

2024 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 2024, Stoughton Utilities celebrated 138 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.

Awards & Recognition



Stoughton Utilities staff received recognition for their contributions to Public Power at MEUW's Annual Conference. From left: Ryan Jefferson, Excellence in Linework Award; Joe Adler, Excellence in Linework Award; Scott Adler, Exemplary Service Award; Jill Weiss on behalf of Stoughton Utilities, 2023 Safety Achievement Award.

2023 Electric Reliability

American Public Power Association

Safety Award of Excellence

American Public Power Association

Safety Achievement Award

Municipal Electric Utilities of Wisconsin

Smart Energy Provider

American Public Power Association

National Renewable Energy Leader

Department of Energy National Renewable Energy Laboratory

Public Power Customer Satisfaction Award

American Public Power Association

2024 Statistics



145,959,843 kWh of electricity purchased



36.22 MW Peak energy demand reached on August 26, 2024.



462,615,000 gallons of water pumped into the distribution system



438,087,000 gallons of wastewater treated



\$862,021 Paid to the City of Stoughton in lieu of taxes



111,807 payments processed

Events

Stoughton Utilities staff participates in and sponsors various local events to support our community. In 2024, these events included:

- ◆ Syttende Mai Parade
- ◆ National Night Out
- ◆ Lineworker Appreciation Coloring Contest
- ◆ Public Power Week
- ◆ Coffee Break Festival
- ◆ Juneteenth



Holiday Donation Drive

One of our most popular programs, the Holiday Light Exchange and Donation Drive returned in 2024. During a special one-time event, customers helped local food pantries by donating non-perishable food items in exchange for a string of LED holiday lights and a gift!

This year, we distributed over **140 strings** of energy efficient holiday lights, and thanks to the generosity of the Stoughton Community, over **1,300 pounds** of food was donated!

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 is home to many non-profit organizations that serve our community. In 2024, Stoughton Utilities helped to support area organizations and their missions with the following community contribution donations:

- \$500 - Stoughton Food Pantry*
- \$500 - Personal Essentials Pantry*
- \$500 - 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 2024 were:

- \$500 - Stoughton Area Resource Team (START)*
- \$500 - Neighborhood Free Health Clinic*
- \$500 - Stoughton Aqua Racers (STAR)*
- \$500 - Three Gaits, Inc.*

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 2024 recipient of the Public Power Scholarship was Cameron Luebke, who is attending the University of Wisconsin - Milwaukee to study 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, Juneteenth, Coffee Break Festival and National Night Out, and donated LED holiday lights to Stoughton Public Works to replenish some of the holiday lights that decorate downtown.



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 **8th in the nation for green power participation**, and **8th in the nation for Green Power Sales Rate**. This was the ninth time Stoughton has ranked in the top 10 since 2010.

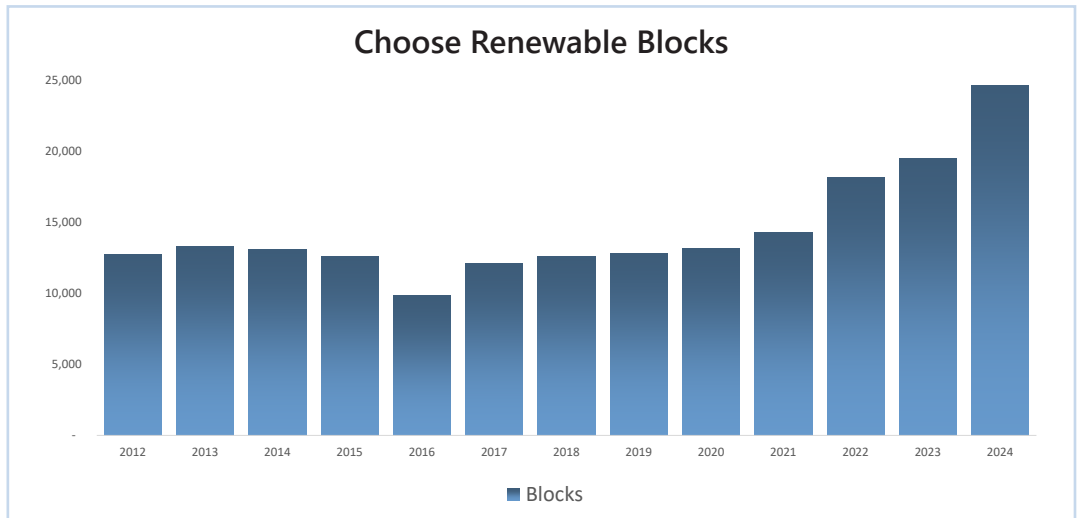
Incentives

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 **450 ENERGY STAR appliance** incentives and **326 smart thermostat** incentives. In 2021, Stoughton Utilities began offering incentives to customers that install a new Electric Vehicle charger, helping customers to install 11 new electric vehicle chargers so far.

Choose Renewable

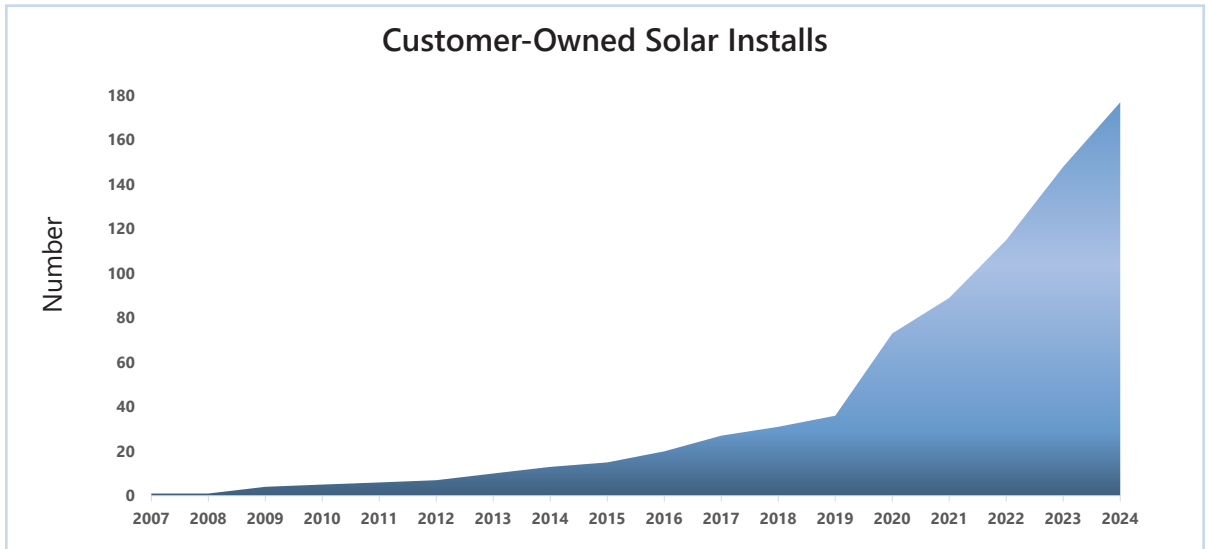
Choose Renewable allows customers to sign up to increase their monthly bill by a few dollars, ensuring their home or business is powered by additional renewable energy such as solar, wind and biogas. A typical household can run on clean energy with the purchase of just two or three blocks. Each 300 kWh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

In 2024, Stoughton customers purchased 24,648 blocks of renewable energy - equal to **7.39 gigawatt hours** of electricity - from renewable sources instead of non-renewables. That is equivalent to removing the greenhouse gas emissions from 1,159 gasoline-powered vehicles driven for one year!



Solar in Stoughton

At the end of 2024, there were a total of **177 customer-owned solar photovoltaic systems** connected to the Stoughton Utilities electric system with interconnection applications approved for several more installations in progress. 31 of these were installed in 2024 and more are added each year.



Mutual Aid

On September 26, 2024, Hurricane Helene made landfall in the Florida Gulf Coast as a Category 4 storm, causing flooding and property damage throughout the region. Not even 2 weeks later, on October 9, 2024, Hurricane Milton made landfall in Florida as well, causing further damage and flooding, and leaving millions of people without power.

Lineworkers from 22 Wisconsin communities, including SU lineworkers Andy, Mike, and Chad, traveled to Lakeland, FL to assist with restoration efforts.

Water

Stoughton Utilities pumped over **462 million gallons of water** in 2024. 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 75 miles of water mains. 2024 hydrant flushing started in May and was completed in June.

Water operators also responded to and repaired several 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.





Wastewater

The wastewater treatment plant continued to process over 1 million gallons of wastewater daily. In 2024, the wastewater plant treated over **438 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.

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 2024 with a “Certificate of Excellence” for reliability in 2023 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.



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 2024 the Technical Operations team:

- Calculated 120,089 utility billing statements totaling \$22.1 million
- Processed 111,807 payments including auto pay, checks, cash, and credit cards
- Mailed out 7,043 past due notices
- Facilitated the completion of over 180 customer projects, including new service installations and upgrades.



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.

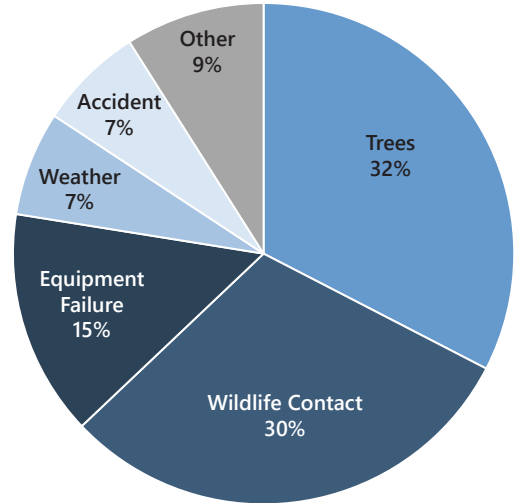


Power Outages

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 2024 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!



Our Team

None of the accomplishments made by Stoughton Utilities in 2024 would have been possible without our amazing team. Stoughton Utilities employees have over 220 years of combined experience. 2024 included the following milestone anniversaries:

Kent T - 10 Years

Jill W - 5 Years

We also welcomed new staff to our SU team in 2024, including:

Dustin K, Operator, Water Division

Jacob B, Apprentice Meter Technician

Collin C, Journeyman Lineworker

Paul S, Apprentice Lineworker

