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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

Stay Safe During a Storm-Related Outage

As your locally owned utility, Stoughton Utilities has an electric crew that regularly maintains the poles, wires, and equipment that keep the lights on 24 hours a day, seven days a week. As a result, the utility has a strong record for reliability. However, during summer's occasional severe weather, even the best safeguards cannot always prevent an outage from occurring.

Customers may experience a momentary outage when, for example, a tree limb falls on a line and creates a brief short circuit. Other outages – such as when lightning strikes a transformer or high winds cause a tree to fall on a power line – can result in a loss of power until utility staff can safely restore service. In the event of an outage, customers should contact the utility at (608) 873-3379.

“We ask that customers understand that we’re working to fix the problem as quickly as possible if there is an outage. We have a highly trained line crew that is available quickly, but restoring power to homes and businesses – especially in bad weather – can be a dangerous and complex job,” said Jill Weiss, Utilities Director.

The utility also reminds customers to stay safe by calling 911 if there is a downed power line or fire and keeping all people and pets away from the area. Other outage-related issues do not require calling 911. Residents should also:

- Pack food in a cooler if necessary, but otherwise avoid opening the refrigerator and freezer. A refrigerator can keep food safely cool for about four hours; a freezer will hold food safely for 24 to 48 hours.

- Unplug TVs, stereos, computers and other electronics to avoid damage from a potential power surge.
- Close blinds and drapes, as well as the doors to unused rooms, to keep homes cool. Go to the basement if possible.
- Never use portable stoves, grills or generators indoors inside a home – which includes porches and garages – as they could emit dangerous carbon monoxide. (Up-to-date carbon monoxide detectors should be installed on each floor of a home.)
- Drink plenty of water and take a cool shower to deal with heat.
- Check on older or disabled neighbors.
- Create a weather emergency kit to have on hand at home. In it, keep a flashlight and batteries for each member of the family; at least one gallon of water per family member; snacks such as granola or trail mix; a can opener; a first-aid kit that includes any prescription drugs; a portable hand-crank or battery-operated radio; blankets for napping or covering windows against heat; and car chargers for cell phones.

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