

6. Hot Weather Disconnection Policies

6.1 Purpose:

Stoughton Utilities is concerned about the health and well being of its customers. The purpose of this policy is to outline hot-weather conditions during which we will not terminate service of residential customers for nonpayment. The intent of stopping disconnection during such periods is to lessen the potential health problems/discomfort of those who would otherwise have been disconnected.

6.2 Background of standards:

Various heat-related parameters, historical Stoughton weather, and policies/mandates in other states were reviewed in identifying reasonable and workable standards for our use. Primary consideration was given to (1) discomfort/health of our customers and (2) ready availability of weather information on which to base the decision of whether to suspend disconnections. Factors considered in identifying when hot weather contributed significantly to discomfort included absolute temperature, duration of the period of hot weather, nighttime coolness, and humidity.

The primary consideration in identifying ready availability was whether the factor was given or predicted in standard weather forecasts or was easily able to be calculated.

The primary measure which considers humidity is the heat humidity index. Use of this measure was eliminated for two reasons. It is not readily available or publicized nor is it generally understood. In addition, other more accessible measures generally parallel this method.

The other standard measures are average daily temperature and absolute temperature. Each of these are generally available and are not difficult to understand. The average temperature takes into account nighttime coolness and the relief it can bring toward avoiding internal building heat buildup. Absolute temperature reflects the potential for immediate discomfort that a very high temperature can bring.

Therefore, a combination of daily absolute and average temperature has been determined to most fully meet the identified considerations of measuring a discomfort level and doing so with information that is readily available.

6.3 Weather conditions during which disconnections for nonpayment will be suspended:

PSC Mandated Policy: Per PSC 113.0301(16) and PSC 185.37(8)(h), Stoughton Utilities cannot disconnect electric or water services in affected counties when a heat advisory, heat warning, or heat emergency issued by the national weather service is in effect. Current advisories and warnings for Dane County can be viewed at:

<http://www.weather.gov/alerts-beta/wwaatmget.php?x=WIC025>

Additional SU Policy: Stoughton Utilities will suspend electric and water disconnections for nonpayment whenever the average temperature is predicted to exceed 85° F for a second consecutive day or when the absolute temperature is predicted to be 95° F or above based upon information received from the City of Stoughton Wastewater Treatment Facility.

6.4 Reconnection requirements during periods of hot temperatures:

PSC Mandated Policy: Per PSC 113.0301(16) and PSC 185.37(8)(h), Stoughton Utilities shall make reasonable attempts to reconnect service to an occupied dwelling that has been disconnected when an occupant states that there is a potential threat to health or life that results from the combination of the heat and loss of service.

Stoughton Utilities may require that the occupants produce a licensed physician's statement or notice from a public health, social services, or law enforcement official which identifies the medical emergency for the occupant.

Upon expiration of the heat advisory, heat warning, or heat emergency, Stoughton Utilities may disconnect service to the property that was reconnected during this period without further notice if an appropriate payment arrangement has not been established.

Effective: Tuesday, July 24, 2012

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