



# New Customer Information

## Welcome!

Dear Valued Customer:

Stoughton Utilities is a municipal utility providing electric, water, and wastewater services to more than 8,500 customers in Stoughton and five surrounding townships in Dane and Rock Counties. We strive to provide low-cost, reliable service with a friendly, personal touch.

The citizens of Stoughton founded the electric utility more than 130 years ago. Today we offer some of the lowest electric rates in south central Wisconsin, and are committed to making Stoughton a better place to live and do business.

Stoughton Utilities is not-for-profit and is owned by you – our customers. The revenue generated by our utility stays within the community's control, contributing to job creation and support of the local economy. Dollars are re-invested in local utility infrastructure and service to our customers, and we are committed to helping our customers with energy efficiency projects that can save you money.

This welcome pamphlet is intended to provide you with important information regarding your new account. Please contact us if you have any questions or concerns. We look forward to serving your needs.

Sincerely,  
STOUGHTON UTILITIES  
Customer Service Department

## Payment Options:

**AutoPay:** Avoid late fees by having your monthly payment automatically deducted from your checking account, or a credit or debit card. Payments are deducted on the due date.

**My Account Online:** Manage and pay your utility account from the comfort of your home. Visit our website and click on *My Account* to enroll and login.

**After-Hours Drop Box:** A curbside drop box is located at our office at 600 S. Fourth St. Please be sure to include your payment stub located at the bottom of your billing statement.

**In Person:** Customers are able to pay in person at our office during our normal business hours. We are located at 600 S. Fourth St. We accept personal checks, cash, credit or debit cards, and money orders.

**By Phone:** We accept credit and debit card payments over the phone. Please call our office at (608) 873-3379 during business hours.

**Through The Mail:** Mail payments to:

Stoughton Utilities  
Payment Processing  
P.O. Box 383  
Stoughton, WI 53589

## Contact Information

customerservice@stoughtonutilities.com  
600 South Fourth Street • Po Box 383 • Stoughton, WI 53589  
stoughtonutilities.com • (608) 873-3379

**Hours:**  
Monday through Thursday  
8:00 a.m. – 4:00 p.m.  
Friday  
8:00 a.m. – 12:00 p.m.

Follow us on social media



## Additional Information:

**Bills:** Our services are billed on a monthly basis. The meters are read on the 1st of each month, and billing statements are mailed out on the 8th. We bill in arrears, which means your bill reflects the prior month's usage. All bills are due on the 28th of each month, or the following business day should that day fall on a weekend or a holiday. A 1% late fee will be assessed if your payment does not arrive at our office by the due date.

**Budget Billing:** Stoughton Utilities offers a budget payment plan under which the customer pays equal monthly payments. The monthly payment amount is subject to change twice a year in order to reflect current circumstances and average usage.

**Diggers Hotline:** We are a member of Digger's Hotline. Please call 811, or 1-800-242-8511. State law requires that you call Digger's Hotline at least 5 working days before digging. The service is free.

**Energy Efficiency:** We have a number of special programs, rebates, and incentives designed to help save you money and energy. Learn more at: [stoughtonutilities.com/incentives](http://stoughtonutilities.com/incentives)

**Utility Emergencies:** If you have a utility service emergency, service personnel are available 24 hours a day, 7 days a week. Our emergency phone number is (608) 873-9322.

## Other Services:

**My Account Online:** For your convenience, Stoughton Utilities offers online account access so you can view and pay your bill, and much more... all from the comfort of your own home. Customers can enroll in AutoPay, Budget Billing, Project RoundUp, and Choose Renewable. You can also sign up for paperless E-billing, view your energy and water consumption, and analyze your bills. Once you have received your first bill in the mail, you can register for an account at [stoughtonutilities.com](http://stoughtonutilities.com).

**Project RoundUp:** This voluntary program "rounds up" your monthly bill to the next whole dollar. This contribution is given back to the community through donations to local community service organizations. The average contribution per program participant is just \$6.00 per year, however an estimated \$2,000 is raised and awarded to local nonprofits annually. For more information on Project RoundUp, please visit: [stoughtonutilities.com/roundup](http://stoughtonutilities.com/roundup).

**Choose Renewable:** You can purchase green renewable energy to offset all or a part of your electrical usage through our Choose Renewable Program. Stoughton's customers are in the nation's top 10 for renewable energy participation. To learn more about Choose Renewable, please visit us online at: [stoughtonutilities.com/renewable](http://stoughtonutilities.com/renewable)

## Important Contacts:

**Stoughton Utilities Customer Service**  
(608) 873-3379

**24/7 Utility Emergencies**  
(608) 873-9322

**Stoughton City Hall**  
(608) 873-6677

**Town of Dunn**  
608-838-1081

**Town of Pleasant Springs**  
608-873-3063

**Town of Dunkirk**  
608-873-9177

**Town of Rutland**  
608-455-3925

**Stoughton Police Department**  
*(non-emergency)*  
(608) 873-3374

**Stoughton Fire Department**  
*(non-emergency)*  
(608) 873-7218

**Stoughton Department of Public Works**  
(608) 873-6303

**Stoughton Area Senior Center**  
(608) 873-8585

**John's Disposal**  
*(city refuse and recycling)*  
(888) 473-4701

**Alliant Energy**  
*(natural gas)*  
(800) 255-4268

**Charter Spectrum**  
*(internet and cable TV)*  
(855) 757-7328

**TDS Telecom**  
*(internet and cable TV)*  
(866) 571-6662

## Wisconsin Home Energy Assistance Program (WHEAP)

For some customers, energy expenses can be a financial burden. WHEAP provides assistance with heating costs, electric costs, and energy crisis situations. The program is operated by local social and human services, and is available to income-qualified households.

If you or someone you know is struggling to pay your utility bills, especially through the winter heating season, please contact Energy Services to apply at 1-866-HEATWIS (1-866-432-8947) or visit their website at [energybenefit.wi.gov](http://energybenefit.wi.gov).

More information on current income guidelines and other available assistance programs can be found on our website at [stoughtonutilities.com/assistance](http://stoughtonutilities.com/assistance).

### Frequently Asked Questions

#### When will I get my first bill?

Utility bills are mailed out on the 8th of the month for the prior month's usage. Your first bill will be mailed to you on the 8th of the month following the service start date. *Ex. Service start date is the 7th of June, your first bill will be mailed out on July 8th.*




We will not send out a first bill for less than 6 days, so if you move in at the end of the month you may not get your first bill until the second month following your move in date. *Ex. Service start date is the 29th of June, your first bill will be mailed out on August 8th.*

#### Is a deposit required on my new account?

A deposit is not typically required for new residential customers, however, there are some cases where we will require a deposit to be paid on your account. Accounts that are disconnected for non-payment and accounts that go more than 80 days past due over the winter moratorium (November 1-April 15) may be required to pay a deposit. Visit our website for more information at [stoughtonutilities.com/policies](http://stoughtonutilities.com/policies).

#### How do I sign up for an online account?

Your monthly utility statement will include all the information you need to enroll in *My Account*. After you receive your first bill, visit [stoughtonutilities.com](http://stoughtonutilities.com) and enter the information requested exactly as it is shown on your bill. You will need your account number, the primary applicant's name, and your billing zip-code with 4-digit extension located in the bottom left corner of your bill. Do not use the example shown on the enrollment screen!

 PO Box 383 Stoughton, WI 53589-0383	Account Number: 0000-10 Service Address: 1234 MAIN ST Statement Date: 01/06/2001
Manage and pay your account online. Log in to <i>My Account</i> at <a href="http://stoughtonutilities.com">stoughtonutilities.com</a> .	TOTAL DUE: \$225.16 DUE DATE: 01/28/2001
 CUSTOMER NAME 1234 MAIN STREET STOUGHTON, WI 53589-0000	AMOUNT ENCLOSED:  A 1% late payment charge totaling \$2.25 will be assessed if prompt payment is not received by 01/30/2001
	 STOUGHTON UTILITIES PO BOX 8797 CAROL STREAM, IL 60197-8797