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(Photo: Sun Prairie Utilities' Bronze-level Public Power Customer Satisfaction Award at its Main St. office.)

Sun Prairie Utilities Recognized with National Customer Satisfaction Award, Third Year in a Row

SUN PRAIRIE (Wis.) – Sun Prairie Utilities (SPU) has been recognized by the [American Public Power Association](#) (APPA) with a Public Power Customer Satisfaction Award for providing excellent service to the City of Sun Prairie.

The award is the result of receiving high marks from customers in the areas of:

- Customer service,
- Field personnel,
- Communication,
- Reliability,
- Value,
- Outage response,
- Innovation, and
- Overall satisfaction.

“We are in the public power business to serve the people of Sun Prairie,” said SPU’s General Manager Jill Weiss. “To be recognized by this community for our dedication to excellence in this service is incredibly gratifying. We have a great team here at Sun Prairie Utilities.”

Winners of Public Power Customer Satisfaction Awards are chosen at gold, silver, and bronze levels based on responses to customer surveys. SPU received a Bronze-level award for an average rating greater than 80% across the eight categories listed above. SPU has participated in the survey for three years and has reached Bronze-level each time.

APPA is the voice of not-for-profit, community-owned utilities that power approximately 2,000 towns and cities nationwide. It represents public power before the federal government to protect the interests of the more than 54 million people that public power utilities serve, and the 96,000 people they employ. APPA advocates and advises on electricity policy, technology, trends, training, and operations. For more information, visit PublicPower.org.

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Media Contact: Cora Seibt, Communications Coordinator,
(608) 837 - 5500, cseibt@myspu.org