



## Fact Sheet: Medical or Protective Services Emergency (Water)

Wisconsin Admin. Code §§ PSC 185.37(8m) and PSC 185.37(10) prohibit a utility from disconnecting or refusing to reconnect water service to a residential customer for up to 21 days if it will impact any vulnerable residents such as infants, the aged or others with health-related infirmities.

A utility is not required to continue or reconnect water service without receiving written documentation of the medical or protective services emergency from a Wisconsin-licensed physician, or public health, social services or law enforcement official. Utilities may require the customer to use a form in these situations in order to obtain the following information:

- Customer's or occupant's name, address and contact numbers.
- Name, address and contact information for the medical provider, or public health, social service or law enforcement official documenting the medical or protective services emergency.
- Information identifying occupant with the medical or protective services emergency and specifying the period of time during which disconnection of water service will aggravate the circumstances.

Once a vulnerable customer provides this information, then the utility must reconnect the service if disconnected or postpone the disconnection for up to 21 days. During this 21 days of service, the utility and customer must work together to make reasonable payment arrangements in order to continue the service on a permanent basis. A utility must discuss the available payment options and make appropriate referrals for possible financial assistance.

Further postponement may be granted if there is evidence of reasonable communication between the utility and customer in attempting to make payment arrangements. However, if the customer submits the required statement but fails to make payment or payment arrangements on the arrearage, the utility may pursue disconnection of service under Wisconsin Admin. Code § PSC 185.37.

Utility personnel may contact the customer and/or the person documenting the medical or protective services emergency for clarification, if necessary. If there is a dispute as to whether a medical or protective services emergency exists, either party has the right to an informal review by Public Service Commission staff.

*For more information, please visit the PSC website at [psc.wi.gov](http://psc.wi.gov).*