



UPDATES TO THE UTILITY DISCONNECTION POLICY

On March 11th, 2025, the Ashland City Council approved updates to the Utility Disconnection Policy. To view or obtain a copy of the updated policy, please visit www.coawi.org/213/Utility-Information-Payments. Disconnections for nonpayment will occur between April 15th-November 1st each year unless otherwise directed by the WI Public Service Commission (WI PSC).

Disconnections-General Information

- The Utility will mail disconnection notices 10 days prior to the scheduled disconnection date. For accounts whose service address is different than their mailing address, a notice will be posted at the property 5 days prior to disconnection to advise residents of the potential disconnection. For accounts whose service address is the same as their mailing address, a notice will be posted at the property at least 24 hours before the scheduled disconnection.
- Disconnections will be performed on the scheduled date beginning at 7:00am. Customers who make payment after 7:00am should expect to have their service interrupted.
- The Utility will NOT perform disconnections after 1:00pm, on Fridays, or any day proceeding the office being closed.
- The Utility may not begin reconnecting services until after 1:00pm.
- The Utility will not postpone disconnection while assistance is applied for. Customers are responsible for seeking assistance prior to the scheduled disconnection date.
- Utility Field Staff are not permitted to discuss payments or payment arrangements. Please do not attempt to provide payment or negotiate payment terms with Field Staff when they arrive to disconnect services.
- Services will not be reconnected without payment verification by our office. Do not call the Emergency Line to discuss payment or payment arrangements after business hours.
- Customers who make payment prior to 3:00pm will be able to schedule their reconnection that same day. If payment is received after 3:00pm, services will be scheduled for reconnection the next business day. Payments made after 4:00pm on Fridays or over the weekend will have services scheduled for reconnection on the next business day.
- The Utility will reconnect services once payment in full is received or a deferred payment arrangement is agreed upon and the down payment made.
- The Utility will charge a \$75 reconnection fee during business hours (7:00am-4:00pm) or \$150 for after hours reconnection (after 4:00pm).
- Services will only be restored if a responsible person is present to ensure services are completely restored. If no one can be present until after 4:00pm, the Utility will charge the after-hours reconnection fee.

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Deferred Payment Agreements

- Residential accounts are eligible to set up a Deferred Payment Agreement (DPA) with the Utility. Commercial and Industrial accounts are expected to pay their balance in full and cannot enter into a DPA.
- Customers are encouraged to contact the Utility prior to the due date or disconnection notice is issued to discuss setting up a DPA to allow adequate time for processing. Customer who wait until the scheduled disconnection date to contact the Utility to discuss a DPA should expect to see an interruption in service.
- All DPAs will require a down payment to be paid.
- The Utility will consider a standard Deferred Payment Agreement to be 50% down payment with remaining delinquent balance paid within six (6) months. Any request for a nonstandard DPA will require additional approvals within the Utility and the Landlord, when applicable.
- No tenant will be able to enter into a DPA without Landlord approval. Tenants are encouraged to speak to their Landlord prior to contacting the Utility to set up a DPA.
- The Utility will not postpone disconnections while additional approval of nonstandard terms is sought.
- Customers who enter into a DPA must remain current on both their DPA payments and future Utility bills. If at any time the customer's account becomes delinquent, their DPA will be cancelled and the entire balance will be due in full to avoid disconnection.
- Customers can set up their repayment terms in monthly or bimonthly payments.
- Customers who defaulted on a DPA within the last two (2) years will be required to supply a higher down payment or shorter repayment terms.
- If a customer is expecting assistance payments, the Utility may not consider this amount as part of the customer's down payment unless the amount is confirmed by the agency and that the Utility will receive the funds within 10 days. If the amount cannot be confirmed or if the Utility will not receive the funds within 10 days, the Utility cannot consider the assistance as part of the down payment requirements.

If you have additional questions, you can reach us at 715-682-7056 or by email to utilitycollections@coawi.org.