



Public Service Commission of Wisconsin

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Utility reconnections available to those in need during Heat Advisory *PSC encourages consumers to call for assistance*

MADISON- In light of this week's National Weather Service excessive heat watch and increasing temperatures in most of the state, the Public Service Commission of Wisconsin (PSC) encourages people to take steps to stay safe by staying cool.

Consumers can take simple steps that help keep temperatures lower and save energy:

- Keep blinds and curtains closed
- Unplug electronics like computers, televisions and radios when not in use
- Make sure air conditioner is clean and maintained by checking your air filters, air intakes, radiators, etc.
- Wash clothes or dishes early in the morning or late at night
- Turn off lights when leaving a room

In addition, consumers are reminded that Wisconsin law prevents a utility from disconnecting occupied dwelling units when a heat advisory, heat warning, or heat emergency issued by the National Weather Service is in effect. Also, a utility is required to make reasonable attempts to reconnect service to an occupied dwelling that has been disconnected for nonpayment when an occupant states that there is a potential threat to health or life that results from the combination of the heat and loss of service. The utility may require that an occupant produce a licensed physician's statement or notice from a public health, social service, or law enforcement official which identifies the medical emergency for the occupant. Upon expiration of the heat advisory, heat warning, or heat emergency, the utility may disconnect service to a property that was reconnected during this period without further notice if an appropriate payment arrangement has not been established.

Consumers who have questions about disconnections during periods of extreme temperatures should contact:

Public Service Commission Consumer Affairs
Toll free: 1-800-225-7729

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