



Stoughton Utilities

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Serving Electric, Water & Wastewater Since 1886

News Release

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FOR IMMEDIATE RELEASE

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Contact: Brian Hoops, Assistant Utilities Director

Stoughton Utilities Urges Cautions Against Electric Service Disconnections as Moratorium Ends

Wisconsin's moratorium expires April 15, 2021, but help is available to avoid disconnection.

Stoughton Utilities is advising 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.

After a yearlong extension in response to the pandemic, Wisconsin's moratorium on residential service disconnection ends April 15, 2021. 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 21.

"The past year has been a hard one for many, and we are thankful we were able to keep the lights on for everyone. That being said, 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.

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.

Wisconsin renters may also be eligible for both utility bill and rental assistance through the new Wisconsin Emergency Rental Assistance (WERA) program. For more information on this statewide program, or to apply, visit wiscap.org/wera, email support@wera.help, or call 1-833-900-9372.

“We want our friends and neighbors in the community to know they have options available to them,” said Hoops. “It’s something a lot of people are dealing with right now, and we are here to help however we can.”

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 Friday.