



600 South Fourth Street
P.O. Box 383
Stoughton, WI 53589-0383

Serving Electric, Water & Wastewater Since 1886

News Release

Stoughton Utilities

FOR IMMEDIATE RELEASE

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Contact: Brian Hoops, Assistant Utilities Director

Stoughton Utilities Cautions Against Electric Service Disconnections as Moratorium Ends

Wisconsin's moratorium expires April 15, 2024, but help is available to avoid disconnection.

Stoughton Utilities is encouraging electric and water customers who are behind on their bills to immediately pay any delinquent balances, or make payment arrangements with the utility to avoid service disconnection.

Wisconsin's moratorium on residential service disconnection ends April 15, 2024. After that date, utilities statewide may begin to disconnect service to customers who are past due on payment of their electric bills. Stoughton Utilities plans to disconnect service to all severely delinquent accounts on April 24.

“The end of the winter moratorium on disconnections is fast approaching, and we have a responsibility to do what we can to collect unpaid bills in order to keep rates low for all of our customers,” said Brian Hoops, Assistant Utilities Director. “We encourage customers struggling with their electric bills to reach out to us here at the utility and to contact assistance programs like the Wisconsin Home Energy Assistance Program.”

Customers can contact Stoughton Utilities to see if they are eligible to establish a deferred payment arrangement, which can spread payment of delinquent balances out over a period of time. The utility will negotiate payment options with each eligible customer based upon their unique financial situation, however will require a down-payment of at least one-third the past-due balance.

Deferred payment agreements cannot be offered to any tenant customer who has defaulted on a deferred payment agreement in the past 12 months, or is responsible for any account arrearages that were placed on any property owner's tax bill in the City of Stoughton in the past 24 months. Customers with greater than \$100 of account arrearages that are more than 90 days past due or any balance that accrued during the winter moratorium that is more than 80 days past due are also ineligible for a deferred payment agreement.

The Wisconsin Home Energy Assistance Program (WHEAP) provides bill pay assistance to help income-eligible residents with heating costs, electric costs, and energy crises. Residents at risk of disconnection may be eligible for crisis assistance even if they have already received a benefit from WHEAP. For more information, including eligibility criteria, customers can call 1-866-432-8947 or visit homeenergyplus.wi.gov to connect with their local energy assistance agency.

Customers can review their account balances and make payments online at stoughtonutilities.com. To make payment arrangements or to explore payment options with the utility, customers can contact Stoughton Utilities at (608) 873-3379 during normal business hours of 8:00 a.m. to 4:00 p.m., Monday through Thursday, and 8:00 a.m. to 12:00 p.m. on Friday.