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KANSAS CORPORATION COMMISSION

CONSUMER ALERT

What to do if you get a disconnection notice

The KCC's Cold Weather Rule offers utility customers* certain protections between November 1 and March 31 of each year. However, disconnection for nonpayment is permitted under certain circumstances. For example, if the forecasted temperature for your area over the next 48 hours is 35 degrees Fahrenheit or above, disconnections are allowed.

The KCC requires utilities to provide specific notifications prior to disconnection. Here is what to expect:

1. A written notice must be mailed first-class at least 10 days prior to termination of service.
2. Twenty-four hours prior to disconnection, the utility is required to make at least one telephone call attempt.
3. If the phone call is unsuccessful, the utility will make one attempt at a personal contact with the customer on the day prior to termination of service.
4. If attempts to contact the customer are not successful, a utility employee will leave a disconnect message on the door on the day prior to disconnect.

If you receive a disconnection notice, there are three important steps to take in order to keep your power flowing:

1. Contact your utility to verify the disconnection notice is valid and the amount owed. This is an important step – there have been reports of scammers who impersonate utility employees to gain access to personal information or request money or gift cards.
2. If you cannot pay the overdue amount in full, ask about payment plans. The 12-month [Cold Weather Rule payment plan](#) is available during the winter months to help you pay down the debt over a longer timeframe, while staying connected.
3. Ask about agencies and programs that may have funds to help pay utility bills.

**Regulated by the KCC*