



**Stoughton Utilities**

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*Serving Electric, Water & Wastewater Since 1886*

# News Release

## Stoughton Utilities

FOR IMMEDIATE RELEASE

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Contact: Jill Weiss, Utilities Director

### **Stoughton Utilities Conducting Customer Survey**

In order to better serve customers, Stoughton Utilities surveys the residents of Stoughton every three years to gather insights on overall satisfaction with the local utility. Customers will be randomly selected to receive an email in May asking for their feedback about the quality of customer service the utility provides.

“Stoughton is a close-knit community, and many of our customers are also our friends and neighbors,” said Jill Weiss, Stoughton Utilities Director. “We want to check in to see how we’re doing, and make sure we aren’t missing anything.”

The utility is collaborating with its wholesale power provider, WPPI Energy, and Sunseed Research, Inc., headquartered in Madison, Wis., to conduct the survey. Weiss encourages customers to participate in the survey, which will take approximately 10 minutes to complete.

“The last time we conducted this survey, we found that eight out of 10 customers were satisfied with the utility. The information we collect from this current survey will help us continue to stay on the right track and ensure we’re meeting local residents’ needs and expectations,” said Weiss.

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Founded in 1886, Stoughton Utilities serves electric customers in Stoughton and the surrounding area; and wastewater and water customers in Stoughton.

The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. We represent public power before the federal government to protect the interests of the more than 49 million people that public power utilities serve, and the 93,000 people they employ. Our association advocates and advises on electricity policy, technology, trends, training, and operations. Our members strengthen their communities by providing superior service, engaging citizens, and instilling pride in community-owned power.