FOR IMMEDIATE RELEASE
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PSC Urges Customers to Seek Assistance Before Statewide Utility Disconnection Moratorium Begins November 1, 2026

MADISON – The Public Service Commission of Wisconsin (PSC) is encouraging electric and natural gas utility customers with outstanding bills to either make payment arrangements with their provider, or apply for financial assistance, before the annual winter heating disconnection moratorium begins. Wisconsin state law prohibits utilities from disconnecting essential services to residential customers during the moratorium period. Every year, from November 1st to April 15th, utilities are prohibited from disconnecting utility service for nonpayment when it is used for home heating.

Customers that are currently disconnected must make arrangements to restore service because utilities are not required to reconnect service until payment arrangements have been made.

Customers should contact their utility provider to make a payment or arrange a payment plan. 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 cannot reach an agreement with their utility, they may contact the PSC by calling 608-266-2001 or 1-800-225-7729, or by submitting a PSC complaint online.

Financial assistance is available to eligible households through the Wisconsin Home Energy Assistance Program (WHEAP). WHEAP is part of the state's comprehensive Home Energy Plus program, which provides assistance for low-income households with emergency energy needs, emergency furnace repairs, conservation service, and weatherization. Customers can contact the Statewide Customer Care Center at 1-866-

HEATWIS (432-8947) or visit DEHCR Energy Assistance for more information about this program.

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