



Iowa Utilities Board NEWS

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Winter heating moratorium ends April 1

Iowa Utilities Board reminds energy assistance customers to contact their local utility to avoid electric or natural gas service disconnection

(Des Moines) – Iowa’s winter home heating moratorium protects customers certified for the Low Income Home Energy Assistance Program (LIHEAP), from electric or natural gas service disconnection from November 1 through April 1. Beginning April 4, 2016, energy assistance customers could be subject to service disconnection for unpaid bills with proper notice by their local utility company.

The Iowa Utilities Board reminds customers that are currently protected under the LIHEAP or Weatherization Assistance programs, and who are having difficulty paying their energy bills, to contact their local utility before April 1 to discuss payment options or arrange for a payment agreement to avoid potential service disconnection.

Each year, some Iowa residential customers coming out of the current winter heating season have experienced significant [past due utility bill debt](#), and the Board urges households unable to pay their utility bills to work closely with their local utilities and [Community Action Agencies](#).

LIHEAP funds are limited, but applications are still being accepted by local Community Action Agencies through April 30, 2016. All customers, including those not qualifying for energy assistance, may be eligible to enter into a reasonable payment agreement with their utilities to pay accumulated debt over time and to maintain utility service.

The Iowa Utilities Board Customer Service staff will assist customers with issues that are not resolved directly with their utility and can be contacted toll-free at 1-877-565-4450. Customers can review [Iowa’s rules](#) regarding natural gas or electric service disconnections and payment agreements in chapters 19 and 20, Utilities Division [199] of the Iowa Administrative Code.

For more information about low-income energy assistance, visit the [Board’s LIHEAP Informational Page](#).

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The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

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