



FOR IMMEDIATE RELEASE

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PSC, DOA Encourage Customers to Seek Assistance before Moratorium on Utility Disconnections Ends

Statewide Moratorium to end April 15, 2024

MADISON – The Public Service Commission of Wisconsin (PSC) and the Wisconsin Department of Administration (DOA) encourage electric and natural gas utility customers with outstanding bills to make payment arrangements with their provider or apply for financial assistance before the moratorium on utility disconnections ends.

The annual winter moratorium from November 1st to April 15th prohibits all utility providers from disconnecting residential heating services for nonpayment. Customers who are behind on their bills may be at risk of disconnection if payment arrangements are not established by April 15, 2024.

“Support is available for Wisconsin families as the winter moratorium on utility disconnections comes to an end,” said PSC Chairperson Summer Strand. “Customers should first contact their utility provider to make a payment plan and seek additional assistance through the Wisconsin Home Energy Assistance Program by April 15th. The PSC’s Consumer Affairs team is available if more help is needed.”

Through the Wisconsin Home Energy Assistance Program (WHEAP), approximately 200,000 Wisconsin households received nearly \$160 million in assistance with monthly utility expenses last fiscal year. So far this fiscal year, nearly 145,000 households have received \$74 million in assistance, and help remains available.

“We’re proud that WHEAP helps Wisconsin families keep the heat and lights on when they need it most,” said DOA Secretary Kathy Blumenfeld. “Crisis assistance remains available, and we will continue to engage with the Public Service Commission and our local partners to make sure that disconnection is the last resort for any household behind on utility bills.”

To avoid disconnection, customers who have fallen behind on payments are encouraged first to contact their utility to set up a payment plan. Listed below is the contact information for the largest utilities in Wisconsin:

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

- Xcel Energy; 1-800-895-4999

If customers are having difficulty paying their energy bills, they may be eligible for assistance from the Department of Administration's [Wisconsin Home Energy Assistance Program \(WHEAP\)](#). WHEAP is part of the state's comprehensive Home Energy Plus program, which provides assistance with emergency energy needs, emergency furnace repairs, conservation service and weatherization for low-income households. To apply online customers can go to energybenefit.wi.gov or to apply by phone can call the statewide customer care center at 1-800-506-5596.

Utilities are required to offer Deferred Payment Agreements (DPA) to residential customers who cannot pay an outstanding bill in full. Municipal utilities are not required to offer DPAs to tenants, but many still do so. If customers cannot reach an agreement with their utility, they may contact the PSC by calling 608-266-2001 or 1-800-225-7729 or submitting a PSC complaint [online](#).

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