

News Release

STOUGHTON UTILITIES

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Contact: Brian R. Hoops, Utilities Office & Information Systems Supervisor
(608) 877-7412

Stoughton Utilities cautions against disconnect as winter moratorium ends

Stoughton Utilities is advising electric customers who are behind on their bills to make payment arrangements with the utility to avoid service disconnection.

Wisconsin's Winter Emergency Period, often referred to as the moratorium on residential service disconnection, ends April 15. After that date, utilities statewide may begin to disconnect service to customers who are past due on payment of their electric bills for any period of time, including the winter months.

"The winter moratorium is fast approaching, and every year we must address this issue with more and more customers," said Robert Kardasz, Utilities Director "It is, however, Stoughton Utilities' goal to do what we can to collect unpaid bills from the moratorium to keep electric rates low in our community."

The Public Service Commission of Wisconsin established the annual moratorium — from November 1 to April 15 — to protect customers from service disconnection during harsh Wisconsin winters.

According to Kardasz, more than 586 utility customers have overdue bills representing \$369,421.40. Despite these figures, nearly 93 percent of customers pay their bills on time each month.

"We understand that situations can arise, making it difficult for customers to pay their bills," said Kardasz. "However, to avoid disconnection, we are urging customers to make the appropriate payment arrangements. We would like to help these customers make suitable arrangements to avoid shutting off their service."

Customers can appear in person at Stoughton Utilities to make payment arrangements and the utility will negotiate payment options with customers, according to Kardasz.

To apply for energy assistance, customers should call 1-866-HEATWIS (432-8947). Income guidelines for energy assistance have changed from previous years and customers who may not have qualified in the past may be eligible for assistance with utility bill payments. For a family of four to qualify, the total gross income (three months) must be \$11,267 or less.

To make payment arrangements or to explore payment options with the utility, call the utility at (608) 873-3379 between 7:30 a.m. and 4:30 p.m.

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