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FOR IMMEDIATE RELEASE

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FOR INFORMATION CALL

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April 5, 2019

Ald. Khalif J. Rainey  
(414) 286-2221

## Winter Heating Moratorium Ends April 15

*Customers urged to stay connected*

We Energies is urging customers who are behind on their energy bills to get caught up before the end of the winter heating moratorium on **April 15**.

**Alderman Khalif J. Rainey** said customers who owe a significant amount of money are **at risk of disconnection** starting the third week of April. He said that during the next two weeks We Energies will be using phone calls and bill inserts to alert affected customers.

Alderman Rainey said customers who are behind on their bills can visit the We Energies website at <http://www.we-energies.com/residential/paybill/payassistance.htm> or call the customer care center as soon as possible at **800-842-4565**. Representatives can explain some of the options available, including a flexible payment plan or minimum payment option. We Energies also offers budget billing, which spreads energy expenses more evenly over 12 months.

In addition, the alderman said some customers may qualify for energy assistance through the [Wisconsin Home Energy Assistance Program \(WHEAP\)](#). There is no charge to determine eligibility or to apply for assistance.

### Stay Alert for Scams

Unfortunately, scammers have been known to prey on customers this time of year. Often, they'll demand immediate payment via prepaid debit card (We Energies will NEVER do that). Customers who receive a suspicious phone call should hang up and contact We Energies directly to verify the status of their account.

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