

# **News Release**

## **Stoughton Utilities**

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### **Stoughton Utilities Urges Customers to Make Payment Arrangements as Winter Moratorium Ends**

Stoughton Utilities advises electric customers who are behind on their bills to make payment arrangements with the utility to avoid service disconnection.

The Winter Emergency Period, often referred to as the moratorium on residential service disconnection, ends April 15. After that date, utilities statewide will begin to disconnect service to customers who are past due on payment of their electric bills for any period of time, including the winter months.

The state Public Service Commission established the annual moratorium — from Nov. 1 to April 15 — to protect customers from service disconnection during harsh Wisconsin winters.

More than [number] Stoughton Utilities customers owe at least three months of utility bills representing [amount of money], according to Brian Hoops, Office & Information Systems Supervisor. Despite these figures, nearly [number] percent of Stoughton Utilities customers pay their bills on time.

“Stoughton Utilities does what it can to collect unpaid bills from the moratorium in order to keep electric rates low in our community,” said Hoops.

To prevent disconnection, Stoughton Utilities urges customers to call now to make payment arrangements. The utility does negotiate payment options with customers, according to Strandlie.

“Situations can arise that make it difficult for customers to pay their bills,” said Hoops. “We would like to help these people make suitable payment arrangements to avoid shutting off their service.” Hoops said the utility will issue a final disconnection notice prior to limiting service.

To make payment arrangements or to explore payment options with the utility, call the utility at 608-873-3379 during business hours.

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