Resources

Energy Services (WHEAP)
715.718.2918 800.506.5596

Society of St. Vincent De Paul
715.398.4039

Workforce Resource Emergency Assistance
855.792.5439

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

Veterans Only

Douglas County Veterans Service Office
715.395.1331

Heat for Heroes
800.891.9276

Local VFW
715-815-0477

SWL&P
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.

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SWL&P
AN ALLETE COMPANY

A Helping Hand with Energy Bills



L-73788

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	$3,322.00	$39,864
2	$4,344.08	$52,129
3	$5,366.25	$64,395
4	$6,388.42	$76,661
5	$7,410.58	$88,927
6	$8,432.75	$101,193
7	$8,624.33	$103,492
8	$8,816.00	$105,792

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
AMP helps eligible customers pay down a past-due utility balance through consistent, on-time monthly payments. As customers make their regular monthly payment on time, a portion of their arrears balance is forgiven each month until the balance is paid in full.

Who is eligible for AMP
- Residential customers
- Account is 60+ days ast due
- Owe at least $200 on one utility
- Income-qualified through WHEAP

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.