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Utility cautions against disconnections as winter moratorium ends

Slinger Utilities is advising electric customers who are behind on their bills to make payment arrangements with the utility to avoid service disconnection.

Wisconsin's Winter Emergency Period, often referred to as the moratorium on residential service disconnection, ends April 15. After that date, utilities statewide may begin to disconnect service to customers who are past due on payment of their electric bills for any period of time, including the winter months.

The end of the winter moratorium on disconnections is fast approaching and unpaid bills drive up costs for the whole community. It is Slinger Utility's goal to do what we can to collect unpaid bills and to help customers avoid service disruptions for nonpayment.

The Public Service Commission of Wisconsin established the annual moratorium—from November 1 to April 15—to protect customers from service disconnection during harsh Wisconsin winters.

We understand that situations can arise, making it difficult for customers to pay their bills, however, to avoid disconnection, we are urging customers to make the appropriate payment arrangements. We would like to help these customers make suitable arrangements to avoid shutting off their service.

Customers need to come to the Slinger Village Hall, located at 300 Slinger Road to make payment arrangements. The utility will negotiate payment options with customers usually consisting of a cash payment of 50% of the past due balance and a deferred payment arrangement for the remainder. The utility will issue a final disconnection notice 24 prior to limiting service via a door hanger or phone call.

To apply for energy assistance, customers should call 1-866-HEATWIS (432-8947). Under the eligibility requirements, customers at or below 60 percent of the state's median income may qualify for WHEAP assistance, including:

- A single person earning up to \$24,319 per year;
- A family of four with an annual income of up to \$46,768

Please contact Slinger Utilities at 262-644-5265 with any questions.