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• Black Hills Energy LAWRENCE – Natural gas utility Black Hills Energy offers payment plans to qualifying customers and contact information for local energy assistance agencies to customers who call seeking options for managing their account.



“We encourage customers concerned about their bill to call us before it’s due,” said Larissa Long, Sr. External Affairs Manager for Black Hills Energy’s Kansas operations. “We can walk you through the qualification and enrollment process for our budget-friendly payment plans, and put you in touch with the right assistance agency if that’s a good option.” For customers with Internet access, [www.blackhillsenergy.com](http://www.blackhillsenergy.com) is a good place to start. Black Hills Energy’s 24-hour, toll-free customer solutions number is 888-890-5554.

The suggestion to contact Black Hills Energy as soon as possible is especially timely now, because many customers have balances due on their utility bills as we exit the winter heating season. Several public agencies can help customers in need, including the Kansas Department of Social and Rehabilitation Services which manages the federally funded Low Income Energy Assistance Program. Their website is [www.srs.ks.gov](http://www.srs.ks.gov).

Another calendar-sensitive program is the annual Kansas Cold Weather Rule, which applies to all public utilities

November 1 through March 31. Black Hills Energy suspends bill-based service interruptions from November 1 through March 31 if the National Weather Service forecast is for a temperature 35 degrees or colder within the next 24 hours.

“We reach out in many ways to our customers and communities throughout the year,” Long said. “For example, we match donations from employees and customers to our Black Hills Cares program. We forward the tax-deductible donation and company match to the donor’s local agency, so you know you’re helping someone in your community.”

Black Hills Energy’s bill stubs include a form for making an optional one-time or monthly donation to Black Hills Cares. For more information on energy assistance, energy-efficiency tips and energy solutions from Black Hills Energy, visit [www.blackhillsenergy.com](http://www.blackhillsenergy.com). For all your service needs, Black Hills Energy’s 24-hour customer solutions number is 888-890-5554.

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