

# WINTER UTILITY SHUTOFF FACTS

NOVEMBER 1 THROUGH APRIL 30

Wyoming Public Service Commission  
Hansen Building, Suite 300  
Cheyenne, WY 82002  
307-777-7427



## REQUIRED NOTICE TO CUSTOMERS PRIOR TO SHUTOFF

A utility are not allowed to terminate service to any customer for violating the utility's rules and regulations or for nonpayment of bills until giving at least seven calendar day's notice to a residential customer. Utilities generally can only discontinue service between the hours of 8:00 a.m. and 4:00 p.m., Monday through Thursday and only on days in which the utility can reconnect the service.

## WINTER AND HOLIDAY SHUTOFF RESTRICTIONS

Utilities cannot discontinue service if the temperature is forecasted by the National Weather Service (or other reputable source) to be below 32 degrees Fahrenheit in the impending 48 hours (or if conditions are otherwise dangerous to health) **and** the customer who is unable to pay for service is actively seeking government assistance (or has exhausted such assistance) or the customer is only able to pay for service in installments. Utilities cannot discontinue service on any legal holiday or on the day before a holiday, including the period from December 24 through January 2.

## UTILITY ASSISTANCE AND MAKING PAYMENTS

Customers who need assistance with paying the utility bill for the home's heating source may contact the Low Income Energy Assistance Program at 800-246-4221 or go to <http://dfsweb.wyo.gov/> or the Wyoming Public Service Commission at 888-570-9905. A utility will also help with determining government assistance available for elderly and handicapped persons who are unable to pay their utility bills. If payments are delinquent, a utility will not discontinue service if the customer enters into a payment arrangement with the utility for payment of the delinquent billing over a reasonable time and the customer complies with the scheduled payment arrangements.