

Resources

Energy Services (WHEAP)

715.718.2918 800.506.5596

Douglas County Veterans Service Office

(Veterans Only)

715.395.1331

Society of St. Vincent De Paul

715.398.4039

Salvation Army

715.394.7001

Faith United Methodist Church

715.394.9608

Workforce Resource Emergency Assistance

855.792.5439

Heat for Heroes (Veterans Only)

800.891.9276

WI Help for Homeowners-Northwest

Community Action for Douglas County

715.392.5127

WI Emergency Rental Assistance program

(WERA) Northwest Community Action for

Douglas County

715.392.5127



AN ALLETE COMPANY

1-800-227-7957

www.swlp.com

No-Cost, Low-Cost Tips to Save Energy

- Have a qualified technician inspect your gas furnace and appliances. Residential customers who join SWL&P's Secure Heat program have the security of knowing that furnace repairs can be quickly and economically resolved after the original warranty has expired.
- Caulk around windows and doors to prevent air leaks. Window shrink film insulator kits are also a great low-cost option.
- Replace furnace filters every month during the heating season. Use a calendar to remind yourself.
- Be mindful of temperature settings and lower your thermostat 5 to 8 degrees at night and when not at home to help save energy. Save on a smart thermostat through a rebate with our partners at Focus on Energy.
- Let the sun in! Open blinds on sunny days to naturally heat your home and close them at night to keep the heat in.
- Keep your family safe by installing carbon monoxide detectors outside each bedroom and smoke alarms on each level of your house and inside every bedroom. For both types of devices, check batteries monthly and replace them at least twice a year.
- Never use your oven or range top to heat your home.

Focus on Energy

800.762.7077

www.focusonenergy.com/residential#program-local-retailer-discounts

*Weatherization programs are available at no cost to you.

For more information on how you can become more energy efficient at home, at work or in your community, visit www.swlp.com/ProgramsRebates.



A Helping Hand with Energy Bills



Cold Weather Disconnections

Residential service will not be disconnected for non-payment during the Wisconsin Winter Moratorium from Nov. 1 to April 15 for occupied residences.

Help Managing Utility Payments

SWL&P's Customer Service team is available to help if you are behind on your payments and having trouble paying your utility bill. It is important to maintain regular, on-time payments to avoid late payment charges and potential service interruption. Call Customer Service at 1-800-227-7957 to discuss payment plans and additional resources.

Life Support/Medical Necessary

Residential utility service will be continued or restored for up to 21 days during a serious illness or protective services emergency. You must submit a statement from a licensed Wisconsin physician, or notice from a public health or social services official, identifying the serious illness of a resident and the period of time during which disconnection would aggravate the illness.

Payment Plan, AMP, DPA

We offer short-term and long-term payment arrangements to help you pay your bill. In the short term, we can help you get caught up on your bill by setting up a Payment Plan where you can choose specific amounts to pay on certain dates. Long-term payment arrangements to help with past due balances also can be requested. SWL&P offers two options: Deferred Payment Arrangement (DPA) or Arrears Management Program (AMP) for our income qualified customers. These options allow customers to pay off a past due balance in smaller installments that are added to their monthly utility bill. Call Customer Service at 1-800-227-7957 for more information or to set up a payment arrangement.

Right to Appeal

If you and SWL&P cannot agree on a payment plan, you have the right to appeal to the Wisconsin Public Service Commission (PSCW) office at 1-608-266-2001 or 1-800-225-7729. Your service will stay connected during the appeal process.

Wisconsin Home Energy Assistance Program (WHEAP)

WHEAP assists eligible households with their heating and electric bills. If you need help paying your utility bills, you may qualify for state or federal energy assistance. Income-eligible homeowners may also qualify for free home weatherization benefits. To apply, go to energybenefit.wi.gov or call 1-800-506-5596. See reverse side for additional resources or visit www.swlp.com/CustomerService/EnergyAssistance.

The chart below shows the income guidelines for the 2025-2026 program year, which is Oct. 1, 2025, through Sept. 30, 2026. For the most current income guidelines, refer to energyandhousing.wi.gov or search "Wisconsin Home Energy Assistance" in your internet browser.

Household Size	1 Month Income	Annual Income
1	\$3,201.75	\$38,421
2	\$4,186.92	\$50,243
3	\$5,172.08	\$62,065
4	\$6,157.33	\$73,888
5	\$7,142.50	\$85,710
6	\$8,127.67	\$97,532
7	\$8,312.33	\$99,748
8	\$8,497.08	\$101,965

60 PERCENT OF STATE MEDIAN INCOME GUIDELINES

Third Party Notice

If you choose, we can notify a third party in addition to yourself if your service is at risk of disconnection due to unpaid bills. This third party can be a friend, relative, or community agency authorized to receive and give information on your behalf and assist in coordinating payment arrangements with SWL&P. The third party is not financially responsible for your bill.

Call Customer Service at 1-800-227-7957 for more information.

How AMP works

Your past due balance on your electric, water and/or natural gas bill will be put into its own service agreement with an AMP payment plan of up to 24 months. You will make the AMP payment each month in addition to paying your regular monthly bill. After three months of on-time consecutive payments, SWL&P will match your AMP payment amount, reducing the total amount you owe over time.

Who is eligible for AMP

- Must be a residential customer
- Your account is 60 days or more past due
- Owe a balance of at least \$200 for one utility
- Must be income-qualified through WHEAP (Wisconsin Home Energy Assistance Program)

Budget Billing

SWL&P's free Budget Billing program you can spread a year's utility bills evenly across 12 months. Keeping monthly payments at a fixed amount simplifies budgeting and helps you avoid the higher bills that often come with cold weather.

MyAccount

Use our online tool to manage your account and energy use, view/pay bills and enroll in Auto Pay. Set up notifications and alerts and track events or upgrades that affect your utility use.

Superior Water, Light and Power Co. provides electricity, water, and natural gas to customers in Superior, Wisconsin, and adjacent areas. We have served the city of Superior and surrounding areas in northwestern Wisconsin since 1889.

Clean. Reliable. Superior.