



Fearing a winter utility shutoff?

There are a few things the Wyoming Public Service Commission wants you to know about shutoffs in Wyoming.

Home heating bills can strain household budgets. Wyoming laws dictate when a utility can shut off residential natural gas and electrical service.

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Customers Get Notice

Utilities have to give residential customers seven days of notice before shutting off service for non-payment.

Winter Shutoffs

From November through April, utilities can't disconnect a home's main heating source unless it can be reconnected the same day.

Shutoffs on Holidays

Under state statute, utilities cannot be shutoff the day before, the day of or the day after any legal holiday or when doing so will endanger the health of a household member.

Getting Help with Heat

If all Energy Share of Wyoming and LIEAP (lee-ap) help programs have been exhausted, utilities can set up payment plans with those who are struggling to pay their home heating bill. Talk to your utility about creating a payment plan.

Making Payments

Customers who can pay, but only in installments, are protected from shutoffs. Utilities can ask customers to apply for programs including LIEAP, the state's home heating help program. Utilities also can call LIEAP to find out if there's an application on file.

Need help? Get help.

Utilities want you to pay your bill, but they also find ways to help many who struggle keep the heater running.

1. Talk to your utility service provider, let them know you're experiencing hardship.
2. Apply for LIEAP and Weatherization, two programs that help pay heating bills and make homes more energy efficient (saving you money in the long run).
3. Sign up for Energy Share of Wyoming.
4. Use less energy where you can by turning the thermostat down when you're not home.

The promotion of LIEAP and other assistance programs is part of the Energy Wise Wyoming campaign, which encourages residents to conserve energy, take steps to weatherize their homes and take advantage of programs designed to lower their heating bills. This campaign is produced by a coalition of state agencies including the Department of Family Services, the Wyoming Public Service Commission and the State Energy Office. Other partners include Cheyenne Light Fuel & Power, Wyoming Home Performance and AARP.