waupun Utilities can use their discretion to grant up to an additional 2 installments for a total of 4 maximum installments.	NA	Yes		Other (please specify)	No		Submit	Other (please specify)		

Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.		Residential threshold	Number of residential customers who meet the threshold as of the date of this submital	Number of low-income residential customers who meet the threshold as of the date of this submital	Of the residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	a) How many of those customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)		
		Electric	Gas	Water	A/B	C										D	Phone call	Letter	In-person visit / door hanger										Other (please specify)	Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)
																													Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)	
We Energies	6630	Electric			A/B		2,000	12,000	3,234	NA	MA	12,000	3,234	0	0	Phone call	Letter	In-person visit / door hanger	Only in person contact only if locking in field	As we've shared with the PSC in our ongoing communications, for outreach communication, we use bill and IVR messages to encourage customers to reach out to discuss their bill if they have payment concerns. This message is supported by our Corporate Communications department on social and other media. We've received responses via all communication methods, but bill messages are the only method to go out to all affected customers.	Low income customers are identified by an attribute on their account. The attribute is added to the account if the customer receives energy assistance.	Vulnerable customers who self-identify, are sent a Medical Condition form to be completed with their doctor and returned to our Medical Condition department. Upon verification, an attribute is added to the customer's account to identify their Medical Condition status. It is also part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer. Additionally, our care center staff are trained to be sensitive to potential vulnerable customer situations even if the customer doesn't self-identify.	It is part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer. Additionally, our care center staff are trained to be sensitive to potential vulnerable customer situations even if the customer doesn't self-identify.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	No	No		Submit				
Westby Electric & Water Utility	6400	Electric			C	50 past due	98	N/A	25	N/A	90	N/A	0	0			In-person visit / door hanger		The Utility has mailed friendly reminder notices each month, indicating what amount is past due with no due date. We have also delivered friendly reminder door hangers. At this point, we are seeing customers are ignoring reminder mailings.	E-Assistance received from County.	We are keeping spreadsheets containing information of people on the disconnection list. Here, we are able to insert notes of situations brought to our attention by customers.	Our crew, along with our Director of Public Works, plan on personally visiting households prior to a possible disconnection. The office staff can reach out via telephone and we also have access to the City Police Dept. for assistance.	We usually require 50% of past due, we believe this may not be feasible during this time and looking at some of the balances we have. We will require 25% down of past due.	25% of past due.	We will work with them to determine the best option for the number of installments. Our goal is to have everyone caught up by early fall. They can choose higher monthly payments to reduce the number of installments or spread out the payments and have more installments. We will offer installments that range from 1-6 months.	Same as above.	No	No		Submit						
Whitehall Electric Utility	6490	Electric			C	20	132	N/A	120							Phone call					N/A	N/A	Phone call	Residential customers can enter into a deferred payment agreement for past due amounts.						No	No		Submit			
Wisconsin Dells Municipal Electric Utility	6610	Electric			C	We look at amount of arrears (over \$200) and payment history.	82	n/a	43	n/a	20	n/a	5	0	Phone call		In-person visit / door hanger		Energy assistance and Vincent de Paul. Both have worked well for our customers.	If we are notified by customer documentation of being low income or receives energy assistance it is noted on customer's account	If we are notified by customer, social worker or doctor it is noted in customer account	We will take these circumstances into consideration and work with customer	Residential customers that have not defaulted on previous deferred payment agreements will be eligible to enter a deferred payment agreement	50% of arrears is required at time of setting up deferred payment agreement	If we are notified of customer being low income we can adjust down payment requirements for a deferred payment agreement	We take into consideration the amount of arrears, how long it has been delinquent and customer payment history to determine number of installment payments.	If we receive documentation that customer is low income we can adjust number of installments.	No	No		Submit					
Wisconsin Public Service	6690	Electric			A/B	2,500	2,400	349	2,100	60	2,400	349	0	0	Phone call	Letter	In-person visit / door hanger		As we've shared with the PSC in our ongoing communications, for outreach communication, we use bill and IVR messages to encourage customers to reach out to discuss their bill if they have payment concerns. This message is supported by our Corporate Communications department on social and other media. We've received responses via all communication methods, but bill messages are the only method to go out to all affected customers.	Low income customers are identified by an attribute on their account. The attribute is added to the account if the customer receives energy assistance.	Vulnerable customers who self-identify, are sent a Medical Condition form to be completed with their doctor and returned to our Medical Condition department. Upon verification, an attribute is added to the customer's account to identify their Medical Condition status. It is also part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer. Additionally, our care center staff are trained to be sensitive to potential vulnerable customer situations even if the customer doesn't self-identify.	It is part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	No	No		Submit					
Wonegan	6760	Electric			C	25	36	N/A	36	N/A	36	N/A	0	N/A			In-person visit / door hanger				N/A	N/A	N/A	When the 30 day or 25 hour notice is placed the customer is to contact the utility with any questions or concerns. At this time is when the personal circumstances are brought to our attention.						No	No		Submit			
Xcel Energy (NSP-Wisconsin)	4220	Electric			A/B	1,000	13,287	3,490	11,116	3,509	0	0	0	0	Phone call	Letter	In-person visit / door hanger		Call Campaigns for balances over 1000, return check and last chance campaigns - these efforts are moderately successful.	* Low income households verified by payment history utility receives; EA is WHEAP, EC is County DHS, ED is other community agency resources, Tribal agency payments & veteran resources, EF is SALV, Army HRA/SHARE, HEAT for Heroes, Keep WI Warm.	The Personal Accounts Representative (PAR) Dept. manages at risk customers via medical certification, special plans which include collaboration of a trusted network of community resources.	The Gatekeeper Program trains field personnel and Customer Care agents to identify criteria of at-risk households. Employees initiate immediate referral into the PAR team. Field personnel postpone disconnection of Gatekeeper identified accounts for the PAR Department to analyze the account and follow up with the customer and if necessary, refer to eligible Community Resources.	Any customer can have a payment agreement, if there is a past due balance involved.	We typically request 10% down but have been working with customers through the pandemic, based on affordability.	Low income customers are referred to our PAR department to work on what customers can afford and often tailor the arrangement to assist customers who have extenuating circumstances.	We offer 3, 6, 9 or 12 month payment options.	Low income customers are referred to our PAR department to work on what customers can afford and often tailor the arrangement length to go beyond normal guidelines to assist customers who have extenuating circumstances.	No	Not a municipal utility		Submit					
<b>TOTAL</b>	<b>81</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>41</b>	<b>38</b>	<b>11,479</b>	<b>84,117</b>	<b>11,758</b>	<b>48,197</b>	<b>6,575</b>	<b>61,964</b>	<b>7,094</b>	<b>2,684</b>	<b>45</b>	<b>60</b>	<b>21</b>	<b>54</b>	<b>13</b>	<b>78</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>78</b>	<b>32</b>	<b>48</b>	<b>12</b>	<b>9</b>	<b>25</b>				
<b>TOTAL TEXT ENTRIES</b>	<b>0</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>41</b>	<b>38</b>	<b>48</b>	<b>0</b>	<b>51</b>	<b>11</b>	<b>56</b>	<b>0</b>	<b>51</b>	<b>0</b>	<b>42</b>	<b>60</b>	<b>21</b>	<b>54</b>	<b>13</b>	<b>78</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>78</b>	<b>32</b>	<b>48</b>	<b>12</b>	<b>9</b>	<b>25</b>				
Alliant Energy	6680	Gas			A/B	450	13,477	N/A	7,299	NA	13,477	na	505	na	Phone call		In-person visit / door hanger		All customers receive a phone call. Customers whose mail is sent somewhere other than the service address will also receive a door posting prior to disconnection. Households that contain an individual with a known infirmity are also door posted prior to disconnection.	Customer outreach has been performed using social media posts, emails, letters, and phone calls. Customers who have signed up for text message alerts are also notified of past due balances via text message. We have seen some success with each method.	Customers who receive WHEAP benefits have their account coded as low income.	If a customer or medical professional notifies us a household contains an individual with an infirmity an indicator is put on the account.	Alliant Energy will place a call to the household prior to disconnection to encourage payment, set up payment arrangements, or encourage the household to apply for financial assistance. At the time of the call if an special circumstances which deserve attention are discovered they will be followed up on appropriately.	All residential customers are eligible for a deferred payment agreement. The terms and no down payment required are dictated by the customer's previous default history on a deferred payment agreement. Customers who have defaulted on the two previous payment agreements are required to make a 50% down payment for a payment agreement.	Customers who have not previously defaulted on a deferred payment agreement, are eligible for a custom payment agreement where they set their own terms and no down payment is required. Customers who default on a custom payment agreement are required to make a 25% down payment for a payment agreement. Customers who have defaulted on the two previous payment agreements are required to make a 50% down payment for a payment agreement.	Customers who have not previously defaulted on a deferred payment agreement, are eligible for a custom payment agreement where they set their own terms and no down payment is required. Customers who default on a custom payment agreement are required to make a 25% down payment for a payment agreement. Customers who have defaulted on the two previous payment agreements are required to make a 50% down payment for a payment agreement.	Customers who are eligible for a custom payment agreement set their own number of installments. If the installments are reasonable the agreement is accepted. Customers who have defaulted on a customer payment agreement are a 12 month agreement. Customers who have defaulted on a custom payment agreement and a 12 month agreement are eligible for a 6 month agreement.	Customers who are eligible for a custom payment agreement set their own number of installments. If the installments are reasonable the agreement is accepted. Customers who have defaulted on a customer payment agreement are a 12 month agreement. Customers who have defaulted on a custom payment agreement and a 12 month agreement are eligible for a 6 month agreement.	No	No		Submit				
City Gas Company	1140	Gas			A/B		200	N/A	260	N/A	180	N/A	5	None	Phone call		In-person visit / door hanger	Email	Continuous, consistent account management is the primary effort by utilizing written notices, phone contact, personal visits to service locations, deferred payment agreements and personal referrals to energy assistance programs including state and local government programs and the local private charity entities that assist those who qualify. No one method appears more effective than another.	A notation is made in the payment transaction listing for the account that the payment was through Energy Assistance.	Do not document these conditions.	The utility notifies potential disconnections to contact the utility for personal review of any unique circumstances.	The eligibility of any Deferred Payment Agreement is based on PSC 134.063, BUT each unique customer situation will be taken into consideration.	The eligibility of any Deferred Payment Agreement is based on PSC 134.063, BUT each unique customer situation will be taken into consideration.	The eligibility of any Deferred Payment Agreement is based on PSC 134.063, BUT each unique customer situation will be taken into consideration.	The eligibility of any Deferred Payment Agreement is based on PSC 134.063, BUT each unique customer situation will be taken into consideration.	The eligibility of any Deferred Payment Agreement is based on PSC 134.063, BUT each unique customer situation will be taken into consideration.	No	N/A		Submit					
Florence Utility Commission	2000	Gas			C	500	7	N/A	n/a	n/a	5	n/a	2	N/A	Phone call	Letter			Phone call	Completed energy assistance application	Small town. Customers are known.	phone call	All residential customers are eligible for DPA.	Will work with each customer individually to establish a plan	Will work with each customer individually to establish a plan	Will work with each customer individually to establish a plan	Will work with each customer individually to establish a plan	Will work with each customer individually to establish a plan	No	No		Submit				
MIDWEST NATURAL GAS, INC	3670	Gas			A/B	20	2,284	N/A	2,330	N/A	2,400	N/A	200	N/A	In-person visit / door hanger				We have sent out monthly letters notifying past due customers of account balances and with these letters we have included information about energy assistance available in their area. We are also incorporating the 2021 WHEAP brochure into our February customer statements for all customers. This brochure gives information on energy assistance, Keep WI Warm and Focus on Energy programs available.	N/A	N/A	We make a personal visit to the residence 1 business day prior to scheduled disconnection. We also attempt personal contact prior to disconnection.	Available to customers who have not defaulted on prior DPAs and who make reasonable down payment and installment arrangements	Must pay 50% of past due balance	Must pay 50% of past due balance. If low income Energy Assistance is available cover most or some of the past due.	Usually 3 installments paid with current charges. This year we could extend it out a couple more months due to higher balances due to COVID	Three to five months	No	No		Submit					
St. Croix Valley Natural Gas Company, Inc	5230	Gas			C	\$200 or 89+ days past due	250	Unknown. The only means we have to determine low-income is if the residential customer qualifies for EAP or some other type of bill pay assistance program. No EAP customer is currently on the potential lock-off list.	112	see response above	175	see response above	4	unknown	Phone call	Letter	In-person visit / door hanger		In normal years, statement, reminder notices, lock-off (8-day) notices, and the Field Tech knocks on the door prior to locking the customer's meter. We will also attempt to make phone contact with the customer prior to sending the Field Tech out for the lock off. We have had an on-going phone and/or email contact attempt to those customers that were in danger of being locked in October 2020 for non-payment, and continuing to add customers that fall in the April 2021 lock-off danger zone at any time during the moratorium. If we make contact, we discuss DAs and provide the numbers for assistance as well as the contact information to our online payment service. If they wish to make payment immediately using their credit card or online check payment. For rentals, we confirm with the landlord that the tenant still resides at the home.	St. Croix Gas has only used EAP or other bill pay assistance to determine low-income.	We contact the customers to make us aware of their situations.	At the time of disconnection, if or phone/email contact attempts have been unsuccessful, the Field Tech that is dispatched will attempt to make personal contact at the home.	All residential customers are eligible for DPAs	We have required 50% of the arrears and the balance to be paid by June 1. Given the current circumstances, we will ask for 25% of the arrears and the balance to be paid by October 1, 2021.	We will waive the down payment requirements to any customer that qualifies for EAP or any other bill pay assistance.	The number of payments will be based on individual circumstances and we are willing to stretch the paid in full date from June 1, 2021 to October 1, 2021.	The number of payments will be based on individual circumstances and we are willing to stretch the paid in full date from June 1, 2021 to October 1, 2021.	No	No		Submit					

**Appendix A - Disconnection Plans April 2021**

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.						Residential threshold	Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide details regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)					
		Electric	Gas	Water	A/B	C	D								Phone call	Letter	In-person visit / door hanger	Other (please specify)										Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)				
We Energies	6630		Gas		A/B			2,000	0	0	NA	0	0	0	0	0	0	Phone call	Letter	In-person visit / door hanger	In-person visit if locking in field.	As we've shared with the PSC in our ongoing communications, for outreach communication, we use bill and bill messages to encourage customers to reach out to discuss their bill if they have payment concerns. This message is supported by our Corporate Communications department on social and other media. We've received responses via all communication methods, but bill messages are the only method to go out to all affected customers.	Low income customers are identified by an attribute on their Medical Condition status. It is also part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer. Additionally, our care center staff are trained to be sensitive to potential vulnerable customer situations even if the customer doesn't self-identify.	Vulnerable customers who self-identify, are sent a Medical Condition form to be completed with their doctor and returned to our Medical Condition department. Upon verification, an attribute is added to the customer's accounts to identify their Medical Condition status. It is also part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer. Additionally, our care center staff are trained to be sensitive to potential vulnerable customer situations even if the customer doesn't self-identify.	It is part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer. Additionally, our care center staff are trained to be sensitive to potential vulnerable customer situations even if the customer doesn't self-identify.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	No	No	Other (please specify)	Yes	No	Submit	Other (please specify)	
Wisconsin Public Service	6690		Gas		A/B			2,500	0	0	0	0	0	0	0	0	0	Phone call	Letter	In-person visit / door hanger	In-person visit if locking in field.	As we've shared with the PSC in our ongoing communications, for outreach communication, we use bill and bill messages to encourage customers to reach out to discuss their bill if they have payment concerns. This message is supported by our Corporate Communications department on social and other media. We've received responses via all communication methods, but bill messages are the only method to go out to all affected customers.	Low income customers are identified by an attribute on their Medical Condition status. It is also part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer. Additionally, our care center staff are trained to be sensitive to potential vulnerable customer situations even if the customer doesn't self-identify.	Vulnerable customers who self-identify, are sent a Medical Condition form to be completed with their doctor and returned to our Medical Condition department. Upon verification, an attribute is added to the customer's accounts to identify their Medical Condition status. It is also part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer. Additionally, our care center staff are trained to be sensitive to potential vulnerable customer situations even if the customer doesn't self-identify.	It is part of our disconnect notice process to advise customers to reach out to us if they're a vulnerable customer, or have someone in their home who is a vulnerable customer. Additionally, our care center staff are trained to be sensitive to potential vulnerable customer situations even if the customer doesn't self-identify.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	As we've discussed in our ongoing communications with the PSC, for our pay plans, we are being more flexible with the down payment. We negotiate on a case-by-case basis and will go as low as 10% of arrears (for the down payment). Our normal down payment is 30%, and if a customer has a disconnect notice, 60%. All down payments have a cap of \$600. The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	The length of our normal plan is six months, but we will negotiate on a case-by-case basis and possibly extend for up to twelve months.	No	No	Other (please specify)	Yes	No	Submit	Other (please specify)	
<b>TOTAL</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>5,470</b>	<b>16,218</b>	<b>0</b>	<b>10,001</b>	<b>0</b>	<b>16,237</b>	<b>0</b>	<b>716</b>	<b>0</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>1</b>						
<b>TOTAL TEXT ENTRIES</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>1</b>							
Adams Municipal Water and Sewer	20		Water		D			10 DAYS DELINQUENT AFTER THE 20 DAY DUE DATE	119	NA	125	NA	10	NA	0	NA	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	After issuing the disconnection notice in person to their door, they are required to contact our municipality	Deferred Payment Agreements if, for some reason, you are unable to pay the full amount of the utility service arrears on your bill, you may contact the City of Adams to discuss arrangements to pay the arrears over an extended period of time. This payment agreement will require: a. Payment of a reasonable amount at the time the agreement is made. b. Payment of the remainder of the outstanding balance in monthly installments over a reasonable length of time. c. Payment of all future utility service bills in full by the due date.	NA	NA	If there is an existing medical emergency in your home and you furnish the Utility with a statement signed by either a licensed Wisconsin physician, or a public health official, we will delay disconnection of service up to 21 days. The statement must identify the medical emergency and specify the period of time during which disconnection will aggravate the existing emergency.	Deferred Payment Agreements if, for some reason, you are unable to pay the full amount of the utility service arrears on your bill, you may contact the City of Adams to discuss arrangements to pay the arrears over an extended period of time. This payment agreement will require: a. Payment of a reasonable amount at the time the agreement is made. b. Payment of the remainder of the outstanding balance in monthly installments over a reasonable length of time. c. Payment of all future utility service bills in full by the due date.	Deferred Payment Agreements if, for some reason, you are unable to pay the full amount of the utility service arrears on your bill, you may contact the City of Adams to discuss arrangements to pay the arrears over an extended period of time. This payment agreement will require: a. Payment of a reasonable amount at the time the agreement is made. b. Payment of the remainder of the outstanding balance in monthly installments over a reasonable length of time. c. Payment of all future utility service bills in full by the due date.	Deferred Payment Agreements if, for some reason, you are unable to pay the full amount of the utility service arrears on your bill, you may contact the City of Adams to discuss arrangements to pay the arrears over an extended period of time. This payment agreement will require: a. Payment of a reasonable amount at the time the agreement is made. b. Payment of the remainder of the outstanding balance in monthly installments over a reasonable length of time. c. Payment of all future utility service bills in full by the due date.	NA	Yes	No	Submit	Other (please specify)				
ALGOMA UTILITY COMMISSION	50		Water		A/B			50	200	N/A	200	N/A	200	N/A	10	N/A	N/A	Phone call	Letter	In-person visit / door hanger	EMAIL IF UNABLE TO CONTACT BY PHONE	bills, notices, letters, bill messages & inserts, website, phone calls, door hangers, collection notices. These are the same customers that only pay if they receive a DISCONNECT notice. They NEVER pay unless they are issued a DISCONNECT notice. Some agencies only help if they have a DISCONNECT notice!	When the customer receives assistance funds to be applied to their account, or if the customer informs us when we are in contact with them and we are asking them for help if they have a DISCONNECT notice.	Critical needs alert on account. When the customer receives assistance funds to be applied to their account, or if the customer informs us when we are in contact with them and we are asking them to apply for help.	The customer informs us, or we "sense" something during our personal contact and offer further assistance. We contact the local social/human services office if they require further assistance.	All customers are eligible for a DPA.	60% down payment	60% down payment	We review the prior history of agreements, payment patterns and work with customers to determine agreeable terms for their specific situation.	We review the prior history of agreements, payment patterns and work with customers to determine agreeable terms for their specific situation.	No	No	Other (please specify)	Yes	No	Submit	Other (please specify)	
Antigo Utilities	180		Water		A/B			two months past due	356	unknown	348	unknown	356	unknown	356	unknown	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	Phone calls	We have not verified low income households	those known	doorhanger, letter, phone calls	Offered to arrange in disconnection status	50% of past due - unless past history of making payments then less	unknown low income	Work with customers for payment plan for past due to be paid in about two months	Work with customers for payment plan for past due to be paid in about two months	No	No	Submit	Other (please specify)				
Argyle Municipal Utility	230		Water		C			Three months past due	38	14	3	5	22	12	0	0	0	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	We do everything we can to NOT disconnect customers. Information about hearing assistance, Deferred Payment Plans, Equal Payment Plans	We note anyone that receives energy assistance and communicate with our residents	We have 2 houses with young children with disabilities. We do not disconnect.	Anyone with medical issues or disabilities are noted on their disconnect.	Customers that are 3 months past due.	The customer must pay the current bill plus 1/3 of past due balance monthly. In the event they fall behind they will receive a 24 hour notice of disconnection. The current bill must stay current	The customer must pay the current bill plus the split amount determined of the past due to catch up. The utility office will work with the customer on the past due total up to 5 months. The current bill must stay current	We have always had 3 months in the past and it has worked well for us.	We will work with customers up to 5 months. If more time is needed it will be considered on a case by case basis.	No	No	Other (please specify)	Yes	No	Submit	Other (please specify)	
Baldwin Water Utility	320		Water		C			owing more than \$5.00 on account	141	unknown	141	unknown	141	unknown	2	unknown	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	Per our tariff, we send a notice of disconnect to property owner/tenant to inform them of the delinquent bill, giving them 10 days to pay or face disconnection. This gets a majority of the customers attention and they pay their bill or arrange for a payment agreement.	We have no mechanism to determine low-income households.	We have one known household with a severely disabled child. On record with notes from doctors.	No plan. It's known that they have a medical need to continue water service. They won't be disconnected.	Any customer who is unable to make a regular payment in-full has the opportunity to sign a payment agreement.	Down payment requirement - 50% of outstanding bill	n/a	n/a	They must put 50% down and then we work with each customer to determine the payments of the remaining amount. We encourage customers to get the bill paid within 2-4 weeks to prevent a balance from carrying over into the next billing cycle.	Payments may be at any frequency (weekly, bi-monthly, monthly)	n/a	Yes	No	Submit	Other (please specify)		
Bangor Municipal Utility	350		Water		C			25	214	n/a	311	n/a	214	n/a	18	n/a	NA	Phone call	Letter	In-person visit / door hanger	Automated reminder phone calls	Reminder letters sent in February to past due customers.	n/a	n/a	n/a	Residential tenant customers have tariff restrictions on Deferred Payment Agreements. Any customer that is in arrears.	50 % of arrears	n/a	Payments may be at any frequency (weekly, bi-monthly, monthly)	n/a	Yes	No	Submit	Other (please specify)				
Baraboo City Water Works	360		Water		A/B			\$40	75	N/A	125	N/A	50	N/A	5	N/A	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	Extra Mailings	N/A	N/A	No plan. Will take it case by case	Small Community - phone call before any action is taken	Work with each residential customer that requests.	Work with the customer as what they are able to pay.	NA	NA	None. Payment must be paid in full by disconnect date.	N/A	No	No	Submit	Other (please specify)		
Bernevood Municipal Water Utility	370		Water		D			150	14	NA	NA	NA	14	NA	0	NA	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	Send past due notice and if no response then a call from Public Works	NA	NA	NA	Work with each residential customer that requests.	Work with the customer as what they are able to pay.	NA	NA	Work with each individual customer that requests.	NA	No	No	Submit	Other (please specify)			
Belmont Municipal Water and Electric Utility	440		Water		C			over 60 days past due	11	1	10	2	10	1	0	0	0	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	The customer receives a monthly bill and if the customer is renting, the landlord receives a notice of non-payment. The customer can set up a payment agreement for the past due balance. If the customer is over 60 days past due and we are able to disconnect, they would receive a disconnection notice with their utility bill.	If the customer gets energy assistance or lives in a low income based apartments.	n/a	We would attempt to set up a payment agreement with the customer for the past due amount.	if the customer is carrying a past due balance on their utility bill.	n/a	n/a	The pay agreement is a set amount plus the current month's utility bill, which, must be paid by the due date.	The pay agreement is a set amount plus the current month's utility bill, which, must be paid by the due date.	No	No	Other (please specify)	Yes	No	Submit	Other (please specify)	
Beloit Water Utility	455		Water		A/B			500	130	unknown	1,645	unknown	130	unknown	10	unknown	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	with option to establish a DPA	Mail a delinquency letter. This letter informs them off past due balance. We offer over the phone payment options with no fees.	We do not document this.	We value the health of our customers and consider each situation.	We have a statement on the disconnection notice that allows the customer to contact us to set up a deferred payment to avoid disconnection.	Any residential customer who receives a disconnection notice is eligible unless they have had more than 3 defaulted DPAs in a calendar year.	50%	Same as others	Correlates the number of months prior to November when the delinquent bill rolls to taxes.	Same as others	Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)
BERLIN MUNICIPAL WATER & SEWER UTILITY	480		Water		C			100	142	N/A	4	N/A	142	N/A	12	N/A	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	We have sent out reminder letters giving them a chance to make payment arrangements now before there bill gets too high - this has not worked	N/A	N/A	N/A	A residential customer needs to come into the office and fill out a deferred payment agreement. We start by asking for at least half of the past due and then they can make arrangements for the balance.	We start by asking for 1/2 of the past due amount	Same for all residential customers	This all depends on how high of a balance the customer has	Same for all residential customers	No	No	Other (please specify)	Yes	No	Submit	Other (please specify)	
Biron Water Utility	510		Water		D			> 90 Days Past Due	19	NA	16	NA	19	NA	1	NA	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	Letters have been sent requesting residents to contact the Village of Biron to set up a payment plan.	NA	NA	Door Hanger/In Person Visit	> 90 Days Past Due	na	Reasonable amount that would allow the over due balance be paid in full within 6 months.	NA	No	No	Other (please specify)	Yes	No	Submit	Other (please specify)		
Black Creek Municipal Water & Sewer Utility	520		Water		D			Arrears over 90 days	22	NA	29	NA	22	NA	0	NA	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	NA	Send letters, disconnect notices, and offer DPAs	NA	NA	Information is noted on the door hanger if any circumstances deserve special attention to contact us	The customer only needs to contact us and ask for a DPA	We are flexible with the payment agreement depending on the customer's personal circumstances	All customers are given the same opportunity	Technically we would like the customer to make a partial payment plus current month's bill; however we work with the customer on what they can afford to help them get their utility bill lower	NA	No	No	Other (please specify)	Yes	No	Submit	Other (please specify)
Black River Falls Municipal Utilities	550		Water		A/B			100	331	48	278	40	230	40	30	N/A	NA	Phone call	Letter	In-person visit / door hanger	In-person visit / door hanger	Beginning in November 2019, the Utility has consistently mailed friendly reminders to past-due customers urging them to contact the Utility to set up a DPA or to contact specific agencies for assistance. We have experienced an above average number of customer's receive energy assistance; however, very few customers have contacted the Utility to set up a DPA.	The Utility works very closely with the County's energy assistance team. We keep a record of which customers have received energy assistance. For those customers who have not received energy assistance, the Utility relies on the customer to notify us regarding low-income status and to provide documentation.	The Utility works closely with the County's health and human services department to be notified of any customers with infirmities. The Utility must also rely on customers to communicate any infirmities directly to the Utility to allow us to work with them.	When hanging the 24-hour disconnect tag, Utility employees will attempt to make personal contact with a responsible adult at the premises. If a disconnection is warranted, Utility employees will again attempt to make personal contact prior to disconnecting services.	Down payment requirements will be reviewed on a case-by-case basis through discussions with the customer. The Utility will take into account such things as income status, amount of arrears, and payment history when determining the amount of the down payment. Down payments will range from 25-50% of the past-due amount.	The Utility will encourage customers to contact Energy Assistance initially. After determining if the customer qualifies for assistance, the Utility considering any EA received, along with the aforementioned considerations, when determining a down payment. If the Utility can reasonably ascertain low-income status, down payments would likely be 25%.	The Utility will offer installments out to September 30th, 2021. Dependent upon the date the DPA is requested, the length of time will shorter as time goes by. We prefer to have these DPAs paid-in full by this date to prevent further placement of arrears on the tax roll. We have received a number of complaints from property owners after the tax roll process, and feel it is fair to ask the tenants to bring their accounts current, rather than place that burden on the property owners once again.	The Utility will ask a low-income customer if an installment period ending by September 30th would work for them. If not, the Utility will extend the installment period beyond September 30th in an effort to find an installment plan that works for the customer.	Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)		

Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.			Residential threshold	Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold as of the date of this submission	Of the residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	a) How many of those customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)	
		Electric	Gas	Water	A/B	C	D										Phone call	Letter	In-person visit / door hanger	Other (please specify)										Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)
																				Yes										No	Submit	Other (please specify)				
Blair Municipal Water Utility	560			Water	D		\$20	42	na	9	na	42	na	3	na	Phone call	Letter	In-person visit / door hanger		Each resident gets a late fee postcard; on that postcard was a note to call and make payment arrangements with the City office. We have gone no further because our residents have stated they know we can't shut them off until spring and there is nothing we can do about their bill.	na	na	After the resident has disregarded the 30-day postcard and the 3-day shut off notice hung on their door; we call them. If we have no good phone number, which often happens, our water/sewer superintendent will knock on their door and talk to them or have them call the City hall. He will keep visiting their home until they are reached.	We will work with all residents who have delinquent balances on some kind of payment plan.	We don't require down payments for these delinquent bills.	na	Each resident may have a different number of installments depending on what is owed.	na	No			Submit				
Blanchardville Municipal Water Utility	570			Water	D		60 Days past due on the utility bill	22	4	8	unknown	18	4	2	2			In-person visit / door hanger		The utility does not issue 10 day disconnection notices until an account is 60 days past due. We are working on trying to issue past due notices to those that are 30 days past due, which has proven difficult due to limited office staff. The accounts receive bills on a monthly basis, which would also show the past due utility balance. During 2020 we did send notice reminders to accounts in July that they had a past due utility bill. Very few accounts paid until the utility sent the notice that the past due would be applied to the tax roll. Even then the utility applied more delinquent utility to the tax roll than they have in the last five years.	Typically the low-income households have contacted the Utility prior to reaching the 60 day threshold and arranging a payment arrangement.	We are a small village where most people know everyone. We typically hear if someone has an infirmity in the household or if there is an infirmity in the household.	Any residential customer is eligible for a deferred payment agreement	Preferably 50% of the past due amount with payments made with the current bill on at least a monthly basis	If an account cannot handle the 50% down payment, the utility will go as low as 25% of the past due for the down payment	They can make weekly, bi-weekly or monthly payments associated with their deferred payment agreement. We try to get the past due paid as soon as possible.	They can make weekly, bi-weekly or monthly payments associated with their deferred payment agreement. We try to get the past due paid as soon as possible.	No			Submit					
Bloomer Water Utility	585			Water	C		1,500	0	0	0		0	0	0	0			Letter	In-person visit / door hanger	We send an initial letter informing the delinquent to the customer and the need to make a DPA. Follow up with a door hanger as spelled out by statute.	Low income properties throughout the City.	We are small community in which these type of households are well known.	One month behind on bill.	Customer required to put down 50% with the remainder being put on a DPA.	Same as residential.	Based off the number of months remaining before putting on tax roll.	Based off the number of months remaining before putting on tax roll.	No			Submit					
Boscobel Utilities	650			Water	C		An amount for services and/or products that is not received on or before the due date.	138	unknown	83	unknown	138	unknown	10	unknown	Phone call		In-person visit / door hanger		Have been working with Grant County Energy Assistance and have been referring customers to them for assistance with their utility bills. Have been reaching out to our customers who are behind in their utility bills via phone calls, discussing down payments and deferred payment agreements. Energy Assistance has been very effective. Phone calls have been effective for some customers.	unknown	Are documented in a special circumstances excel spreadsheet, and verified by doctor letters.	Phone calls and door hangers	Any residential customer who has an amount for services and/or products that is not received on or before the due date.	40-60% of the past due balance.	unknown	unknown	Temporary for those customers that meet the income requirements, deferred payment agreement with a reduced down payment of 1/3 of the outstanding balance and 6 months of level payments, or until October 15, 2021, whichever is earlier.	unknown	No		Submit				
Broadhead Water and Light	740			Water	C		50	27	5	22	1	27	5	3	N/A			In-person visit / door hanger		We have tried calling, but it's hard to find cell numbers. So that hasn't worked.	Notified of qualification from Green County Human Services.	We don't know unless someone notifies us of the situation or filled out critical form.	Our linemen go to customer's home & knock on door - if someone is home, they explain that the customer must contact the office within 1 hour to make arrangements.	Owes at least 50 dollars or more	Usually 50% of arrears down.	Usually 25% of arrears down.	We allow up to 4 months to pay off outstanding amount.	We allow up to 6 months to pay off outstanding amount.	No			Submit				
Cadott Light and Water	890			Water	C		250	0	n/a	0	n/a	0	n/a	0	n/a			In-person visit / door hanger		Past due notices sent in 2020. Disconnect notice sent in 2021. More response from disconnect notices although we are not disconnecting till April 15, 2021.	n/a	If they contact the utility we would document.	They would need to contact the utility and we would document.	Any residential or tenant properly we a past due balance of 250. or more.	Half of the past due balance, payments on past due portion, current must be paid on time.	n/a	Equal payments to be paid off by November 1.	n/a	Yes	Yes	Submit					
Cambria Water Utility	910			Water	D		\$30.00	32	N/A	30	N/A	25	N/A	0	N/A			In-person visit / door hanger		We've been mailing late notices/reminders and posting orange late notices/reminders on doors. We also work with every customer who wants to set up a pay agreement.	N/A	We do not seek out information but we are a small community and know most of our residents so we reach out if there is an issue with payments and the household can let us know if they have any of the above issues. It is also stated on disconnection notices to notify the municipality if you have any medical emergencies.	Any and all residential customers that seek to make a pay agreement can do so at any time.	We bill quarterly so we allow payments to be made once a month (3 payments) or twice a month (6 payments). We require 1/3 of the total bill to be paid within each month of the quarter. If needed due to high usage (leak) we will offer an extended pay agreement beyond 3 months.	N/A	Same as everyone else, we willingly work with everyone.	No			Submit						
CAMP DOUGLAS MUNICIPAL WATER UTILITY	950			Water	D		60 days overdue/Over \$100 Past due	22	0	14	0	22	0	0	0			Letter	In-person visit / door hanger	Sending letters outlining these past dues with a DPA proposal.	n/a	n/a	When reaching out to customers via letters, they have the ability to call us and talk about their individual circumstances in which a customized plan in lieu of disconnection or standard DPA can be offered.	Anyone is eligible unless they have not met the DPA agreement stipulations on 1 or more agreements in the past	Typically 50% down and 5 equal payments.	No additional payment plans are established, but we will work with the amount down and amount of payments based on their ability to pay.	Same option across the board, unless they suggest a different installment amount due to their ability to pay.	Same as above	No		Submit					
CAMPBELLSPOUT WATER UTILITY	940			Water	D		OVER \$200.00	70	NO IDEA	50	NO IDEA	30	NO IDEA	0	0	Phone call		In-person visit / door hanger		WE DO NOT CHECK INCOME LEVELS - BUT DO CONTACT LANDLORDS BEFORE DISCONNECTING RENTAL UNITS WHICH ARE TYPICALLY THE LOWER INCOME RESIDENTS	WE PRETTY MUCH KNOW WHO THEY ARE AND WILL NOT DISCONNECT. THEY ARE USUALLY CAUGHT UP ON THEIR BELLS	WE WILL SEND A LETTER EXPLAINING THAT WE WILL RESUME DISCONNECTIONS AND THAT THEY SHOULD CONTACT US FOR THESE REASONS OR TO SET UP A DPA - WE WILL FOLLOW UP WITH A PHONE CALL OR DOOR HANGER IF NO RESPONSE	AT THIS POINT WE ARE TAKING ANYTHING - SOMEHOW DOWN AND REGULAR PAYMENTS	SAME	SAME	WE ARE VERY OPEN - AS MUCH AND OFTEN AS THEY ARE ABLE - AS LONG AS THEY ARE MAKING AN EFFORT	SAME	No		Submit						
Cedarburg Light & Water Commission	1000			Water	A/B		One full month plus additional amount (portion of prior bill, fees, etc.) - \$25 minimum	217	9	97	5	45	1	0	NA	Phone call		In-person visit / door hanger	Email, contact landlord, mark up water disconnect in yard	Outreach - Friendly reminder on special color paper; additional phone calls to tenant/owner, landlords to initiate payment arrangements and reminder of Energy Assistance programs; sent out newly designed informational flyer with contact numbers for Assistance programs; updated website; and increased communication with Ozaukee County to identify customers who qualify for additional crisis assistance and match bill pay. The additional phone calls have made the most difference in our ARRP. The utility has been able to understand what is happening with customers and find the best fit for individuals. We are currently working on reaching out to customers for which we have no current contact information beyond a service address.	Ozaukee County determines if a customer is low income through the Energy Assistance application.	Customers communicate individual situations that need to be taken into consideration.	Our deferred payment agreement eligibility requirements for residential customers are flexible right now. We are working with customers during the winter moratorium to pay their arrears down in any way they can.	The down payment requirement for residential customers to establish a deferred payment agreement is flexible at this time. We generally start at 50% of past due, but will work with customers to find a plan that works for them to pay down their past due balance. For those customers that qualify for Energy Assistance, we are setting down payments as low as 25% of past due amount.	The number of installment payments options available to residential customers on a DPA is flexible at this time. Optimally, we are looking for customers to pay off their past due balance before October and the lien process begins.	The number of installment payments options available to residential customers on a DPA is flexible at this time. Optimally, we are looking for customers to pay off their past due balance before October and the lien process begins.	Yes	Yes	Submit							
Centuria Municipal Water and Sewer Utility	1050			Water	D		\$50	28	N/A, but assuming almost ALL of them are low income	11	N/A, but assuming almost ALL of them are low income	20	N/A, but assuming almost ALL of them are low income	0	n/a	Phone call		In-person visit / door hanger	We truly don't want to disconnect anyone!	We have sent reminder letters when a customer falls behind slightly effective (very slightly). We have sent out disconnect notices-they are a bit more effective, but just slightly. I have tried to make phone calls. And I usually get a verbal promise that they "got get" about! Posting a door hanger is by far the most effective. So offers customers are used to the pattern. They wait until the door hanger, as they know that is my last attempt. At the VERY LEAST, the customer HAS to come in to sign a dpa, or we disconnect. In person communication is MOST effective!!!	n/a	n/a No formal verification required	Our plan is to to verbal explain explanations/requests and ask for doctor letters when necessary.	everyone will be eligible for a DPA.	A tenant will be required to provide 1/2 down payment, unless waived by the landlord. Homeowners, no down payment will be necessary.	A tenant will be required to provide 1/2 down payment, unless waived by the landlord. Homeowners, no down payment will be necessary.	Equal installments paid weekly or bi-weekly. Current bill will need to be paid by their due date. The goal is to have arrears paid by Sept 23 to avoid the tax roll process.	Equal installments paid weekly or bi-weekly. Current bill will need to be paid by their due date. The goal is to have arrears paid by Sept 23 to avoid the tax roll process.	No		Submit					
City of Chetek	1080			Water	C		over 21 days	109	N/A	48	N/A	67	N/A	12	N/A	Phone call		In-person visit / door hanger		We make phone calls and they seem to work well.	N/A	N/A	Phone Calls	No requirements	We try to get them to pay 50% down. We also look at a case by case basis.	N/A	Our different options are either 1 lump sum, 2 payments, or 3 payments.	N/A	No		Submit					
CITY OF CHELTON	1100			Water	C		Disconnect after 3 months past due calculated from date of last water meter reading	2	2	2	2	15	5	0	0	Phone call		In-person visit / door hanger		Energy Assistance, St. Vincent de Paul, Salvation Army	previous history in working to keep customer current.	n/a	Telephone call to the tenant or homeowner. Landlord assistance with tenants.	Customer must make a \$50 payment to avoid disconnection. The remainder of balance owed is divided over a three month period.	Customer must make a \$50 down payment.	Customer must make a \$50 down payment.	The installment payments can vary, but the balance owed must be paid within three months.	The installment payments can vary, but the balance owed must be paid within three months.	No		Submit					
City of Colby	1250			Water	D		Anyone that hasn't made a payment in 2 months or over \$100 past due	29	n/a	44	n/a	n/a	n/a	n/a	n/a			In-person visit / door hanger		Tried including a small insert with their water bill and put a message on the actual water bill asking the customer to make an effort to pay down the past due balance on their bill. We stated they will be subject to disconnection when the utility is allowed to disconnect.	We do not have documentation or have verified	We do not have documentation or have verified	On the door hanger we will put our contact information down and ask them to contact us with that info and what we require for documentation	Have not defaulted on a previous agreement in the last year. They need to make a reasonable upfront payment on the balance.	We required an amount that the City and the customer can agree on and shows they are making an effort in paying down the past due balance	n/a	No set number of installments. Agreement can't extend past 6 months for the repayment of the past due amount.	n/a	Yes	Only if defaulted in the last 12 months	Submit					
CITY OF HAYWARD	2500			Water	C		60+ DAYS OVERDUE	125	N/A	24	N/A	125	N/A	32	N/A			In-person visit / door hanger			N/A	NO	IN PERSON CONTACT BY PUBLIC WORKS AT TIME OF DISCONNECT	COMPLETE A DPA AND MAKE REGULAR MONTHLY PAYMENTS	REQUIRE A DOWN PAYMENT OF SOME TYPE WITH DPA.	N/A	WE SHAPY REQUIRE SOME TIME OF MONTHLY PAYMENT ON THE ACCOUNT UNTIL PAID IN FULL	DPA	Submit							
City of Horicon Water Utility	2600			Water	C		40	191	NA	190	NA	144	NA	5	NA	Letter		In-person visit / door hanger		Unpaid balances are indicated on each billing, and upon shutoff, DPAs are offered and coordinated with customer understanding. The effective means has been shutoffs and working directly with Customers.	NA	Disconnect notices indicate Customers that have limitations should contact the Utility. There have not been contacts made like this.	All residential Customers are eligible for a DPA unless the Customer has defaulted on a previous agreement.	A Customer must pay 20% of the current unpaid balance (as down payment) to enter into a DPA.	All DPAs follow the same guidelines.	Utility requires the current billing and DPA amount be paid with each billing. Each DPA is formed with duration and monthly payback amounts as determined feasible to Customer.	All DPAs follow the same guidelines.	No		Submit						
City of Ladysmith	2940			Water	C		30	155	N/A	87	N/A	120	N/A	1	N/A			In-person visit / door hanger		In a normal month 50 - 60 customers will receive disconnect notices in the mail. That prompts payment of all but, roughly, 20. The remainder get door postings. That either prompts payment, or the customers request DPAs.	No	No	The disconnection notice explains the provisions for medical considerations, and encourages customers to contact us to set up DPAs if they feel they cannot pay.	All customers with arrears are eligible.	We require 25% of the balance that is being deferred as a down payment.	We require 25% of the balance that is being deferred as a down payment.	We require the balance of the DPA be paid within 6 months. We work with the customer to schedule when, and in what amounts, the payments are made.	We require the balance of the DPA be paid within 6 months. We work with the customer to schedule when, and in what amounts, the payments are made.	No		Submit					
City of Mauston	3450			Water	C		1 month past due and over \$100	85	na	na	na	5	na	2	na	Phone call		In-person visit / door hanger		Sent past due notices to resident, landlord, tenant	na	na	Call 2 days prior to disconnect. Post disconnect notice on door 24 hrs prior to disconnection. Customers responsibility to contact City to make payment arrangements	25% down plus payment agreement	25%	25%, or what they can afford	How much the customer can afford per month, plus keeping up with their monthly bill	same	No		Submit					



Appendix A - Disconnection Plans April 2021

Utility Name, Utility ID Number, Utility's PSC reporting class, Residential threshold, Number of residential customers who meet the threshold as of the date of this report, etc.

Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.			Residential threshold	Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	a) How many of those customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)	
		Electric	Gas	Water	A/B	C	D									Phone call	Letter	In-person visit / door hanger	Other (please specify)										Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)
La Farge Municipal Water and Sewer Utility	2960			Water			D	Any past due amount	60	NA	52	NA	30	NA	0	0	Phone call	In-person visit / door hanger	We have continued to encourage customers to sign up for energy assistance or seek assistance to determine if they qualify. Some customers have taken advantage of that option. On February 11, 2021 we sent a letter to every customer who was 60 days or more past due encouraging them to contact us to pay their balance or set up a deferred payment agreement if they so qualify. We have also encouraged paying via credit card, online, in person and a variety of other options. We are also evaluating our budget plan (level pay) option and going forward intend on providing that as an option for customers. Without the disconnection tool for collection after April 15, 2021, we anticipate continued struggles in collection of arrears.	The only formal way we have in place to identify low-income households is when we receive an energy assistance payment for that respective customer.	We are a small community and are aware of residences where people with any of these needs reside. We have several group homes in town with patients who have special needs as well as a couple of elderly residential facilities.	At this time we only have one of these types of residences in service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Large Water and Sewer Utility will offer deferred payment agreements to residential customers who have not defaulted on a deferred payment agreement in the past twelve months. La Farge Water and Sewer Utility will not offer a deferred payment agreement to a residential customer who is a tenant if any of the following criteria applies: 1. The residential tenant has greater than \$100 of account arrearages that are more than 90 days past due for utilities that bill monthly; or for utilities that do not bill monthly, has greater than \$100 of account arrearages that are past due for more than two billing cycles. 2. The tenant has defaulted on a deferred payment	The required down payment is a minimum of 25 percent.	The required down payment is a minimum of 25 percent.	The maximum number of monthly installments is 24.	The maximum number of monthly installments is 24.	Yes	No	Submit					
Lake Geneva Utility Commission	2980			Water	A/B			More than \$20 owed and more than 15 days past due	270	N/A	119	N/A	70	N/A	37	N/A	Phone call	In-person visit / door hanger	Email	Continue to work with residential customers to establish a DPA. Our approach has been generally successful.	N/A	Requested documentation from the customer.	Via telephone or in person contact	Per PSC code requirements	At least 25% of the delinquent amount	Same as above	Must make 3 installments after the 25% down. Customer can pay in smaller increments more frequently if desired.	Same as above	No	No	Submit				
LAKELAND SANITARY DISTRICT #1	2985			Water	C			90 DAYS PAST DUE	14	N/A	6	N/A	12	N/A	4	N/A	Phone call	Letter	In-person visit / door hanger	We have continued to send past due notices and offering deferred payment options. We also have been calling customers and sending out door hangers as well. A few customers are not reachable (phone disconnected/ mailings being returned to pay on home/ answering the door) and have not been responding to our attempts to collect on their accounts. Most of our customers have been attempting to make payments as they can and we are working with them in order to do so. Our system works with the exception of the few that are refusing to pay or be available in any capacity	N/A	N/A	Customer is past due over 90 days. We generally ask for 50% payment on the account and then weekly payments of \$20 until paid in full. If the customer is unable to do this we work with them to come up with an agreeable amount for down payment and a payment schedule they can stick to.	We generally ask for 50% payment on the account and then weekly payments of \$20 until paid in full. If the customer is unable to do this we work with them to come up with an agreeable amount for down payment and a payment schedule they can stick to.	N/A	Generally we ask for weekly payments of \$20 until the account is paid in full. However we do work our customers to come up with a payment schedule that works for them.	N/A	No	No	Submit					
Lodi Municipal Light and Water Utility	3160			Water	A/B			50	54	8	NA	8	54	8	1	NA		In-person visit / door hanger		We have continuously provided information in our bills regarding energy assistance along with notification in their July disconnection notice. The disconnection letter works to get individuals in to pay; however, we have only been able to send those since March. We did not send letters in Sept as we felt the PSC was going to postpone again and didn't want to have the letters be "crying wolf" again since they do have an impact when the customers believe they will be disconnected. Mailings other than disconnect notices do nothing and these individuals typically don't open their bills so they don't read our newsletters.	Based on those that have applied/received energy assistance in the past year.	We are a small community and know our customers well.	Prior to any disconnection in April, we would attempt to verbally speak to a member of the household if they have not reached out to us prior to the disconnect day.	All customers will be eligible if they agree to pay their current bills by the due date and sign a DPA spreading out their past due payments.	No required down payment but they will need to pay their current bill right away and sign a DPA.	Same as all customers, they will need to pay their current bill and sign a DPA.	Our goal is to have customers caught up by the November tax roll.	We will work with them to spread the payments out with a goal of getting them caught up by the end of the year. If they haven't applied yet for assistance, they will be required to do so or they will need to be caught up by the tax roll.	No	No	Submit				
Lyndon Station Water Utility	3250			Water	D			100	76	NA	28	NA	28	NA	6	NA		In-person visit / door hanger		Notices of past due, landlord notification for renters, actual shut off notice is the most effective	NA	Contact with the customer for some verification	Short informal verbal survey with customer	Any past due account greater than \$100	Minimum of 25% of the past due	Minimum of the 25% of past due unless a reasonable written alternate plan is provided to and agreed upon by the Utility	Customers have the option of paying the past due from two to six months with monthly payments	Customers have the option of paying the past due from two to six months with monthly payments unless a reasonable written alternate plan is provided to and agreed upon by the Utility	No	No	Submit				
Malden Rock Water Utility	64802408			Water	D			If the customer is at least 60 days late in making payment	10	n/a	8	n/a	n/a	2	n/a		Phone call			Call and encourage customer to make some payment, suggest a deferred payment agreement or find out a reason why they cannot make the payment	n/a	n/a	Conversation with the customer to identify any problems such as loss of job, medical, disability or other reason	Determine the amount of the delinquent utility, ability of the customer to make payment, payment history of customer, time that the customer has been in arrears	We encourage customers to pay at least half of their arrears if possible and then set up the deferred plan that meets their needs.	n/a	mutual agreement with the customer as to what will work for them so that when the deferred payment agreement is set up that they can abide to what they agreed to to avoid any further possible disconnection	n/a	No	No	Submit				
Mankowoc Public Utility	3320			Water	A/B			Accounts that are 91 or more days outstanding or with total arrears greater than \$100. We will be completing this by four billing cycles, rotating around our community for the first round.	900	N/A	870	N/A	900	N/A	15	0	Phone call			We have completed manual calls each month to past due accounts since March of 2020. We have added bill messages, Facebook posts, website updates, and bill inserts for the energy assistance programs. At this point, we are only 4% below the amount of energy assistance received as of this time last year. We recently completed a targeted outreach with Energy Assistance information via knock on doors to those customers who are shut in and may not have completed their energy assistance appointment at this time. We also serve a five-day notice by a meter technician to properties in risk of disconnection if the billing address is different than the service address. Three weeks prior to the start of the moratorium ending, MPU will issue a press release informing customer behind on payment to contact our office to make arrangements and seek assistance if needed.	During disconnection review, we verify whether or not there has been an energy assistance payment. If none, we contact the customer and encourage them to contact energy assistance to start the process. Households (both owner-occupied and tenants) with a past due amount will also be given the Minimum Payment option printed on the bill along with the disconnection notice.	During disconnection review, we review if the customer has previously had any medical extensions completed and verified. If we notice we previously had a customer with a good paying history that has now fallen behind, we do additional research which may include: Google search for obituary or legal proceedings, contact the city life safety division for a welfare check, contact the owner of the property to verify occupancy if a rental, or contact our local DHS for a welfare/crisis check.	MPU does not maintain a list of properties/customers with medical problems or disabilities. If a customer with a medical condition is disconnected, we will offer a 21-day medical extension and reconnect service.	For owners, they would be asked to put 50% of the arrears down for a DPA, however, they will also be offered the Minimum Payment Option which, for April, will start at 30%. Tenants are not offered a DPA, however, are offered the Minimum Payment Option.	For owners, they would be asked to put 50% of the arrears down for a DPA, however, they will also be offered the Minimum Payment Option which, for April, will start at 30%. Tenants are not offered a DPA, however, are offered the Minimum Payment Option.	For low income owners, they would be asked to put 50% of the arrears down. Tenants are not offered a DPA, however, are offered the Minimum Payment Option.	If they are an owner, the amount of remaining balance, we would ask for them to pay the current bill plus 4 to 6 installments if paying bi-weekly or 8 to 12 installments if paying weekly.	If they are an owner, the amount of remaining balance, we would ask for them to pay the current bill plus 4 to 6 installments if paying bi-weekly or 8 to 12 installments if paying weekly.	Yes	No	Submit				
Marquette Municipal Water Utility	3370			Water	A/B			2 months past due with a balance over \$80.00	350	I do not know that information	We sent out past due notices but do not remember the total	I do not have that information	300	I do not have that information	0	Do not have that information	Phone call			Offer a payment plan	We do not track that information	We offer a payment plan. We work with all our customers treating them the same.	We do treat all our customers the same. However, realize that sometimes some situations may need additional assistance so we would offer longer payment arrangements	We ask for customers for a down payment and stretch the balance over a number of payments for them to catch up.	We ask for 50% of past due, if customers are not able to do that we ask them what they can afford, but we do require some type of down payment to do a payment plan	We ask for what they can afford, but require some sort of down payment	We try to work with them on what works for their budget.	We try to work with them on what works for their budget	No	No	Submit	the bill needs to be in our name for a payment plan			
Marion Water & Sewer	3380			Water	D			300	96	n/a	80	n/a	90	n/a	9	n/a		In-person visit / door hanger	Letter	We send customers a past due notice after the 30 days is up. After we send the past due notice we wait around 10 days and then send a disconnection notice out. On the notice we put the amount due and what the disconnection date will be. Usually 10-12 days after we send out the disconnection notice we put a notice on the customers front door letting them know the amount they owe and the date of disconnect.	As of right now we do not know what households are low income.	As of right now we don't have that info.	If there is someone in the household that has a medical need to keep their water on, the customer needs to provide a doctor note saying that and we can remove them from the disconnection plan.	Half down and a written agreement for the remaining balance.	n/a	n/a	This is based on when the customer can make the payment. If they only get paid once a month, they will only be able to make a payment once a month. If they get paid bi-weekly, we will try to get them to pay bi-weekly.	No	No	Submit					
Markesan	3390			Water	D			25	40	N/A	30	N/A	40	N/A	0	N/A		In-person visit / door hanger		Personal contact	Has not been able to.	Has not been able to.	Personal contact	Customer signs a contract with utility payment plan.	No down payment just sign payment plan.	No down payment just sign payment plan.	What ever the customer agrees to on the payment plan.	What ever the customer agrees to on the payment plan.	No	No	Submit				
Marshallfield Utilities	3420			Water	A/B			50	267	46	178	31	267	46	0	0	Phone call	In-person visit / door hanger		Letter, phone call, door hanger so far. Additional calls, postcard, insert in bills, door hanger between now and April 15th	Based on WHEAP payments between January 2020 and January 2021	We do not collect this information.	All messaging encourages a responsible adult member of the household to contact our office so we can work with them.	For Owners - All Owners, having not defaulted in a deferred payment agreement in the last 12 months is eligible. For Renters - \$5, we have temporarily removed the down payment requirement accordingly.	For the qualifying Customer above, and in response to Covid-19, we have temporarily removed the down payment requirement.	N/A, we do not make the distinction and hope to offer the best terms to all Customers.	for the Customer owing \$500, we offer an agreement equal to one month per \$100 owed (i.e. a Customer with a balance of \$600, will be offered a six month repayment plan). For the Customer owing \$3,000, they will be offered a 12 month plan.	N/A, we do not make the distinction and hope to offer the best terms to all Customers.	Yes	No	Submit				
Mellen Water Utility	3530			Water	D			5	39	Unknown	4	Unknown	31	Unknown	2	Unknown		In-person visit / door hanger	Letter	Deferred payment agreements have worked very well. It is rare for any customer to get a door hanger/24-48 hour disconnect notice. The customers that are routinely late know how the DPA works and follow it well.	This is unknown to staff. No customer has made any indication to us of being low-income.	This is also unknown to staff.	The DPA is worded that if there are special circumstances to take into consideration, that we should be notified of that.	We allow 4 equal payments in a DPA.	One fourth of the bill is the minimum requirement.	We do not have separate requirements as we do not know who is low-income.	They can make 4 equal monthly payments. They can make 3 monthly payments if they want it paid off sooner. They can make 2 monthly payments if they want it paid even quicker (as some do).	Low-income accounts are not known to us therefore we do not have different options.	No	No	Submit				
Menasha Electric and Water Utilities	3560			Water	A/B			Greater than \$200 past due OR 2 or more months past due	396	NA	396	NA	396	NA	15	0	Phone call	In-person visit / door hanger		Automated phone calls, personal phone calls, fliers sent with bills including assistance agency info, fliers sent separate from bills including assistance agency info, monthly letters mailed with balance due including assistance agency info, worked with local agency LEAVE and EA to find customers who received assistance other than for utilities to reach out to them to encourage seeking assistance, those agencies reached out to customers as well. Only a small number of customers have responded to any of these efforts.	Only time we know if a customer is low income is if they qualify for EA.	NA	Automated phone calls and door hangers for those we cannot reach by phone.	60% down payment unless there are extenuating circumstances. We will work with customers on case by case basis as we always have.	60% down payment unless there are extenuating circumstances. We will work with customers on case by case basis as we always have.	Typically, the DPA installments are for 6 months but we will work with customers on a case by case basis as we always have.	Typically, the DPA installments are for 6 months but we will work with customers on a case by case basis as we always have.	Yes	No	Submit					
Merrill Water Utility	3610			Water	C			Balance due of \$65.00 or more	877	Unknown	287		292	20			In-person visit / door hanger			We have sent reminder letters letting customers know they have an outstanding balance, what the balance is and that they can contact us for payment arrangements	On our disconnect notice we indicate that if you are unable to pay the bill in full to please contact our office to make arrangements	There is an explanation/paragraph on our disconnect notice that if there are any medical/health issues there are to contact the utility and what we will need to delay disconnection	We indicate on our disconnect notice that for whatever reason you are unable to pay to please the balance is paid in full prior to their next quarterly bill.	Down payment is percentage based with a minimum of 20% down.	Down payment is percentage based	We work with the customers - they can split their balance into the number of payments that work for them - they need to have the balance paid by the time the next quarterly bill comes out. Majority of our customers set it up based on their pay days.	No	No	Submit						



Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.	Residential threshold	Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold as of this submission	Of the residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	How many of those customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)				
		Electric	Gas	Water											A/B	C	D	Phone call										Letter	In-person visit / door hanger	Other (please specify)	Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)
Monroe Municipal Water Utility	3820			Water	A/B		20	276	N/A	102	N/A	200	N/A	2	N/A	Phone call	In-person visit / door hanger	The Utility follows the guidelines set forth by the PSC. The utility mails the bill, then the 10 day disconnection notice, followed by a 24 hour door posting, and a phone call. The utility offers Deferred Payment Agreements. The procedures work best when the guidelines are followed consistently.	N/A	N/A	All residential customers are eligible.	The down payment requirement for residential customers to establish a deferred payment agreement is one-third of the balance due.	N/A	The standard number of installment payments for a residential customer is three. The utility is willing to work with customers on establishing additional payments with their deferred payment agreement.	N/A	No	No	Submit									
MONTFORT MUNICIPAL WATER UTILITY	3840			Water	D	60 days past due	22	n/a	13	n/a	17	n/a	0	n/a		In-person visit / door hanger	An arrears letter has been sent each month encouraging customers to set up a payment plan.	No way of knowing.	No way of knowing.	Wording will be added to the disconnection notice.	All customers with past due balances are eligible for a deferred payment agreement.	We try to get 50% of the past due as a down payment. If a customer cannot meet the 50%, we will make an agreement with the customer they can afford to get the past due paid down.	We try to get 50% of the past due as a down payment. If a customer cannot meet the 50%, we will make an agreement with the customer they can afford to get the past due paid down.	The customer needs to make reasonable payments as long as it takes to become current without defaulting.	The customer needs to make reasonable payments as long as it takes to become current without defaulting.	No	No	Submit									
Mount Hope Water Utility	3920			Water	D	2 Quarterly Billings in Arrears	13	NA	7	NA	0	NA	0	NA		In-person visit / door hanger	Monthly Late notices to encourage payment within their means prior to balance getting too large to manage. Deferred Payment Plans	NO method feasible	0	Door to door contact	We allow customers to set the amount of payment on the Plan with the understanding that all future bills must be kept current of disconnection was a possibility	Same amount of payment on the date of signature with timing and size of payment negotiated prior to signing	NA	We are very flexible with the terms and options but treat the document as a contract going forward	NA	Yes	No	Submit									
Muscoda Utilities	4000			Water	D	100	3	0	2	0	2	0	0	0	0	Phone call	In-person visit / door hanger	Offer DPA, budget and given number for assistance. Some have called for assistance but customers know they don't have to pay during moratorium so they don't respond to DPA or Budget.	From customer that have received assistance for electric	If / when informed medical application is sent to be returned work with those customers, we budget plan.	50% of past due down, remainder split with next 3 billings along with current bill due. If amount it would go according to the current tariff rate that is in place. PSC 185.38	50% of past due down, remainder split with next 3 billings along with current bill due. If they default it all becomes due.	50% of past due down, remainder split with next 3 billings along with current bill due. If they default it all becomes due.	If the balance is quite high we would extend payment for up to 6 months.	They are treated the same.	No	No	Submit									
New Hudson Public Utility	4110			Water	C	Account is 30 days past due with a minimum past due balance of \$40.	263	0	102	6	6	0	5	N/A		Letter	In-person visit / door hanger	The Utility does not verify low-income households. We leave that up to the agencies (County Energy Assistance staff, agency staff, etc.) to complete verifications. The Utility also has flyers available with agency names and contact information that we give to customers who may walk in to pay their bill. The Utility has contacted the landlords to inform them of available funds from agencies for tenants who may be in need of financial assistance. Not all letters have worked. Some customers will not accept any type of financial assistance (due to being stubborn, prideful, embarrassed, etc.) and have informed us that they do not plan to ask for help. Most customers, have been willing to at least talk with a Utility employee or agency representative	The Utility does not verify low-income households. We leave that up to the agencies (County Energy Assistance staff, agency staff, etc.) to complete verifications. The Utility also has flyers available with agency names and contact information that we give to customers who may walk in to pay their bill. The Utility has contacted the landlords to inform them of available funds from agencies for tenants who may be in need of financial assistance. Not all letters have worked. Some customers will not accept any type of financial assistance (due to being stubborn, prideful, embarrassed, etc.) and have informed us that they do not plan to ask for help. Most customers, have been willing to at least talk with a Utility employee or agency representative	We do not document this type of customer information.	50% of past due down, remainder split with next 3 billings along with current bill due. If amount it would go according to the current tariff rate that is in place. PSC 185.38	50% of past due down, remainder split with next 3 billings along with current bill due. If they default it all becomes due.	50% of past due down, remainder split with next 3 billings along with current bill due. If they default it all becomes due.	At the present time, residential customer can take up to three months to pay off their past due balance when entering into a DPA. There is flexibility to when the customer wants to make a payment on their DPA, either weekly, semi-weekly, or monthly. The Utility plans to extend the time of the DPA to four months to pay the past due balance. Consideration of extending the DPA offering to six months may take place if the PSC removes the moratorium on disconnections in April of 2021.	Same as above.	Yes	Yes	Submit									
NEW LONDON UTILITIES	3160			Water	A/B	550 PAST DUE BALANCE	496	NA	582	NA	496	NA	17	NA	Phone call	In-person visit / door hanger	SENDING MONTHLY PAST DUE NOTICE TO ALL CUSTOMERS. IT HAS MADE NO DIFFERENCE.	NA	NA	IF NO EFFORT WAS MADE DURING MORATORIUM WE WERE NOT REQUIRED TO OFFER A DPA. HOWEVER, DPAs WERE OFFERED TO EVERY CUSTOMER.	REQUIRE HALF OF PAST DUE BALANCE	NA	THE REMAINING PAST DUE BALANCE TO BE PAID ON SPECIFIC DATES OVER THE COURSE OF SIX MONTHS.	NA	No	No	Submit										
New Richmond Municipal Water Utility	4140			Water	C	2 months in arrears	557	n/a	36	n/a	170	n/a	19	n/a	Phone call	Letter	In-person visit / door hanger	We provide past due notifications and list assistance programs on our website.	We verify low-income households through documentation provided to our energy assistance partners or if they produce wage or tax return information that establishes they meet federal income poverty guidelines as established by PSC Chapter 113.	We provide a 21 day Medical extension. To determine if harm would be caused due to disconnection, the customer is required to complete and return a Medical Alert Customer Application.	We will contact those residents who have a current Medical Alert Customer Application on file. Advice of pending disconnection status, if applicable, direct them to areas for assistance and work with them on establishing payment options to address arrears.	reasonable quarterly income at or below 200% of the federal income poverty guidelines and who have applied for energy assistance. *Reduce chance of disconnection by disconnecting only customers unwilling to enter into a DPA. *Offer DPA arrangements that are based upon customer structure to facilitate repayment of past due utilities. Reduced down payment 1/5 of outstanding balance down and level payments of 14 months or until June 15, 2022.	reasonable quarterly income at or below 200% of the federal income poverty guidelines and who have applied for energy assistance. *Reduce chance of disconnection by disconnecting only customers unwilling to enter into a DPA. *Offer DPA arrangements that are based upon customer structure to facilitate repayment of past due utilities. Reduced down payment 1/5 of outstanding balance down and level payments of 14 months or until June 15, 2022.	reasonable quarterly income at or below 200% of the federal income poverty guidelines and who have applied for energy assistance. *Reduce chance of disconnection by disconnecting only customers unwilling to enter into a DPA. *Offer DPA arrangements that are based upon customer structure to facilitate repayment of past due utilities. Reduced down payment 1/5 of outstanding balance down and level payments of 14 months or until June 15, 2022.	Yes	No	Submit										
Niagara Municipal Water Utility	4150			Water	D	100	72	NA	30	NA	65	NA	2	0	Phone call	Letter	In-person visit / door hanger	We refer them to local organizations that provide energy assistance. We also work out a personalized plan with them to keep them within their budget. General information providing options is posted on social media and in the local newspaper. This outreach has worked well in the past (pre-covid), resulting in very few disconnects.	We don't formally track low-income households, but we do ask them to contact us with special circumstances. A letter is sent. Our mission is to provide manageable payment options.	A letter will be sent with the notice informing the household that we will offer manageable payment options. They are to contact us with any circumstances that need attention.	Any customer can be eligible.	We encourage \$100 or 25%, whichever is less. However, we will need to work on a case-by-case basis going forward. Many customers are deep in arrears as of this date. Our goal will be to work with the customers and help them develop a plan that they can afford, with the result of getting current. We recognize their attempts/initiative to pay.	We will recognize their initiative to make payments in a manner that is non-biased. (We won't assume that we know what their current financial situation is.)	We will recognize their initiative to make payments in a manner that is non-biased. (We won't assume that we know what their current financial situation is.)	If the landlord is responsible for bill payment, a disconnect notice is not sent to the resident	No	No	Submit									
North Fond du Lac Water Utility	4230			Water	C	\$25	110	We do not have this information	250	We do not have this information	20	We do not have this information	10	We do not have this information	Phone call			The Village sends payment plans with the courtesy notices sent for late payments. We generally discuss with customers on the phone or in our office.	We have not	We have no documentation or have any issues with this in the past. We try to get payment plans and do very few shut offs, if we came across this we would flag it in our utility billing software.	We typically require 1/3 of past due balance down and then allow the customer to make payment arrangements allowing them to make payments and trying to get the balance paid before the next quarterly bill goes out.	1/3 down, but we do flex on this if need be	See above	We allow them to make their own payment plan as long as we get it paid prior to the next quarterly bill.	Same as above.	No	No	Submit									
North Freedom Mun Water Utility	4240			Water	D	Any past due balance equal to or greater than \$50.00 (this is still something that is being determined due to COVID-19) would receive a disconnection notice that would have a due date to pay the past due balance 10 calendar days after mailing	27	Unknown - Information not collected.	27	Unknown - Information not collected.	30	Unknown - Information not collected.	1	Unknown - Information not collected.		Letter		Information not collected.	Information not collected.	25% of the past due balance is required upon signing for entering a DPA. The payment schedule is then determined by the customer and what they can make work with their budget. It is very flexible.	25% down of the past due balance. - Ex. \$100.00 past due balance - need \$25.00 to enter a DPA.	Low Income Residential Information is not collected.	The payment schedule is fairly flexible on what the resident can afford to pay on and on what days. If they can only pay \$50.00 once a month, that's fine. If they can afford more, then it would be more.	Low Income Residential Information is not collected.	PLEASE NOTE: If the resident would default on a DPA, it would be case by case if the Utility would want to enter another DPA with the resident.	No	No	Submit									
OCOONTO FALLS WATER & LIGHT COMMISSION	4360			Water	C	10	166	N/A	166	N/A	166	N/A	32	N/A	Phone call			REMINDER LETTERS HAVE BEEN SENT EACH MONTH.	N/A	THIS IS STATED ON THE REMINDER LETTERS AND CUSTOMERS ARE ASKED TO CALL IF THESE SITUATIONS ARE PRESENT.	ON THE PHONE CALL MADE PRIOR TO DISCONNECTION, THE UTILITY WILL STATE THAT IF ANY OF THESE SITUATIONS ARE PRESENT TO CONTACT THE UTILITY IMMEDIATELY.	ALL CUSTOMERS ARE OFFERED A DPA. CUSTOMER IS REQUIRED TO PAY 1/2 DOWN WITH 2 ADDITIONAL PAYMENTS. CUSTOMER MUST ALSO STAY CURRENT WITH CURRENT BILL	1/2 DOWN IS REQUIRED UPON SIGNING DPAs	1/2 DOWN IS REQUIRED UPON SIGNING DPAs	WITH LARGE PAST DUE, CUSTOMER IS OFFERED AN EXTENDED DPA. PAYMENTS MAY BE MADE OVER 2-3 MONTHS.	N/A	No	No	Submit								
Owen Water Works	4500			Water	C	500	2	Don't Know ?	19	77	6	77	0	0	Phone call	Letter	In-person visit / door hanger	Clark County has a grant and we forward people for social services grant.	City of Owen is 65.93% Low to moderate income.	We don't know this Question. We don't have any nursing home or care facility's in our city. We are not aware of any in home care at this time.	If there is an existing medical emergency in their home and they furnish the city with a statement signed by either a licensed Wisconsin physician, or a public health official, we will allow the disconnection of service up to 21 days. The statement must identify the medical emergency and specify the period of time during which disconnection will aggravate the existing emergency.	Customer will need to come into City Hall and make arrangements with the Clerk or Deputy Clerk. We have a deferred payment agreement for utility service arrears that will need to be filled out and sign by both Customer and City.	Customer will need to come into City Hall and make arrangements with the Clerk or Deputy Clerk. We have a deferred payment agreement for utility service arrears that will need to be filled out and sign by both Customer and City.	Customer will need to come into City Hall and make arrangements with the Clerk or Deputy Clerk. We have a deferred payment agreement for utility service arrears that will need to be filled out and sign by both Customer and City.	1. Pay in full 2. Agreement to pay monthly 3. Agreement to pay bi-weekly 4. Agreement to pay Weekly	1. Pay in full 2. Agreement to pay monthly 3. Agreement to pay bi-weekly 4. Agreement to pay Weekly	No	No	Submit								
Palmira Water & Sewer	4520			Water	D	After at least 30 days, a disconnection notice would be sent if they have not paid their bill and after a minimum of 10 days but not more than 20 days, the customer would be disconnected.	578	0	0	0	5	0	0	0	Phone call				Sending out disconnects works very well.	0	0	As long as they say when they can pay and try to get it cleared up before the next bill comes out (3 months). They also have to pay when they say they will.	pay 30% of the bill to set up a DPA	no different	We have no limit.	No difference.	No	No	Submit								
Pardeeville Public Utilities	4540			Water	D	Anything 20 days past due date over \$50	69	N/A	54	N/A	69	N/A	0	N/A	Phone call			2 written notices and 1 phone call	N/A	N/A	Phone call placed 24-48 hours before anticipated disconnect	Customer in good standing with NO prior DPA defaults	50% of past due amount	N/A	This is determined on a case by case basis to help the customer successfully make payments on time	N/A	Yes	Only based on payment history	Submit								
Pepin Municipal Water Utility	4600			Water	D	180 days past due	24	N/A	24	N/A	24	N/A	3	0	Phone call	Letter	In-person visit / door hanger	They have several chances to make payments. Phone calls don't work because they won't answer the phone when we call. We have gotten results from some when we tell them the past due amounts will be added to their present taxes	N/A	N/A	We will accept weekly/monthly payments until they are caught up.	We just ask for weekly payments	N/A	We will accept weekly/monthly payments until they are caught up.	N/A	No	No	Submit									
PIGEON FALLS MUNICIPAL WATER UTILITY	4650			Water	D	\$500.00	0	NA	0	N/A	0	N/A	0	N/A	Phone call	Letter	In-person visit / door hanger	I personally called or sent letters to anyone who is behind on payments right now	N/A	N/A	We go on what the people tell us, we would talk to them about what they can afford	\$20.00	N/A	We work something out that while paying off the amount in arrears would still allow them to pay their other bills.	Don't know who is low income	No	I would contact the landlord	No	Submit								

Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.	Residential threshold	Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	a) How many of those customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection, of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)				
		Electric	Gas	Water											A/B	C	D	Phone call										Letter	In-person visit / door hanger	Other (please specify)	Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)
Platteville Water and Sewer	4700			Water	A/B	30 days overdue	354	n/a	343	n/a	354	n/a	25	n/a			In-person visit / door hanger		Nothing is currently being done at this time. We simply offer DPA.	n/a - we do not track low-income	n/a - we do not track this	n/a - we do not track this	Anyone is eligible	We ask for 30%, but will accept any reasonable amount presented.	Same as above - we do not track low-income	We accept weekly or bi-weekly agreements	Same as above - we do not track low-income	No			Submit						
Plymouth Utilities	4740			Water	C	Plymouth Utilities services regulated electric and water, and unregulated sewer utilities. A residential customer who is 30 days past due and owes \$100 or more would meet the disconnection threshold.	394	N/A	394	N/A	394	N/A	24	N/A	Phone call		In-person visit / door hanger		Multiple letters asking our past due customers to contact us. We have encouraged our customers to contact financial assistance agencies, providing a list of agencies and contact information. We have encouraged our customers to call us and set up a payment plan so that they don't get further behind. We have also called and left messages for our customers to contact us. Letters and phone calls do not seem to move our past due customer to action, with many of our customers getting further and further behind. Without the threat of disconnection it has been difficult to get our customers to contact us about setting up a deferred payment plan. There are many customers who may qualify for assistance but haven't requested assistance because there is no "need" for them to do, they aren't threatened that their service will be shut off. Letters sent with the threat of TDR (Tax Refund Intercept Program) or being sent to State Debt Collection.	N/A	Notes in system after customer notifies us	We prefer to set up plans with 50% down and over the next 2-4 months agree to payments that pay the remaining 50% plus current balance. Depending on circumstance, we will work with our customers and create a plan that they can agree to, possibly pushing out the time line based on their situation.	We ask 50%, but we will arrange different amounts based on specific customer circumstance	All of our customers are offered deferred payment agreements following the same guidelines as listed above. We encourage all of our customers to apply for assistance	As mentioned above it depends on the customer's situation	All of our customers are offered deferred payment agreements following the same guidelines as listed above. We encourage all of our customers to apply for assistance	No			Submit							
Port Edwards Water Utility	4770			Water	C	5	98	N/A	76	N/A	3	N/A	2	N/A			In-person visit / door hanger		Door hanger one day before disconnection. We almost always receive a request to set up a payment plan to avoid disconnection.	N/A	N/A	N/A	N/A	N/A	They can make as many payments as necessary. We like to have the bill paid within 30 days of the due date. If the customer is cooperating and making consistent payment(s) as they can, we do work with them.	Same	No		Submit								
Portage Water Utility	4760			Water	C	Balance > \$100.00 and no payment for 3 consecutive months	164	N/A	80	N/A	140	N/A	8	N/A			In-person visit / door hanger		Utility mailed letters reminding of past due balances. This prompted a few customers to come in and set up payment plans which were then defaulted on once the moratorium on disconnection was extended.	N/A	N/A	Customers must come in to office and pay 25% of total balance due and sign a deferred payment plan.	25% of total balance due must be paid	25% of total balance due must be paid	Customers can defer the remaining balance due over a period of 4 months/installments while remaining current on their monthly bills	Customers can defer the remaining balance due over a period of 4 months/installments while remaining current on their monthly bills	No		Submit								
Pound Waterworks - Village of Pound Water & Sewer Utility	43804402			Water	D	30	24	NA	7	NA	24	NA	24	NA	Phone call	Letter	In-person visit / door hanger	Emails	Phone Calls & Letters working to date.	We currently do not track who is low-income households.	NA	Door to Door (Face to face) contact with customers	All customers eligible	One month service payment required	NA	Weekly, Bi-Weekly, Monthly payment options	Weekly, Bi-Weekly, Monthly payment options	No		Submit							
POYETTE MUNICIPAL WATER UTILITY	4810			Water	C	DELINQUENT BILL AND LACK OF DPA	142	N/A	172	N/A	142	N/A	3	N/A	Phone call		In-person visit / door hanger	EMAIL AND CONTACT WITH LANDLORD OR PROPERTY OWNER	OFFERING A LOWER AMOUNT FOR THE DPA AS LITTLE AS \$20. A PERSONAL PHONE CALL, EMAIL AND SETTING UP A PAYMENT PLAN	NO	NO	THE PERSON SIGNING THE DPA NEEDS TO BE ON THE LEASE OR THE PROPERTY OWNER AND AT LEAST A \$20 DOWN PAYMENT SIGNED STATEMENT.	THE PERSON SIGNING THE DPA NEEDS TO BE ON THE LEASE OR THE PROPERTY OWNER AND AT LEAST A \$20 DOWN PAYMENT	N/A	CASH/CHECK/CREDIT CARD WEEKLY, BIWEEKLY OR MONTHLY	N/A	Yes	Yes	Submit								
Radisson Water and Sewer Utility	4910			Water	D	More than 31 days past due	25	N/A	25	N/A	25	N/A	0	N/A			In-person visit / door hanger		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No		Submit							
Randolph Water Utility	4920			Water	D	90 days	48	N/A	39	N/A	34	N/A	0	N/A	Phone call		In-person visit / door hanger		Deferred Payment Agreements with an extended time frame - most customers in arrears have been ignoring every water bill since March/April 2020.	N/A	Additional information will accompany the disconnection notice to contact the utility if they are under this criteria	Personal or phone contact will be made prior	All accounts in arrears will be offered a deferred payment agreement.	At least 10% down	N/A	We will be requiring the amount in arrears be paid within 12 months, along with keeping up with the current bill. We will work with customers on an individual basis.	N/A	No	Submit								
Reeseville Water Utility	4990			Water	D	45 days past due	12	NA	7	NA	10	NA	0	NA			In-person visit / door hanger		Initial past due notices with an additional 10 days to pay in person contact/door hangers	NO	0	In person contact (if possible) and door hanger	Down payment made towards arrears and detailed plan to repay remaining balance. No special eligibility requirements.	Whatever customer is able to pay upfront and a detailed plan to repay the remaining balance.	NA	Installments can be made weekly or monthly based on the percentage of the amount due.	NA	No	Submit								
Rib Lake Water Utility	5030			Water	D	\$50.00	38	NA	21	NA	29	NA	1	NA	Phone call		In-person visit / door hanger		called them - works for some, not for others	NA	NA	phone call	owe more than \$100	25%	NA	weekly, bi-weekly, or monthly - to be paid off within 2 months.	NA	No	Submit								
Rice Lake Utilities	5050			Water	A/B	150	512	266	783		921		48		Phone call		In-person visit / door hanger	Text/IVR	Referral to Energy Assistance, local churches, DPA, phone call.	We do not and will not track or document this information. As a utility we supply each customer with Electric, Water and Wastewater services. We apply the PSC Rate Tariff as it is printed to ALL customers. When we are allowed to disconnect customers due to lack of payment, we don't ask questions that may appear insensitive, intrusive, or out of line while conducting Utility business. We can not and should not stereotype, classify, segregate, show favoritism or demean anyone. This is illegal, unethical and immoral.	We do not and will not track or document this information. As a utility we supply each customer with Electric, Water and Wastewater services. We apply the PSC Rate Tariff as it is printed to ALL customers. When we are allowed to disconnect customers due to lack of payment, we don't ask questions that may appear insensitive, intrusive, or out of line while conducting Utility business. We can not and should not stereotype, classify, segregate, show favoritism or demean anyone. This is illegal, unethical and immoral.	When or your question would be HPPA protected information. As a utility we supply each customer with Electric, Water and Wastewater services. We apply the PSC Rate Tariff as it is printed to ALL customers. When we are allowed to disconnect customers due to lack of payment, we don't ask questions that may appear insensitive, intrusive, or out of line while conducting Utility business. We can not and should not stereotype, classify, segregate, show favoritism or demean anyone. This is illegal, unethical and immoral.	Any past due balance is eligible if the customer so chooses, however there are special rules for residential tenants.	25-50% down depending on the month of the year we are in.	same as above	We use the tax roll process every October, so we use September as the last payment month. So divide what month we are in, get total # of months we can spread payment out. For example, April - September, we will give a customer 6 month payment plan, plus their current bill each month, May 5 months and so on.	Per Wis Admin Code 13.0404 or Rule Rate Tariff page 59.	No	No	Submit							
Ripon Water Utility	5105			Water	A/B	Past due balance and has no deferred payment plan.	265	n/a	100	n/a	100	n/a	0	n/a	Letter		In-person visit / door hanger		Past due notices to the tenant and land owners.	n/a	n/a	n/a	We request a 25% down payment of the balance.	n/a	We work with our customers and they make payments based on when they receive funds from their employer or other sources.	n/a	No	Submit									
Rockland Municipal Utility	5130			Water	D	15 days past due	31	10	10	10	31	10	0	0			In-person visit / door hanger		Sent reminder letters of past due accounts. Some have paid and some have not.	surveys	unknown	phone calls	customers that are past due 30 or more days are eligible for a deferred payment agreement	this is on a case by case basis, determined by the amount owed	down payments are not required but are highly encouraged.	There are options for up to 5 monthly payments	There are options for up to 5 monthly payments	No	Submit								
Sauk City Municipal Water & Light Utility	5260			Water	C	Past Due Over \$50.00	136	47	275	1	136	47	5	0	Phone call	Letter	In-person visit / door hanger		DPA Equal Pay, One-Time Extension, Coordinating W/Lease & Slipstream. For some people it has worked for, and others ignore the requests that are offered.	With the spreadsheets from Slipstream	N/A	Disconnect Letter	The agreed to pay certain installments until arrears pd in full	50% of the arrears at time the agreement is made.	50% of the arrears at time the agreement is made	Weekly Basis, Bi-Weekly Basis, Monthly Basis	Weekly, Bi-Weekly, Monthly Basis	No	Submit								
SHEROYAN WATER UTILITY	5370			Water	A/B	300	184	N/A	363	N/A	260	n/a	7	n/a	Phone call	Letter	In-person visit / door hanger		We send past due notices and past due phone calls. We also send past due notices to the owner of the property. We also utilize tax roll to collect past due balances at the end of the year.	Have not verified.	We have formal process which includes a form for customers to complete if they have someone in the home who is considered vulnerable.	We provide information on the notices we issue regarding vulnerable household members and how to contact us.	All customers will qualify for a new DPA before disconnection is implemented 4/15/2021, even if they have previously defaulted.	Our down payment requirement will be 25% of the past due balance.	N/A	At least two installment payments are to be made. We are flexible with when these payments are made.	n/a	No	Submit								
Shorewood Municipal Water Utility	5440			Water	C	\$250 past due	3	1	3	1	1	1	5	0			In-person visit / door hanger		Language about late fees is printed on the bottom of every bill. For accounts with past due balances that are being processed toward disconnection we follow all of the PSC prescribed processes. These usually have limited impact until we get onsite with door hangers and knock on doors.	Estimated as needed based on customer contact due to arrears.	As needed only based on customer contact due to arrears. Again, we have only actually disconnected 1 customer that I can recall in the 7 years I have been with the village.	Standard PSC notices which would include a door knock when doing door hangers or if actually getting prepared to valve off services. Also special circumstances reviewed with customers seeking DPA to avoid disconnection.	10% - 25% current balance. Keep in mind that most people who fail to pay their utility bills are in some type of financial distress.	10% - 25% current balances	Regular monthly payments subject to agreed upon minimums to bring account to current balance within 12 months.	Regular monthly payments subject to agreed upon minimums to bring account to current balance within 12 months.	No	Submit									
Shullsburg Water Utility	5470			Water	D	Two months not paid	56	N/A	56	N/A	56	N/A	3	N/A	Phone call		In-person visit / door hanger		Same customers in arrears as pre-COVID so no special outreach	Customer will need to notify the utility.	Since the PSC has not let us disconnect for so long, when they do allow us to disconnect, anyone who has been sent a disconnect notice, received a 24 hour notice and that has not responded when it is time to shut off, the utility will attempt to make contact with the customer by phone before actual disconnection.	Anyone with a past due amount that needs help getting the account caught up.	Will work with any past due customer to establish any downpayment and DPA that will get them caught up by November 1st if possible. A DPA does no good if they can't actually fulfill downpayments and installments.	Will work with any past due customer to establish any downpayment and DPA that will get them caught up by November 1st if possible. A DPA does no good if they can't actually fulfill downpayments and installments.	Will work with any past due customer to establish any downpayment and DPA that will get them caught up by November 1st if possible. A DPA does no good if they can't actually fulfill downpayments and installments.	No	Submit										
Siren Municipal Water Utility	5480			Water	D	100	29	N/A	27	N/A	29	N/A	4	N/A			In-person visit / door hanger		We have contacted everyone and offered to set up Deferred Payment Agreements and also provided information on sources for help through the County and other social service organizations. We get very little feedback on this information. The people who are currently behind on their water/sewer bill are habitual customers who are frequently given notice in April that their accounts may be disconnected. Most of them will come in on the day of disconnection to pay in full or the majority of their bill. They know the system.	We do not have a way to determine who is low income and who is not low income. All of the Village of Siren is considered low income when we have qualified for Federal grants so we assume all customers are low income households	When we send out any disconnects we include information that anyone who has a health or other infirmity which would make loss of water an unnecessary hardship to contact our office immediately so that we can update our records and work with them to set up a payment plan that works within their budget.	We will follow up all mailed disconnect notices with an in-person visit by our Public Works Department before any disconnection is done. If an adult member of the household is not home we will leave a door hanger asking them to contact the Village, providing an after hours number if necessary. If no one contacts us we will continue to leave door hangers as well as send letters.	In the past we have asked for 25% of the outstanding balance for residential customers. Based on circumstance we will adjust this percentage if the customer is able to commit to paying the entire bill in a reasonable amount of time.	Same as above.	We do not have a set number of payments needed preferring to work with customers on how their income comes into the household. We ask that all customers work on having their past due balance paid prior to October 15th when the first of the tax roll letters are required to be sent.	No	Submit										



Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.			Residential threshold	Number of residential customers who meet the threshold as of the date of this submission	Number of low-income residential customers who meet the threshold as of the date of this submission	Of the residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2021?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	a) How many of those customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, providing a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide details regarding the different options available to residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the different options available to low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)			
		Electric	Gas	Water	A/B	C	D										Phone call	Letter	In-person visit / door hanger	Other (please specify)										Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)		
																				Yes										No	Other (please specify)	Yes	No	Submit	Other (please specify)			
Village of Elmwood	1830			Water			D	NON PAYMENT FOR MONTHS WITH NO CONTACT TO OFFICE	15	3	15	3	15	3	0	0		Letter	In-person visit / door hanger		SENT MULTIPLE LETTERS ABOUT A DEFERRED PAYMENT AGREEMENT AND NO ON HAS RESPONDED OR NOT SENT THE DPA BACK AS THEY SAID THEY WOULD. I AM COMPLETELY RESPONSIBLE ABOUT PAYMENT ON THE ACCOUNT AND 95% OF THE ACCOUNTS ARE HABITUALLY DELINQUENT YEAR AROUND AND ONLY RESPOND WHEN A SHUT OFF NOTICE IS SENT	3. I KNOW THAT THEY ARE LOW-INCOME FROM HISTORICAL KNOWLEDGE OF THE ACCOUNTS BUT IF THEY WORKED WITH ME I WOULDN'T GO THIS ROUTE	2 HOUSEHOLDS HAVE YOUNG CHILDREN BUT ARE MORE THAN CAPABLE OF PAYING THEIR BILLS WITH THEIR INCOME	I WILL SEND LETTERS ASKING THEM TO CONTACT ME WITH ANY OF THESE ISSUES AND DEAL WITH THEM ACCORDINGLY BUT NO ONE CONTACTS ME IN ANYWAY PREVIOUSLY	ANYONE THAT IS WILLING TO WORK WITH ME IS ELIGIBLE FOR A DPA. IF THEY CONTACT ME ABOUT IT	NO DOWN PAYMENT REQUIRED JUST THE AGREED UPON AMOUNT AND CURRENT WATER BILL	NO DOWN PAYMENT REQUIRED JUST THE AGREED UPON AMOUNT AND CURRENT WATER BILL	IT IS BASED ON THEIR INDIVIDUAL SITUATIONS, I AM MORE THAN WILLING TO BE FLEXIBLE TO MAKE A DPA WORK, I JUST NEED SOME EFFORT ON THEIR PART	IT IS BASED ON THEIR INDIVIDUAL SITUATIONS, I AM MORE THAN WILLING TO BE FLEXIBLE TO MAKE A DPA WORK, I JUST NEED SOME EFFORT ON THEIR PART							Submit		
Village of Frederic	2110			Water			D	\$50	70	NA	19	Unknown	10	Unknown	0	0		Phone call	In-person visit / door hanger		We have sent reminders, letters and have made phone calls. All have worked with some customers.	Unknown	Unknown	We will attempt to make in-person contact as well as phone calls.	All customers are eligible. We do our best to work with customers to avoid disconnection while following the PSC Guidelines.	We ask for 50% at the time of the DPA, unless there are extenuating approved circumstances.	Same	We work with our customers as much as possible to fit with their ability to pay.	Same for everyone					Submit				
Village of Granton	2320			Water			D	Delinquent more than 10 days with no contact and no response to budget plan options	4	unknown	4	unknown	4	unknown	0	0		Phone call	Letter	In-person visit / door hanger		Budget plans are effective for most. The handful of others do not respond to communication and pay in full once water is disconnected.	no, this is Clark county and we assume all are low income and offer budget plans and assistance regardless of income proof.	nothing documented	All options have been exhausted with the exception of disconnecting. We will of course work with those who could not get assistance since the PSC postponed disconnection. Many of our local human resource centers, like the Salvation Army, require a disconnect notice before they will assist. If additional time is required while the assistance is set in motion, we will do our best to work with this time line.	There are no requirements to use the deferred payment agreement but you must pay on time to stay on the plan. If you pay late more than 3 times in a per the deferred plan is cancelled.	no down payment	none	Payment can be divided up to 3 times or 3 equal portions.	Payment can be divided up to 3 times or 3 equal portions.						Submit		
Village of Hortonville Water & Sewer	2610			Water			C	\$10 balance; past the due date	122	N/A	100	N/A	100	N/A	20	N/A			In-person visit / door hanger		PAST DUE NOTICE MAILED TO CUSTOMER AND LANDLORD ONCE PER MONTH.	N/A	N/A	PHONE CUSTOMER IF A NUMBER IS AVAILABLE. WE PROVIDE OUR PHONE NUMBER ON THE HAND-DELIVERED 24 HOUR DISCONNECTION NOTICE DOOR HANGER.	ANY CUSTOMER MAY ENTER INTO A DPA. NO RESTRICTIONS	NOT REQUIRED. WE USUALLY ASK FOR SOME KIND OF PAYMENT UP FRONT. THIS IS CASE BY CASE	N/A	LEAVE IT UP TO THE CUSTOMER AS TO HOW THEY WANT TO SPLIT UP THE BALANCE DUE, WE WORK WITH THEM	N/A					Submit				
Village of Maconie	3480			Water			C	we do not disconnect water	0	n/a	n/a	n/a	0	0	0	0		Phone call			we do not disconnect water	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a							Submit	
Village of Mukwonago	3980			Water			C	50	183	0	43	0	138	0	5	0			In-person visit / door hanger		At this time, we continue to send a past due notice / reminder. In some cases this has worked and in other cases it hasn't worked.	none. we don't track these at this time.	we currently haven't been notified of any special situations.	our guys typically go door to door to make contact with someone at the property to try and work out a plan prior to disconnect. first we send a letter. second we hang a sign if no response within 10 days, third we try to make contact with some at the property.	At this time, we are working with all customers to setup payment plans.	we are asking customers to put 1/3 down and set up a payment plan for remain balance.	no difference than any other payment plan. we do not track low income at this time.	typically we split payment plans within 3 payments since we process quarterly billing. Depending on the balance we work with the customers to spread-out over a longer time frame.	no difference than any other payment plan. we do not track low income at this time.						Submit			
Village of Osceola	4460			Water			C	\$59	81	N/A	27	N/A	81	N/A	14	N/A		Phone call	Letter	In-person visit / door hanger		We promote deferred payment agreements from the start. This has worked well for our utility. We send past due with a notice that they can set up a payment agreement with the utility. If it comes to disconnection, we try all outreach methods we can in attempt to keep our customers water on.	N/A	if it comes to disconnection we ask this question to the residents.	Phone call and door knock if needed.	All of our residential customers are eligible for a DPA.	Down payment not required. Each DPA is agreed to by both parties on a case by case basis.	All residential are eligible for a DPA.	We recommend and work with the customer to try to have the arrears balance paid before they receive their next bill.	N/A					Submit			
Village of Prairie du Sac	4830			Water			C	50	164	16	n/a	n/a	35	n/a	0	0			In-person visit / door hanger		Energy assistance information is included in bill insert for all customers. Information is also in the office and provided on the phone.	No	No	Personnel knock on the door prior to disconnection. If any such circumstances are found, the individual is encouraged to contact the utility office.	They must pay 50% of past due amount to start a payment agreement.	They must pay 50% of past due amount to start a payment agreement.	same	We set up a payment agreement based on a customer's pay date and what they are comfortable committing to. Usually with the goal to be caught up in 3 months.	same					Submit				
VILLAGE OF WEYERHAEUSER	6470			Water			D	NONE PAYMENT FOR 2 MONTHS	2	N/A	2	N/A	2	N/A	0	0			In-person visit / door hanger		POSTING NOTICE ON DOOR WITH FOLLOW UP PHONE CALL TO DISCUSS ARREARS WORKS BEST. LETTING RESIDENT CONTACT ME DOES NOT ALWAYS WORK.	N/A	N/A	PHONE CALL TO RESIDENT. IF ISSUES CONTACT COUNTY PUBLIC HEALTH TO DISCUSS ISSUES.	N/A	N/A	N/A	N/A	N/A					Submit				
Village of Wilton Water Department	6550			Water			D	Past Due 20 days	88	n/a	16	n/a	16	n/a	7	n/a			In-person visit / door hanger		NONE	N/A	N/A	IN PERSON CONTACT.	50% DOWN.	50% DOWN	N/A	50% DOWN AND REMAINING BALANCE DIVIDED OUT TO BE CURRENT BEFORE NEXT BILLING CYCLE.	N/A					Submit				
WAHENO SANITARY DISTRICT NO. 1	6160			Water			D	60 Days +	11	N/A	9	N/A	6	N/A	1	N/A		Phone call	In-person visit / door hanger		SINCE WE ARE THE ABOVE BUT WHEN I MADE PHONE CALLS TO THE CUSTOMERS IF THEY DON'T ANSWER I LEAVE A MESSAGE TO CALL ME BACK. IF THEY DON'T HAVE VOICEMAIL SET UP I WOULD TEXT THEM IF IT WAS A CELL PHONE NUMBER WITH MY PERSONAL CELL PHONE TO LET THEM KNOW WHO I WAS AND TO CONTACT THE OFFICE. IF THEY HAVE FACEBOOK, I WOULD SEND THEM A MESSAGE ON THERE TO CONTACT ME AT THE OFFICE. IF THEIR NUMBER IS NO LONGER A WORKING NUMBER I WOULD HANG A NOTICE ON THEIR DOOR TO CONTACT ME AT THE OFFICE. TEXTS AND FACEBOOK WORKED GOOD BUT WHEN THEY CALLED ME AT THE OFFICE THEY WOULD SAY OH I FORGOT AND I CAN PAY IT ON THE DAY BUT THEN DON'T PAY. THEN I WOULD GET A HOLD OF THEM AGAIN THEY USUALLY SAY THEY FORGOT AGAIN AND THE BILL DOESN'T GET PAID. SINCE WE HAVE BEEN UNABLE TO SHUT OFF THERE HAS BEEN MORE CUSTOMERS NOT PAYING DUE TO THEY KNOW	N/A	N/A	TO BE DETERMINED BY THE WAHENO SANITARY DISTRICT NO. 1 BOARD OF COMMISSIONERS AT OUR NEXT MEETING ON MARCH 1, 2021 TO SEE WHAT THEIR THOUGHTS ARE ON THIS AND HOW TO GO FORWARD TO SEE IF ANY OF THIS IS FOR OUR CUSTOMERS.	THE DEFERRED PAYMENT AGREEMENTS ARE OPEN TO ALL RESIDENTIAL CUSTOMERS DUE TO THE STAFF THAT COMES UP IN EVERYDAY LIFE SUCH AS SOMETHING BREAKS IN THE HOUSE, CAR BREAKS DOWN, ETC. AND THEY ARE UNABLE TO PAY THE FULL AMOUNT THEY ARE ABLE TO GET ON THE AGREEMENT.	WE DO NOT HAVE A SET AMOUNT TO PUT DOWN USUALLY WHAT THEY CAN AFFORD AT THE TIME OF THE AGREEMENT SOMETIMES NOTHING WHEN THEY GO ONTO IT.	N/A	THE INSTALLMENTS DEPENDS ON WHAT THE CUSTOMER CAN AFFORD EVERY WEEK. BI-WEEKLY, MONTHLY DEPENDS ON WHEN THEY GET PAID AND I CAN PUT OUT THE WEEK BEFORE THE NEXT BILLING GOES OUT. A LOT OF THE CUSTOMERS I LOOK UP THEIR BILLINGS FOR THE LAST 12 QUARTERLY BILLINGS AND AVERAGE IT OUT PER WHATEVER THEIR PAY DATES ARE AND TELL THEM TO TAKE THAT AMOUNT EVERY PAY PERIOD WHICH ISNT MUCH LIKE \$20 TO \$40 PER PAY PERIOD DEPENDING ON THE BILLINGS AND CUSTOMERS.	N/A					Submit				
Water Works and Lighting Commission	6700			Water	A/B			60 Days past due starting with customers who have not made a payment in several months.	600	N/A	370	N/A	150	N/A	0	N/A		Phone call	In-person visit / door hanger		Phone call encouraging customers to contact the utility regarding a payment arrangement. Low response from customers.	N/A	N/A	This notice is on each statement. We can include this message in a disconnection phone call and/or door hanger.	We would start over in 2021 and allow everyone the opportunity to enter into a payment arrangement.	Starting point for discussion would be 50% past due, but we would discuss with customer payment history and determine ability to pay.	Starting point for discussion would be 50% past due, but we would discuss with customer payment history and determine ability to pay.	3-4 months but would make exceptions for special circumstances.	3-4 months but would make exceptions for special circumstances.					Submit				
Waterloo Water & Light Commission	6220			Water	A/B			\$100 past due	243	24	243	24	243	24	2	0		Phone call			St Vincent, churches	The utility only knows if they have received Energy Assistance	Medical Extension form signed by doctor	letter, phone call, door hanger	active account past due, not available to tenants	50% of past due amount	same	none	none					Submit				
Waunakee Utilities	6260			Water	A/B			100	170	0	86	0	40	3	25	0		Phone call	In-person visit / door hanger	Door hanger only if no phone number	Monthly past due notices. Reminder letter to apply for energy assistance. Giving out phone number for organizations for help.	They apply for energy assistance.	Note account with medical alert	Past due/disco notices state to call the office if there is someone in the household	Pay the down payment and complete the paperwork	50% down	same	at least 2 installments in 30 days	same					Submit				
Waupaca	6280			Water	A/B			50	184	unknown	125	unknown	180	unknown	10	unknown		Phone call	Letter	In-person visit / door hanger	Door hangers or in person after the water is shut off.	NA	Building permit records, zoning classification, personal outreach.	Encourage contacting us to discuss special accommodations. Contact information is provided on disconnection notices, utility bills, and newsletters.	Anyone is eligible to create a DPA.	Any amount not less than \$5.	Any amount not less than \$5.	We are very flexible but we like to make the account current in or less than 1 year.	Allow flexible DPAs.					Submit				
Waupun Utilities	6290			Water	A/B			150	377	NA	221	NA	50	NA	5	NA		Phone call		FACEBOOK, WEBSITE, BILL INSERT	Waupun Utilities staff have been and will continue to diligently work with customers with balances in arrears to establish DPAs, develop payment arrangements, setup budget payment plans and educate customers on resources available for assistance that can help those in times of financial hardship. Personal contact works on occasion is the customer answers phone or returns message. There has not been a sense of urgency for the customer to establish a payment plan because they are aware of utilities' inability to disconnect service. I believe March will be a busy time establishing DPAs and receiving payment due to customers knowing that the moratorium is scheduled to end April 15, 2021.	Receipt of Energy Assistance	Option to submit a critical need form filled out by physician.	initial down payment of 1/3 - 1/2 of all past due balance for the 1st installment, dependent upon the customer's financial condition.	initial down payment of 1/3 - 1/2 of all past due balance for the 1st installment, dependent upon the customer's financial condition.	Remaining balances in arrears is divided into two (2) additional installments to be paid the following two months by the date agreed upon with customer and Waupun Utilities. Waupun Utilities can our discretion to grant up to an additional 2 installments for a total of 4 maximum installments.	NA				Yes	No	Submit					
West Allis Municipal Water Utility	6360			Water	A/B			\$20	64	64	0	0	64	64	0	0			In-person visit / door hanger		We only disconnect customer that are on individual meters in trailer parks. All other customers delinquent balances transfer to the tax bills annually.	We have not done anything to document income levels of customers.	We have not done anything to document these categories of our customers.	We leave that information on a door hanger and after sending 2 notices and 1 disconnect notice.	Only customers on individual meters in trailer parks are eligible for DPA. We work with each and ever customer to design a payment plan that works for them and enables them to catch up on their delinquency and still pay future bills on-time.	Only customers on individual meters in trailer parks are eligible for DPA. We work with each and ever customer to design a payment plan that works for them and enables them to catch up on their delinquency and still pay future bills on-time.	The requirement is the same for all customers regardless of income level.	Only customers on individual meters in trailer parks are eligible for DPA. We work with each and ever customer to design a payment plan that works for them and enables them to catch up on their delinquency and still pay future bills on-time.	Only customers on individual meters in trailer parks are eligible for DPA. We work with each and ever customer to design a payment plan that works for them and enables them to catch up on their delinquency and still pay future bills on-time.					Yes	No	Submit		
Westboro Sanitary District No. 1	86103468			Water	A/B			non-payment of bill by due date	5	N/A	8	N/A	5	N/A	0	N/A			Letter	door hanger/knock, turn off valve if no answer	Utility hasn't sent or wanted time sending notification of arrears. Customers know if they have or haven't paid their bills. Arrear is rolled to next billing and highlighted as past due, until Tax Lien time. Warning letters sent. If no payment by November 1st, arrear applied to tax lien.	N/A	N/A	N/A plan is the same for all.	All customers are eligible for deferred payment agreements. It is the customers responsibility to contact clerk to make arrangement.	50% of bill owed	same as above, 50% of bill	50% of bill due at time of agreement with 3 installment payments following the down payment with their amount owed for current bill installment, so customer stays current on bill.	Same as above for residential customer. 50% due at time of agreement with 3 installment payments following the down payment with their amount owed for current bill installment.							Submit		
Weston Water Utility	6420			Water	A/B			Months of May-Sept. \$200.00 and Oct-Apr. \$150.00	12	N/A	N/A	N/A	12	N/A	0	N/A		Phone call	Letter		The Village of Weston has contacted customers by phone to setup a payment plan that works for them as well as the Village. There are a variety of payment plan options from bi-weekly, monthly or others. There are also multiple ways to make a payment such as online, at the municipal center drop box as well as through the drive-up at a local bank. Approximately 40% of the Village payment plans are smaller more frequent payments until the customer is no longer delinquent.	Phone Contact	Phone Contact	Phone Contact	A minimum 1st payment of \$30-\$25 is asked for when establishing a deferred payment agreement.	A minimum 1st payment of \$20-\$25 is asked for when establishing a deferred payment agreement.	The Village of Weston offers all customers a payment plan that fits their budget. The Village offers customers a range of plans consisting of 4-10 payments with each situation looked at individually. Ideally the deferred payment agreement is setup to have each customer paid in full prior to the next quarterly billing cycle.	The Village of Weston offers all customers a payment plan that fits their budget. The Village offers customers a range of plans consisting of 4-10 payments with each situation looked at individually. Ideally the deferred payment agreement is setup to have each customer paid in full prior to the next quarterly billing cycle.						No	Submit			

Appendix A - Disconnection Plans April 2021

Utility Name	Utility ID Number	Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.			Utility's PSC reporting class.			Residential threshold	Number of residential customers who meet the threshold as of the date of this submittal	Number of low-income residential customers who meet the threshold as of the date of this submittal	Of the residential customers who meet the threshold, what is the number of customers that would have been eligible for disconnection prior to November 1, 2020?	a) How many of those customers are low-income?	Of those residential customers who meet the threshold, what are the anticipated number of residential customers subject to disconnection for the month of April 2021?	How many of those residential customers are low-income?	What are the anticipated number of non-residential customers subject to disconnection for the month of April 2021?	How many of those non-residential customers are low-income?	After issuing a disconnection notice, how does the utility attempt personal contact with customers?				What outreach has the utility done for residential customers who are in arrears? What has worked and what has not worked?	Low-income households	Households for which infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young are present	What is the utility's plan for, at the time of disconnection of service, personal, individualized contact with a responsible, adult member of the household to discover any circumstances which deserve special attention, such as medical problems or disabilities?	Describe the deferred payment agreement eligibility requirements for residential customers	Describe the down payment requirements for residential customers to establish a deferred payment agreement	Describe the down payment requirements for low-income residential customers to establish a deferred payment agreement	Provide detail regarding the residential customers on the number of installment payments associated with their deferred payment agreement	Provide detail regarding the low-income residential customers on the number of installment payments associated with their deferred payment agreement	For municipal utilities, does the utility restrict deferred payment agreements for residential tenants?			If yes, does the municipal utility plan to make a request to resume temporarily offering deferred payment agreements to tenant customers?		Select below to submit the utility's survey (Note: Please select "Submit" only when the utility has finalized its survey responses.)		
		Electric	Gas	Water	A/B	C	D										Phone call	Letter	In-person visit / door hanger	Other (please specify)										Yes	No	Other (please specify)	Yes	No	Submit	Other (please specify)	
Whitehall Municipal Water Utility	6500			Water			C	520.00	110	N/A	94							Phone call				N/A	N/A	phone call	Residential customers can enter into a deferred payment agreement for past due amounts.						No				Submit		
Wheee Municipal Water Utility	6730			Water			D	60 days past due	21	N/A	4	N/A	13	N/A	0	0			In-person visit / door hanger		N/A	N/A	N/A	It is stated in the 30 day disconnect letter that if they meet any of the criteria, they are supposed to contact our office.	They are eligible for deferred payment agreement when they pay half down on the past due amount and schedule when and how much payments will be made on past due.	They are eligible for deferred payment agreement when they pay half down on the past due amount and schedule when and how much payments will be made on past due.	Since we do not have a system for tracking low-income residential customers, they would have the same down payment requirements as everyone else.	We do not set a number of installment payments for their deferred payment agreement. As long as they are keeping up with current bills and keep paying down on the old bill, that is all we require. However, they are notified in October that the past due amount will go on their tax bill if not paid in full by November 1st.	Since we do not have a system for tracking low-income residential customers, they have the same options as all customers. We do not set a number of installment payments for their deferred payment agreement. As long as they are keeping up with current bills and keep paying down on the old bill, that is all we require. However, they are notified in October that the past due amount will go on their tax bill if not paid in full by November 1st.		No					Submit	
Wittenberg Sewer and Water	6740			Water			D	100	44	na	16	na	44	na	3	na			In-person visit / door hanger		Since we could not send disconnect notices we sent letters to everyone that hadn't made a payment or signed a payment plan. We did receive several responses.	na	na	Will reach out, when disconnect notices go out, and ask that they call the office if they have any concerns, medical or otherwise.	Anyone owing over \$100	We ask for a small down payment, but will allow them to sign an agreement without one.	Same	Can make one lump payment at a later date, or several small payments. Must be paid in full before next billing date...which gives them over 2 months.	Same		No					Submit	
<b>TOTAL</b>	<b>166</b>	<b>0</b>	<b>0</b>	<b>166</b>	<b>38</b>	<b>60</b>	<b>58</b>	<b>7,255</b>	<b>21,298</b>	<b>814</b>	<b>15,451</b>	<b>301</b>	<b>15,062</b>	<b>528</b>	<b>1,410</b>	<b>2</b>	<b>91</b>	<b>52</b>	<b>132</b>	<b>19</b>	<b>159</b>	<b>166</b>	<b>162</b>	<b>166</b>	<b>166</b>	<b>163</b>	<b>163</b>	<b>163</b>	<b>163</b>	<b>162</b>	<b>28</b>	<b>138</b>	<b>14</b>	<b>9</b>	<b>30</b>		
<b>TOTAL TEXT ENTRIES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>166</b>	<b>38</b>	<b>60</b>	<b>58</b>	<b>130</b>	<b>0</b>	<b>130</b>	<b>15</b>	<b>131</b>	<b>0</b>	<b>126</b>	<b>0</b>	<b>115</b>	<b>91</b>	<b>52</b>	<b>132</b>	<b>19</b>	<b>159</b>	<b>166</b>	<b>162</b>	<b>166</b>	<b>163</b>	<b>163</b>	<b>163</b>	<b>163</b>	<b>162</b>	<b>28</b>	<b>138</b>	<b>14</b>	<b>9</b>	<b>30</b>			
<b>GRAND TOTAL</b>	<b>254</b>	<b>0</b>	<b>0</b>	<b>166</b>	<b>84</b>	<b>100</b>	<b>70</b>	<b>24,195</b>	<b>121,633</b>	<b>12,972</b>	<b>73,649</b>	<b>6,876</b>	<b>93,263</b>	<b>7,532</b>	<b>4,819</b>	<b>47</b>	<b>197</b>	<b>77</b>	<b>190</b>	<b>35</b>	<b>244</b>	<b>253</b>	<b>250</b>	<b>254</b>	<b>254</b>	<b>249</b>	<b>249</b>	<b>248</b>	<b>247</b>	<b>60</b>	<b>194</b>	<b>27</b>	<b>18</b>	<b>56</b>			