

Winter Moratorium Ends April 15th



The “Winter Emergency Period” often referred to as the moratorium ends April 15th. After that date, utilities statewide may begin to disconnect electric service to customers who are past due on payment of their utility bills. The Public Service Commission of Wisconsin enables the moratorium to protect customers from disconnection during harsh Wisconsin winters.

To prevent disconnection, we urge our customers to pay their past due balances as soon as possible. Please call our office at 715-526-3131 if you have any concerns about paying your past due balance.

Need Help with Your Electric Bills?

The Wisconsin Home Energy Assistance Program is designed to help low income customers with heating and electricity expenses. Regular and crisis assistance is available. Apply now at www.energybenefit.wi.gov/ or by calling 800-506-5596 or 715-526-4740.



**IMPORTANT
NOTICE**

Effective January 1, 2026

SMU will no longer be offering after business hour reconnections for disconnected electric services due to non-payment. Services will be reconnected during our regular business hours.

Mon-Thu 7:30am-4:30pm








Friday 7:30am-12:00pm

Planning any spring projects that require digging? Don't forget to call Diggers Hotline.



A quick phone call could save your life. Diggers Hotline is a free, easy-to-use service that locates and marks dangerous utility lines that can be buried just a few inches beneath the surface of your yard. Call or click three working days before digging and a service technician will come and mark your buried lines so you can dig safely without worry. Remember, call or click before you dig.

Utility Color Code

	Electric
	Gas, Oil, Petroleum or Gaseous Materials
	Communication, Cable TV, Alarm or Signal
	Water, Irrigation and Slurry Lines
	Sewer and Drain Lines
	Temporary Survey Markings
	Proposed Excavation



SPRING FORWARD ONE HOUR

Daylight Savings Time

March 8th , 2026

SPRING FORWARD SAFELY:

This is also a good time to **test your smoke alarms** and **change replaceable batteries**, if needed.



Our office will be closed April 3rd in observance of Good Friday

Payments can be made over the phone, dropped off in our drop-box or pay online at myaccount.cityofshawano.com

