



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 the National Weather Service's excessive heat warning and the possibility of record high temperatures in Wisconsin, 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 your air conditioner is clean and maintained by checking your air filters, air intakes, grilles and radiators are unblocked.
- Turn off lights when leaving a room

In addition, consumers need to be aware 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 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

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