



Public Service Commission of Wisconsin

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Moratorium for Heating Season Coming to an End *Consumers encouraged to manage heating bills*

MADISON – The Public Service Commission of Wisconsin advises consumers to contact their local utility company if they are behind in heating payments for the 2010-2011 winter season. Utility service may be disconnected on or after April 16, 2011 if energy bills have not been paid or a payment plan has not been arranged with the utility.

To provide health and safety protections during Wisconsin's winters, PSC rules prohibit utilities from disconnecting consumers between November 1 and April 15. Consumers who have contacted their utility and cannot reach a payment agreement should contact:

Public Service Commission Consumer Affairs
Toll free: 1-800-225-7729
In the Madison area: 608-266-2001

Contact information for the five largest investor-owned utilities in Wisconsin is as follows:

Xcel Energy	800-895-4999
Alliant Energy	800-255-4268
We Energies	800-842-4565
Wisconsin Public Service Corporation	800-450-7260
Madison Gas & Electric Company	608-252-7144

Utility companies must inform customers before discontinuing service.

For more information about utility disconnections, see the PSC's Utility Disconnections brochure at: <http://psc.wi.gov/thelibrary/publications/general/consumer04.pdf>. The PSC strongly encourages consumers to be cautious when using alternative heat sources, such as electric space heaters. These devices are not designed or intended to be used as a primary heating source. If left unattended or around children, the heaters can be very dangerous.

Consumers who may need assistance in paying their heating bills can contact Home Energy Plus, which provides information on the state's energy assistance programs. To find out if you qualify for the Wisconsin Home Energy Assistance Program, call **1-866-HEATWIS (432-8947)** or visit <http://www.homeenergyplus.wi.gov/>