



2023

Annual Review

Stoughton Utilities is proud to be Stoughton's locally owned, not-for-profit electric, water, and wastewater utility. As a municipal utility, our customers and community are our top priority.

In 2023, Stoughton Utilities celebrated 137 years of service to our community. Each year, Stoughton Utilities strives to make a positive impact in the community through funding towards economic development and contributions to local charities and educational programs.

If you would like more information about the topics included in this report, please visit stoughtonutilities.com, email customerservice@stoughtonutilities.com, or contact us by phone at (608) 873-3379.

Events

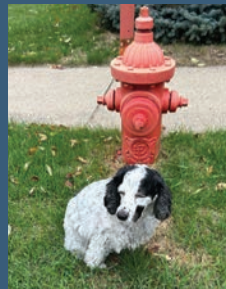
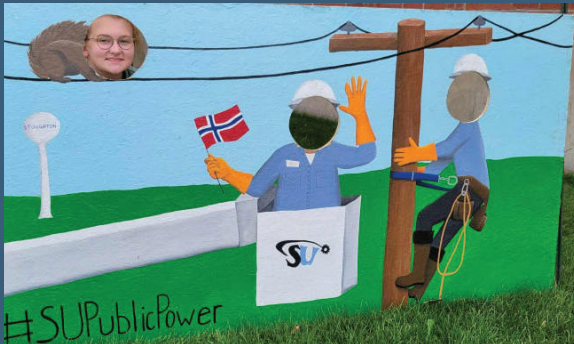
Stoughton Utilities staff participates in various local events, which included the 2023 Stoughton Community Expo, Syttende Mai Parade, National Night Out, the Fire Truck Light Parade, and more.



Public Power Week

Public Power Week is an annual event observed during the first full of October that serves to bring awareness to the advantages of having a locally-owned public power utility, including local control, reliability, affordability, and hometown service.

To celebrate, Stoughton Utilities hosted a week-long scavenger hunt. This year's scavenger hunt clues were distributed through an app that allowed customer's to complete the prompts earned points towards bill credits, gift cards, and chances to win additional prizes.



Holiday Donation Drive

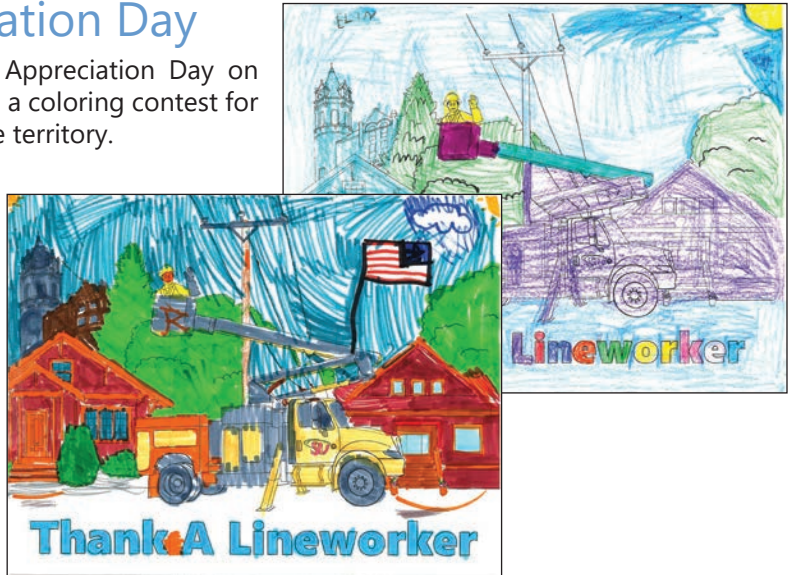
One of our most popular programs, the Holiday Light Exchange and Donation Drive returned in 2023. During a special one-time event, customers brought in non-perishable food donations for local food pantries to exchange for a string of LED holiday lights and a gift!

This year, we distributed over **160 strings** of energy efficient holiday lights, and thanks to the generosity of the Stoughton Community, over **1,400 pounds** of food was donated!

Lineworker Appreciation Day

To celebrate National Lineworker Appreciation Day on April 18, Stoughton Utilities offered a coloring contest for children that live within SU's service territory.

All ages were eligible, with judging occurring using four age groups. A first-place winner was selected from each age group and a grand prize winner was chosen at random. All those that submitted coloring pages also received a coupon for a free donut. Submissions were displayed in the utility lobby throughout the month of April.



Sustainability

Stoughton Utilities received national recognition from the Department of Energy's National Renewable Energy Laboratory (NREL) for our commitment to renewable energy and efficiency initiatives, being recognized as **10th in the nation** for green power participation! This was the eighth time Stoughton has ranked in the top 10 since 2010.

Incentives

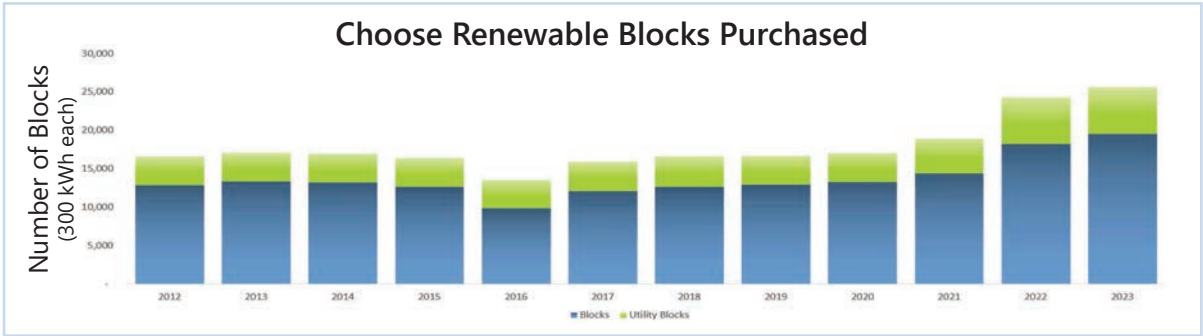
Stoughton Utilities offers customers a \$25 bill credit incentive when they purchase ENERGY STAR certified appliances and smart thermostats, or when they complete a home energy assessment with a Focus on Energy Trade Ally. Since 2017, the Stoughton community has received **408 ENERGY STAR appliance** incentives, and **279 smart thermostat** incentives. In 2021, Stoughton Utilities began offering incentives to customers that install a new Electric Vehicle charger, helping customers to install 9 new electric vehicle chargers so far.



Choose Renewable

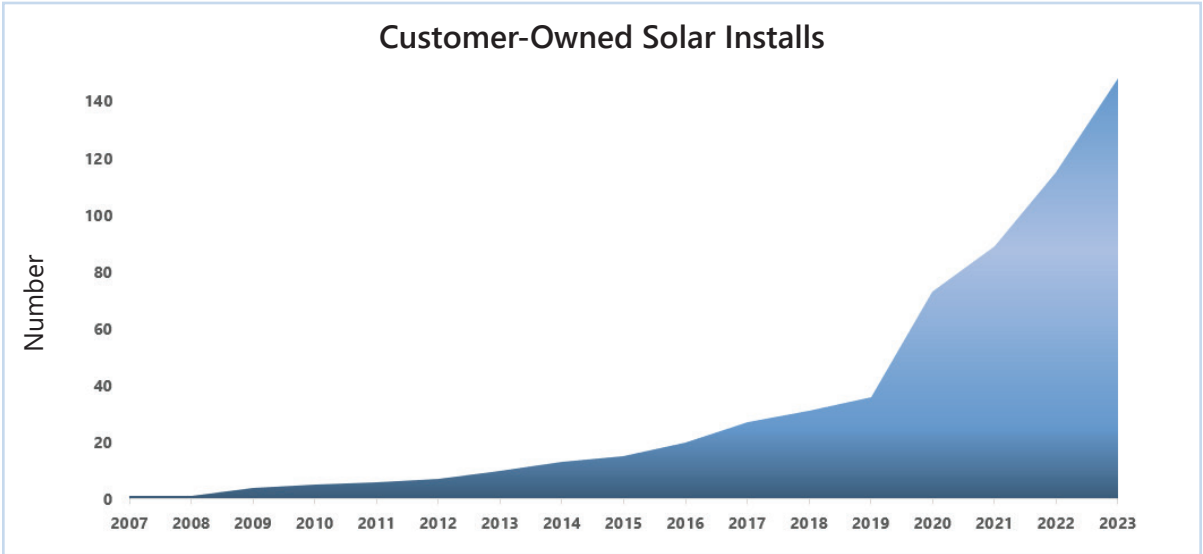
Choose Renewable allows customers to sign up to increase their monthly bill by a few dollars, ensuring their home or business is powered by additional renewable energy such as solar, wind and biogas. A typical household can run on clean energy with the purchase of just two or three blocks. Each 300 kWh block costs just \$2 per month, making Choose Renewable an affordable way to go green!

In 2023, Stoughton customers purchased 19,498 blocks of renewable energy - equal to **5.85 gigawatt hours** of electricity - from renewable sources instead of non-renewables. That is equivalent to removing the greenhouse gas emissions from **922 cars** driven for one year!



Solar in Stoughton

At the end of 2023, there were a total of **148 customer-owned solar photovoltaic systems** connected to the Stoughton Utilities electric system with interconnection applications approved for several more installations in progress. 33 of these were installed in 2023 and more are added each year.



Wastewater

The wastewater treatment plant continued to process over 1 million gallons of wastewater daily. In 2023, the wastewater plant treated over **406 million gallons of wastewater**.

Wastewater operators spend a great deal of time each year maintaining the wastewater treatment plant as well as the sanitary sewer collection system throughout the city.

All aspects of the wastewater treatment process are closely monitored and regulated by the Wisconsin Department of Natural Resources (DNR). Wastewater operators regularly test samples of the wastewater to ensure safety and compliance with all applicable laws and permit limits.

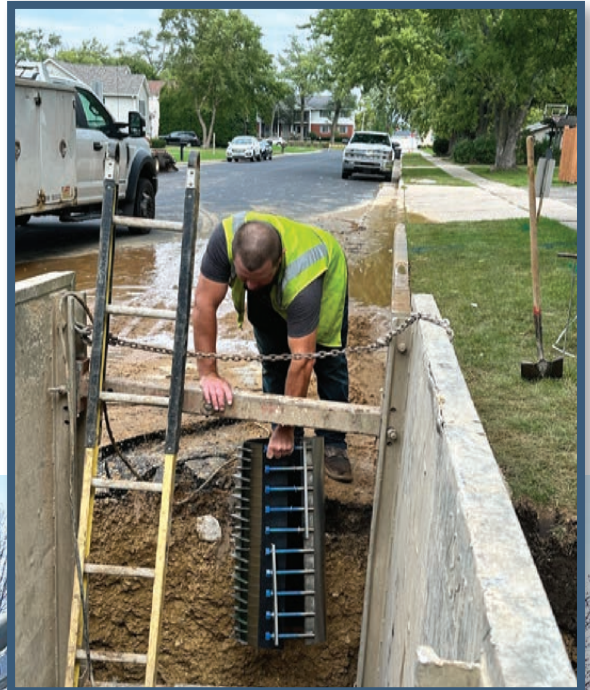
The Wastewater Treatment Plant also reports daily weather observations such as temperature, precipitation, and snowfall measurements to the National Weather Service.



Water

Stoughton Utilities pumped over **439 million gallons of water** in 2023. Every year, water operators open up the hydrants in the city to flush out sediment and mineral deposits that settle at the bottom of our 74 miles of water mains. 2023 hydrant flushing started in May and was completed in June.

Water operators also responded to and repaired numerous water main breaks, which are primarily caused by damage during construction, older materials that weaken and deteriorate over time, and stress on the pipes from fluctuations in temperature.





Electric

In order to maintain the reliability of our electric distribution system, the Electric System Division performs routine tree trimming throughout the year to prevent interference with the power supply from tree branches and limbs. Lineworkers also maintain and repair the distribution system, respond to customer requests for new service and service upgrades, and respond to power outages.

Stoughton Utilities was recognized in 2023 with a "Certificate of Excellence" for reliability in 2022 by the American Public Power Association. This certificate is awarded to utilities that have provided **exceptionally reliable electric service** to their communities. Our record of reliability can be credited to regular system maintenance and our lineworkers' dedication to getting the lights back on as quickly as possible when an outage occurs.

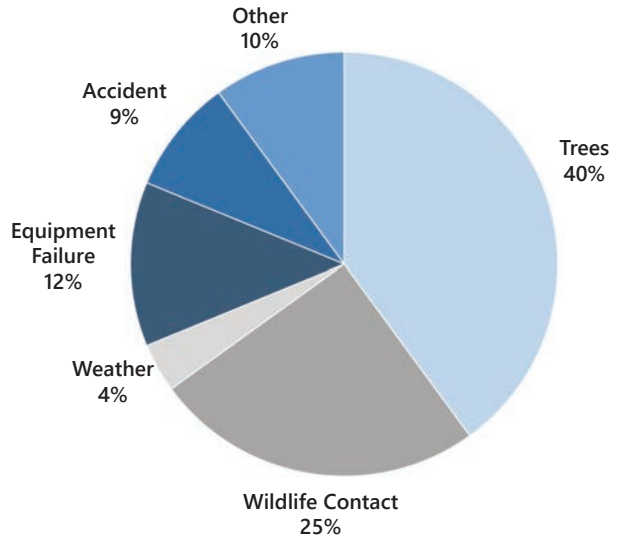


Power Outages

Despite our best efforts at prevention, power outages occasionally occur in Stoughton. When they do, our lineworkers respond quickly, 24-hours a day, to get the power back on to homes and businesses as soon as safely possible.

The most common cause of electric outages in Stoughton in 2023 was trees with wildlife contact following closely behind.

Even with these often unpreventable outages, Stoughton Utilities customers enjoyed average availability of electric service over 99.99% of the time!



141,826,160

kWh of electricity purchased by Stoughton Utilities from WPPI Energy in 2023

38.09 MW

Peak energy demand reached on August 23, 2023. This beat our previous historical peak of 36.05 MW set in July 2012.

\$756,567

Paid to the City of Stoughton in lieu of taxes in 2023

\$235.44

Average saved per household in 2023 by Stoughton Utilities electric customers, compared to customers of privately owned Wisconsin utilities

Average monthly electric bill:

Stoughton Utilities - \$75.87

Wisconsin Privately Owned Utilities - \$95.49

Awards & Recognition

2022 Electric Reliability

American Public Power Association

Safety Award of Excellence

American Public Power Association

Climate Champions

Dane County Office of Energy and Climate Change

Smart Energy Provider

American Public Power Association

National Renewable Energy Leader

Department of Energy National Renewable Energy Laboratory

Technical Operations

Stoughton Utilities' Technical Operations Division consists of customer service, billing, metering, information technology, customer education, asset management, and distribution system coordination and design.

In addition to answering customer calls and emails, in 2023 the Technical Operations team:

- Calculated 117,786 utility billing statements totaling \$21.6 million
- Processed 109,720 payments including auto pay, checks, cash, and credit cards
- Mailed out 6,392 past due notices

Finance

Stoughton Utilities' Finance Division processes the payroll for utility and city employees, prepares monthly financial reports, and completes daily and monthly cash balancing, consumption reports, work order closing, and balancing of accounts payable and receivable.

On top of these typical monthly duties, the Finance team also prepares for and assists with the annual utility audit, reviews rates for services, and completes annual budgeting and capital improvement planning.



Stoughton Utilities participated in Municipal Electric Utilities of Wisconsin's (MEUW) Public Power on Parade at the Wisconsin State Capitol in October to celebrate the 95th anniversary of MEUW.

Donations

One of the greatest benefits of having a locally owned municipal utility is our commitment to giving back to the community through donations, scholarships, and programs to promote energy efficiency. Many of these donations are made possible through our joint ownership of our wholesale power provider, WPPI Energy.

Stoughton has numerous non-profit organizations that serve our community. In 2023, Stoughton Utilities helped to support area organizations and their missions with the following community contribution donations:

\$400 - Stoughton Food Pantry
\$300 - Personal Essentials Pantry
\$300 - Stoughton United Methodist Food Pantry

RoundUP

Stoughton Utilities began its RoundUP program in 2006 as a way to further assist local non-profit organizations in our community. RoundUP is a voluntary program that "rounds up" customers' utility bills to the next whole dollar. All proceeds are distributed to local non-profit community organizations. Recipients are chosen by the Stoughton Utilities Committee twice a year. Recipients in 2023 were:

\$500 - Dementia Friendly Stoughton
\$500 - Stoughton Resettlement Assistance Project
\$500 - Stoughton Village Players
\$500 - Stoughton Affordable Transportation Program

Please contact our office or log in to *My Account* at stoughtonutilities.com to enroll!

Education

Stoughton Utilities recognizes that investing in our youth is an investment in our future. Each year, SU provides a graduating Stoughton student with a \$1,000 scholarship. The 2023 recipient was Jack Nielsen, who is attending the University of Minnesota - Twin Cities College of Science and Engineering.

We also sponsor an annual production by the National Theater for Children. This program for elementary school students provides valuable knowledge about energy efficiency and safety in a fun and engaging format.

In addition to the donations listed above, Stoughton Utilities helped to sponsor the annual Syttende Mai Festival, Coffee Break Festival and National Night Out. SU also donated portable phone charger batteries to the Stoughton Chamber of Commerce for new teacher welcome bags.





Our Team

None of the accomplishments made by Stoughton Utilities in 2023 would have been possible without our amazing team. Stoughton Utilities employees have over 220 years of combined experience. 2023 included the following milestone anniversaries:

Brian E - 30 Years

Shannon G - 25 Years

Erin G - 15 Years

Two of our team members retired this year, including:

Scott G - 37 Years

Brian E - 30 Years

We also welcomed new staff to our SU team in 2023, including:

Tim R, Asset & Facilities Coordinator

Andrew B, Water Operator

