

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2023, “Utility Disconnections Dashboard,” Energy Justice Lab.



Wisconsin

Last updated: October 6, 2023

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility or a municipal utility in the State of Wisconsin. Customers that receive service from an electric cooperative are not covered by these policies.

Wis. Adm. Code 113.01; W.S.A. 196.01

Weather Protections

Customers may not be disconnected from their utility service between November 1st through April 15th for homes where electricity provides the primary heat source or energy source affecting the primary heat source to residential dwelling units. The household's gross quarterly incomes must be 250% of the federal income poverty guidelines or lower, or health and safety would be endangered because of the infirmities of age, developmental or mental disabilities or like infirmities incurred at any age or the frailties associated with being very young, if service were terminated.

In addition, the utility may not disconnect services in affected counties when a heat advisory, heat warning, or heat emergency issued by the National Weather Service is in effect.

Wis. Adm. Code 113.0304; Wis. Adm. Code 113.0301

Medical Protections

Disconnections will be delayed for up to 21 days if the termination of service will aggravate an existing medical or protective services emergency. Medical certificates can be issued by a licensed Wisconsin physician, or a public health, social services, or law enforcement official. Medical certificates must identify the medical “protective service emergency” that the customer needs, and it should specify the period during which disconnection will aggravate the circumstance.

“Protective service emergency” means a threat to the health or safety of a resident because of the infirmities of aging, other developmental or intellectual disabilities, or like infirmities incurred at any age, or the frailties associated with being very young. Medical emergencies and protective service emergencies receive the same protection. If a customer receives a medical condition protection, they must enter into a payment agreement with their utility provider.

Wis. Adm. Code 113.0301; Wis. Adm. Code § PSC 113.012

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Other Customer Protections

There are no specific protections for households with military personnel.

General Exemptions

Customers and utilities cannot request an exemption from the rules for reasons of hardship.

Notification Requirements

Written notification of at least 10 days is required from a utility before a customer may be disconnected. Telephone notifications are not required, but utilities should make the attempt to notify customers in-person. In addition, a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

Wis. Adm. Code PSC 113.0301

Payment Information, Delinquency, and Fee Information

Customers have 20 days from the date of issuance to pay their bills.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

Wis. Adm. Code PSC 113.0301

Landlords and Tenants

When the landlord of a housing unit is the account holder, tenants must receive 5 days of notice before disconnections can take place.

Wis. Adm. Code § PSC 113.0301

Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance.

Wis. Adm. Code 113.0301