



NEWS RELEASE

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Winter heating moratorium to take effect Nov. 1

Xcel Energy reminds customers in need to seek assistance

EAU CLAIRE, Wis. (Oct. 30, 2017) – Leaves aren't the only thing falling outside. Temperatures are also dropping, which means furnaces are starting up. In Wisconsin, the heating moratorium goes into effect on Wednesday and Xcel Energy wants to ensure that residential customers who need assistance paying their energy bills this winter can get the help they need.

During the moratorium, from Nov. 1 to April 15, utilities in Wisconsin are prohibited from disconnecting customers who are behind on their bills.

"We understand that customers can sometimes face challenges paying their electric and natural gas bills and we want to provide the resources they need to make payment arrangements," said Pat Boland, Manager, Customer Policy and Assistance. "We have several programs and work with many agencies that can provide assistance or identify other resources for customers in need."

Xcel Energy will also provide contact information for local community energy assistance programs. For more information, customers can call Xcel Energy's 24-hour residential customer service line at 1-800-895-4999.

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