Winter disconnection protection

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We never disconnect for nonpayment when the forecast low is below 32°F in the next 24 hours, or on a Friday, weekend or holiday.

Winter Protection Plan

If you join the Winter Protection Plan, we won't disconnect your service for nonpayment at all from November 1 to March 31. You can join if:

- Your household qualifies for LIHEAP, or
- Someone in your home is 65 or older, or
- Someone in your home has a medical certificate on file.

You'll need to pay what you can each month. On April 1, we'll set up a payment arrangement of up to 12 months for any balance left.

Many states have their own cold-weather rules. This page describes Kilowatt Creek's policy, which is a fictional example.