FOR IMMEDIATE RELEASE
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Utility Reconnections Available to those in Need During Heat Advisory

PSC Encourages Utility Customers to Call PSC's Consumer Affairs Bureau for Assistance

MADISON – With the National Weather Service issuing a heat advisory for east central, south central, and southeast Wisconsin on July 23, 2025, the Public Service Commission of Wisconsin (PSC) is reminding customers of utility disconnection laws and providing tips to help customers stay safe this week.

Wisconsin law prohibits a utility from disconnecting electrical service from occupied dwelling units when a heat advisory, heat warning, or heat emergency issued by the National Weather Service is in effect. Additionally, 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. Utilities are encouraged to err on the side of human health and safety when making these reconnection decisions.

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.

Customers can take simple steps that help keep temperatures low 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.

Utility customers who have questions about disconnections during periods of extreme temperatures should contact the Public Service Commission Consumer Affairs Bureau at 1-800-225-7729.

More information about the Utility Customer Bill of Rights is available on the PSC website.

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