



June 12, 2020

Ald. Khalif J. Rainey  
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## **Moratorium on utility disconnections to be lifted July 25**

The Public Service Commission of Wisconsin (PSC) voted yesterday (Thursday, June 11) to remove the moratorium on utility disconnections that was put in place to protect users during the COVID-19 pandemic. Beginning Wednesday, July 15 utilities will be allowed to send disconnection notices and full disconnections can begin on Saturday, July 25.

The PSC also voted to allow utilities to charge late payment fees on debts incurred after July 15, refuse service for failure to provide documentation to prove identity and residency after July 25, and allow utilities to require a cash deposit as a condition of new service starting July 31.

**Alderman Khalif J. Rainey** wants residents to be aware of this notice and their options should they still need support. "I want all those who are still experiencing financial difficulties because of COVID-19 to be aware that the utility moratorium will soon be lifted but also know there are still options available to provide support," said Alderman Rainey

Utility customers who may have fallen behind on payments should reach out to their utility provider to set up a payment plan or apply for further assistance. If an agreement cannot be reached with the utility provider, customers can contact the PSC directly at 1-800-225-7729, or file a complaint on the PSC [website](#).

Customers who have a medical condition or are sick with COVID-19 can still avoid disconnection with a temporary waiver.