



Year in Review

Stoughton Utilities • 2022



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. Each year, Stoughton Utilities strengthens the community through funding towards economic development and contributions to local charities and educational programs.

In 2022, Stoughton Utilities celebrated 136 years of service to our community. The water utility was founded in 1886 by the citizens of Stoughton, with the electric utility following in 1891. We have remained a public power utility since that time, and utility employees continue to be guided by the principles of local ownership and control, keeping revenue in the community, providing first-rate customer service, and making a positive impact in the community through our outreach and donation efforts.

The beginning of 2022 focused on wrapping up the 2021 Lead Service Line Replacement project and working with contractors on new developments in the city. Staff also had to work through material supply shortages and longer than normal lead times, which affected many SU projects. The utility was also restructured in order to streamline processes, better utilize and retain current employees, incorporate emerging technologies, and move the utility forward.

If you have any questions or would like more information about anything in this report, please visit stoughtonutilities.com, email customerservice@stoughtonutilities.com, or contact us by phone at (608) 873-3379.

Events

Syttende Mai

Stoughton Utilities helped to sponsor the annual Syttende Mai festivities, and this year we participated as well. Staff handed out gifts in front of our office during the Sunday parade, including water bottles, mini flashlights, and bubbles for the kids! Lineworkers drove bucket trucks in the parade as well.



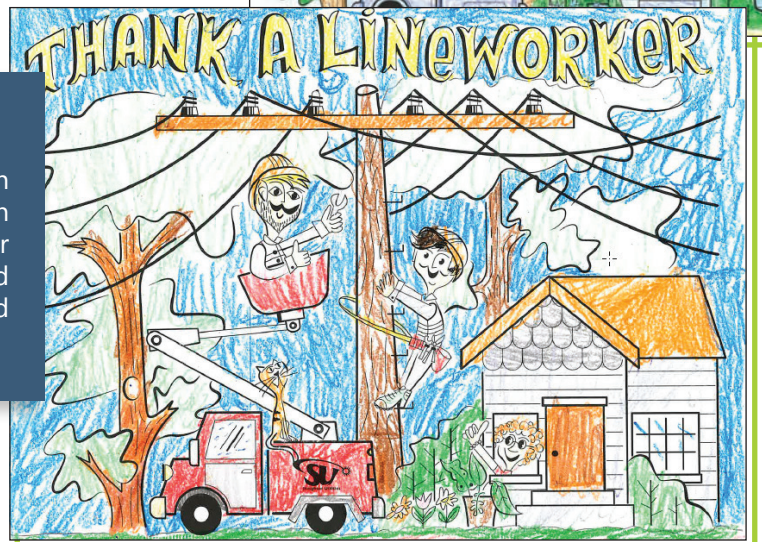
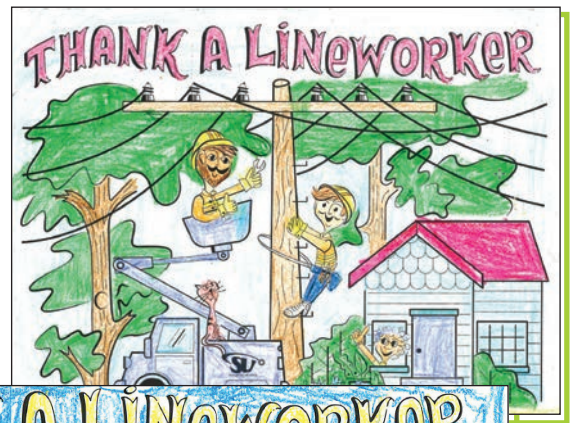
National Night Out

SU staff participated in Stoughton's National Night Out event, handing out gifts to the community and providing demonstrations to kids.



Lineworker Appreciation Day

Our electric line crew works hard year-round through storms, snow, and sunshine to keep the lights on in Stoughton. We celebrated National Lineworker Appreciation Day in April with a coloring contest. Selected winners received gift cards, and all participants received a coupon for a free Fosdal's Home Bakery donut!



Public Power Week

Public Power Week is an annual event observed during the first full of October that serves to bring awareness to the advantages of having a locally-owned public power utility including local control, reliability, affordability, and hometown service.

To celebrate, Stoughton Utilities hosted a week-long scavenger hunt. Customers were provided with a daily scavenger hunt prompt, and participating customers were entered into a drawing to win prizes, including utility bill credits, a smart thermostat home bundle, an electric scooter, and more!



Holiday Light Parade

The Stoughton Fire Department coordinates an annual Holiday Light Parade. In 2022, our linemen participated in the parade alongside the Stoughton Fire Department, Stoughton Police Department, Stoughton EMS, Stoughton Public Works, and others.



Holiday Coloring Contest

In December, a coloring contest was held to celebrate the holidays. This contest was open to all ages, and all participants received a coupon for a free Fosdal's Home Bakery donut. Entries were voted on by Stoughton Utilities staff, and winners were awarded gift cards.



Holiday Donation Drive

One of our most popular programs, the Holiday Light Exchange and Donation Drive returned in 2022. Customers bringing in non-perishable food donations for local food pantries were given a string of LED holiday lights and a free gift! For each donation made, customers were also entered into a drawing to win utility bill credits and energy-efficient home bundles.

This year, we distributed **180 strings** of energy efficient holiday lights, and thanks to the generosity of the Stoughton Community, **1,700 pounds** of food was donated!



Energy Efficiency

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!

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 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 2022, Stoughton customers purchased 17,904 blocks of renewable energy, equal to **5.37 megawatt hours** of electricity, from renewable sources instead of non-renewables. That is equivalent to removing the greenhouse gas emissions from **820 cars** driven for one year!



Incentives

Stoughton Utilities offers customers a \$25 bill credit incentive when they purchase ENERGY STAR certified appliances and smart thermostats. Since 2017, the Stoughton community has received **363 ENERGY STAR appliance** incentives, and **179 smart thermostat** incentives. In 2021, Stoughton Utilities began offering incentives to customers that install a new Electric Vehicle charger, helping customers to install 7 new electric vehicle chargers so far.



Wastewater

The wastewater treatment plant continued to process over **1 million gallons of wastewater daily**. In 2022, the wastewater plant treated over 389 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. One of two digesters was emptied and cleaned in 2022, which is a two-month long process that is completed every 7 years.



Water

Stoughton Utilities pumped over **443 million gallons of water** in 2022. 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 74 miles of water mains. 2022 hydrant flushing started in May and was completed in June.

Stoughton Utilities voluntarily took part in early sampling of our drinking water for PFAS prior to any regulatory requirements. Per- and polyfluoroalkyl substances (PFAS) are man-made chemicals that have been widely used in a variety of products since the 1950s. PFAS don't break down in the environment, and it is not uncommon to find low levels of PFAS in drinking water supplies. Results from this testing show that PFAS compounds were found in only one of Stoughton's four wells at concentrations 93.3% lower than the maximum contaminant levels outlined in Wisconsin Administrative Code NR 809, Safe Drinking Water Standards.

Water operators also responded to and repaired numerous 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.



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 2022 with a "Certificate of Excellence" for reliability in 2021 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.



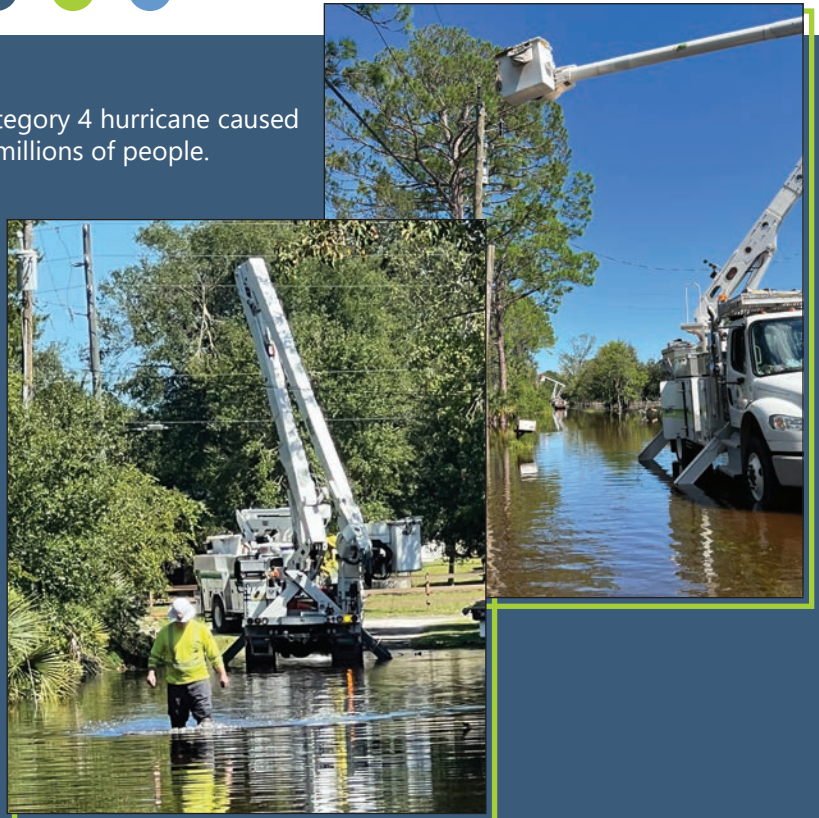
Mutual Aid

On September 28, 2022, Hurricane Ian hit Florida. The category 4 hurricane caused widespread flooding and knocked out electric service to millions of people.

Over 750 lineworkers from 150 public power utilities, including 23 Wisconsin municipal utilities, traveled to Florida to assist in restoration efforts. Stoughton Utilities Lineman Joe Adler traveled to New Smyrna Beach, Florida to help New Smyrna Utilities restore power to their customers

Working through dangerous conditions, crews were able to safely restore power before heading home on October 5.

Mutual aid is electric utilities helping each other in times of need. Utilities that want to give and get help for power restoration after a disaster are part of a network of community-owned electric companies. When (and even before) a major disaster hits a utility's territory and the utility knows that its own crews and equipment won't be enough to restore power quickly, it calls for mutual aid. Other utilities in the network respond with what they can offer.

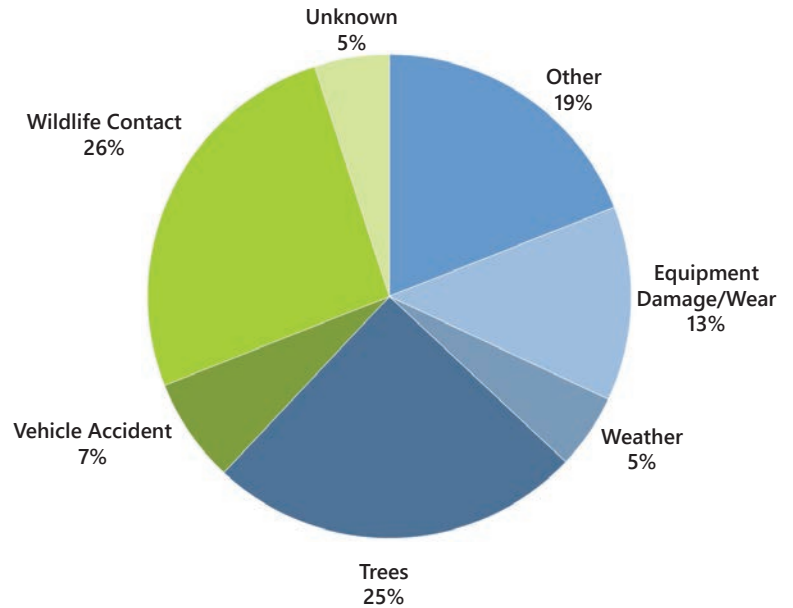


Power Outages

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 2022 was wildlife contact, with trees following closely behind. "Other" causes for outages include manufacturing defects, non-utility construction, and other miscellaneous causes.

Even with these often unpreventable outages, Stoughton Utilities customers enjoyed average availability of electric service over 99.9% of the time!



March 5, 2022 Tornado

On the night of March 5, 2022, storms and straight line winds took down trees and power lines around Stoughton, leaving approximately 7,000 people without power. It was later determined that the storm had produced an EF-1 tornado 4 miles outside of the city, with maximum wind speeds of 95 mph.

Lineworkers from Stoughton Utilities, as well as mutual aid from Cedarburg Light and Water, Lake Mills Light and Water, Waunakee Utilities, Mt. Horeb Utilities, Hartford Utilities, the Village of Prairie du Sac and Sauk City worked to restore power to customers through the night and into the next day. Complete restoration and repairs continued through the next week.

Stoughton Utilities was able to restore power to customers as quickly and safely as possible, with the majority of power restored within the first six hours.



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 2022 the Technical Operations team:

- Calculated 116,415 utility billing statements totaling \$22 million
- Processed 109,359 payments including auto pay, mail, cash, and credit cards
- Mailed out 7,381 past due notices

Finance

Stoughton Utilities' Finance Division processes all of the payroll for utility and city employees, prepares monthly financial reports, 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 budget and Capital Improvement planning.



142,331,866

kWh of electricity purchased by Stoughton Utilities from WPPI Energy in 2022

\$850,067

Paid to the City of Stoughton in lieu of taxes in 2022

\$7,766

Donated by Stoughton Utilities in 2022 to local educational, charitable, and economic development causes

\$127.80

Average saved per household in 2022 by Stoughton Utilities electric customers, compared to customers of privately owned Wisconsin utilities

Average monthly electric bill:

Stoughton Utilities - \$78.22

Wisconsin Privately Owned Utilities - \$88.87

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 partnership with our wholesale power provider, WPPI Energy.

Stoughton has numerous non-profit organizations that serve our community. In 2022, Stoughton Utilities helped to support area organizations and their missions with the following community contribution donations:

- \$400 - Stoughton Area Food Pantry
- \$300 - United Methodist Food Pantry
- \$300 - Personal Essentials Pantry



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 2022 recipient was Noah Kleitsch, who is attending the University of Wisconsin - Madison pursuing a degree in Engineering Mechanics and Aeronautics.

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.



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 2022 were:

- \$1,000 - Neighborhood Free Health Clinic
- \$1,000 - Stoughton Lions Club

Please contact our office or log in to *My Account* at stoughtonutilities.com to enroll!



In addition to the donations listed above, Stoughton Utilities helped to sponsor the annual Syttende Mai, National Night Out, and Coffee Break Festival. SU also donated LED night lights to the Stoughton Chamber of Commerce Shop Small Saturday event for giveaways, and LED lights for downtown holiday decorations.



Awards

Exceptional Electric Reliability in 2021

American Public Power Association

Safety Achievement Award - Bronze

Municipal Electric Utilities of Wisconsin

Top 10 National Green Power Participation

Department of Energy's National Renewable Energy Laboratory

Safety Award of Excellence

American Public Power Association

Water Efficiency Award

American Water Works Association

Our Team

None of the accomplishments made by Stoughton Utilities in 2022 would have been possible without our amazing team. Stoughton Utilities employees have over 240 years of combined experience. 2022 included the following milestone anniversaries:

Mark Bakken - 5 Years

Operator - Wastewater Division

Kevin Hudson - 10 Years

Advanced Certified Operator - Water Division

Scott Grady - 35 Years

Asset & Facilities Coordinator

We also welcomed new staff to our SU team in 2022, including:



Joe Adler

Journeyman Lineworker

Scott Adler

Distribution System Coordinator

Justin DeVoe

*Advanced Certified Operator -
Wastewater Division*

Chad Mason

Apprentice Lineworker

Michael Nawrocki

Journeyman Lineworker

Ari Westby

Customer Service Technician

The Year Ahead

System upgrades and maintenance will continue in 2023, including water main and sewer main reconstruction on North Street from Division Street to Forrest Street, rehabilitation work at well no. 4, and lining existing sanitary sewer mains.

Electric system projects include reliability upgrades and utility pole and line replacements along Highway 138 West, Highway 51 North and Barber Drive. Maintenance and various repairs will be completed at the South and East Substations, and pole inspections will be completed throughout our service territory.

Staff will also continue working on a new outage management system that can notify customers when there is an outage in their neighborhood, and exterior building improvements at our administration office.

We look forward to serving you in 2023!



@stoughtonutilities



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