



FOR IMMEDIATE RELEASE

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**PSC Urges Customers to Seek Assistance before Moratorium on
Utility Disconnections Ends**

State moratorium to end Tuesday, April 15, 2025

MADISON - The Public Service Commission of Wisconsin (PSC) urges electric and natural gas utility customers with outstanding bills to make payment arrangements or apply for financial assistance before the annual winter moratorium on disconnections for nonpayment expires on Tuesday, April 15, 2025.

The annual winter moratorium from November 1st to April 15th prohibits utility providers from disconnecting residential heating services due to nonpayment. Customers who are behind on their bills may be at risk of disconnection if payment arrangements are not established by April 15, 2025.

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, customers 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 a payment agreement with their utility, they may contact the PSC by calling 1-800-225-7729, or by [filing a complaint on the PSC website](#).

For more information about utility disconnections and collections, see the [**Utility Customer Bill of Rights**](#).

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