

File a Complaint On-Line**Consumer Complaint Receipt**
Thank you.

A consumer specialist will review your complaint and contact you if further information is necessary. Though the Public Service Commission cannot resolve every complaint to the customer's satisfaction, it does act promptly on complaints and makes every effort to see that they are handled fairly. Most of the complaints the PSC receives are resolved in an informal manner through discussions involving the customer, the company, and PSC staff. However, if these efforts are not satisfactory, the staff can provide you with information on how to obtain further review of your PSC complaint.

The following complaint has been successfully submitted...

07/26/2022

MR Karl Warwick
City of Glendale
Service Address
5909 North Milwaukee Parkway
Glendale, WI 53209

Office Phone: 414 228-1700
k.warwick@glendalewi.gov

Utility Name: WE Energies
Are you subject to disconnection? No
Have you contacted the utility regarding the issue? Yes
If yes, date: 2022-06-27
If yes, person you spoke to: Frances Hardrick

The City of Glendale, hereby, is filing a complaint with the Public Service Commission of Wisconsin on behalf of the constituents of the City of Glendale. Over the past twelve months, the City has experienced approximately nine power outages lasting of a significant duration, effecting tens of thousands of people residing and doing business in the City of Glendale. Prior to this, the City experienced electrical outages at an unacceptable rate as well. The City of Glendale is served for electric service by WE Energies. The City has asked WE Energies to complete improvements along Green Bay Road, specifically to change the configuration of electrical poles from being above ground to cause them to be underground. The above ground electrical poles on Green Bay Road have been continually damaged by trees and other objects that has resulted in thousands of residents and businesses being without electricity each time they are damaged. These electrical outages will continue until WE Energies buries the electrical poles along Green Bay Road. WE Energies must cause these electrical poles to be buried in the ground to reduce the number of electrical outages in the City of Glendale. If they do not complete this important capital improvement project, they risk that purchased food will be lost, residents and businesses will be unable to heat or cool their establishments, the value of their real estate will be diminished, public health capabilities will be diminished and thousands of households will continue to be inconvenienced by the loss of electricity.