



## Sun Prairie Utilities' Newsletter - December 2025

### New Facility Update

Miron Construction is approaching the final month of construction on the new Sun Prairie Utilities operations facility!



Contractors are initiating, testing, and balancing the building mechanical systems while various crews work to complete their scope of work at the facility. Check out the [video feed from the construction camera](#) to view the current stage of the facility.

While the building construction is in the finishing stages, SPU staff have been preparing to relocate our operations. Our office will be closed to the public from Wednesday, December 17, to Friday, December 19, with a tentative reopening at the new location of 510 Linnerud Drive on Monday, December 22. Although our office will be closed for routine inquiries, field staff will be available to respond as necessary.

A special thank you to Tim Hatfield for taking the birds-eye-view images of the new facility with his drone!

Questions? Please check the New Facility page on our website, under About Us, or reach out to [information@myspu.org](mailto:information@myspu.org).

### Highlights:

- Sticker Design Contest open for 2025-26 ([Article](#))
- October water repair ([Facebook post](#))
- Sunrise Sun Prairie ([Facebook post](#))
- Free Focus on Energy energy-saving packs ([Link](#))
- Do you know what GIS stands for? ([Facebook post](#))



**SP** Sun Prairie Utilities  
Water Projects & Rates

Step 1 Rate

47% Linnerud Drive Operations Facility  
53% Water System Improvements and O&M Expenses

Step 2 Rate

Well No. 10

Sun Prairie Utilities propose rate increases come into effect as projects are completed.

### Water Rate Adjustment

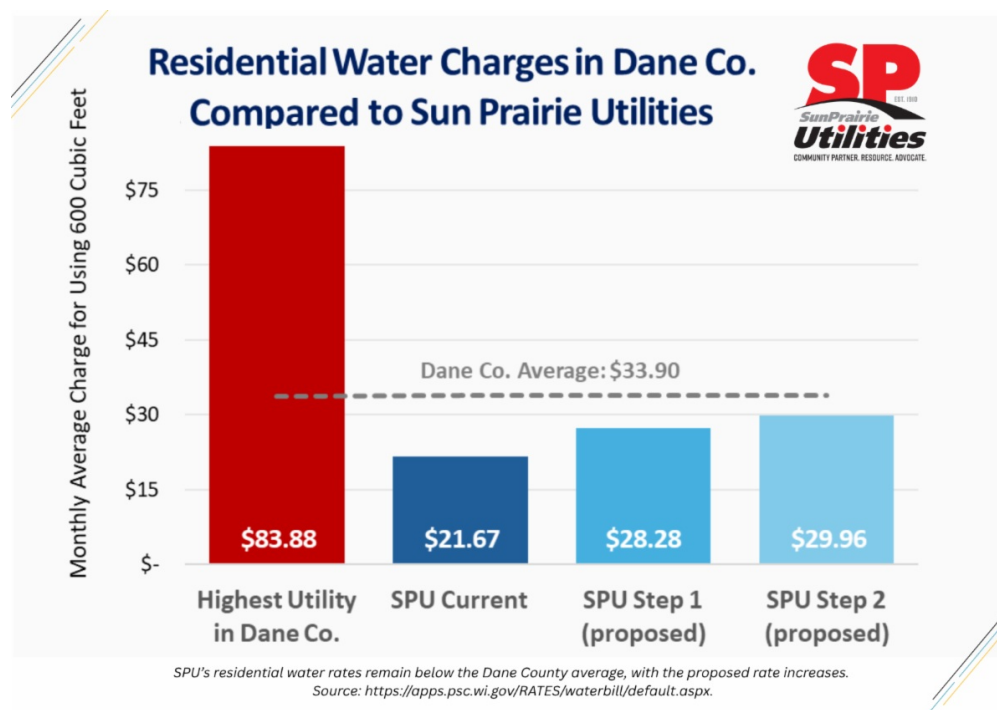
With the Public Service Commission of Wisconsin's approval of the water rate increase, the new water rates went into effect on November 12, 2025.

The adjustment is driven by two major community investments: our new operations facility on 510 Linnerud Drive and the construction of Well No. 10 near Sun Prairie East High School. Both are needed to maintain the strong, reliable water system that serves homes, schools, and businesses across the

city. In addition to the two major water utility investments, the rates include other capital projects such as water main replacements and operational costs to maintain the existing infrastructure.

To help minimize the immediate impact, the change happens in two steps rather than all at once. The first step (Step 1) reflects costs to maintain our water distribution system and includes the new operations facility. For Step 1, 53% of the rates fund other water infrastructure improvements as well as operation and maintenance of existing infrastructure, and 47% of the rates fund the new operations facility. The second step (Step 2) would take effect once Well No. 10 is completed and in service.

Even with these new adjustments, Sun Prairie Utilities' residential water charges will remain below the Dane County average, reflecting our ongoing commitment to managing costs carefully and planning responsibly for the future.



We understand that these are real dollars that affect real people, and we take this very seriously. We also understand that investing now helps avoid larger, less predictable costs down the road. Our goal is to make steady, well-planned improvements that keep the system strong and protect reliability for decades to come.

[Learn more on SPU's website.](#)

## Assistance Resources Available

As your local, not-for-profit utility, we can help you access resources so you don't get behind on your bills. Qualified residents can receive payments toward heating and electric bills, free energy-efficient home upgrades, and even emergency installation of a new furnace.



### [Wisconsin Home Energy Assistance Program \(WHEAP\)](#)

Thousands of Wisconsin households use this program every year to help pay for costs related to heating, electricity, and emergencies.

### [Sunshine Place](#)

The nonprofit organization has an Emergency Assistance Program that helps people who have a sudden and temporary loss of income with funds that prevent eviction and utility disconnection.

For both programs, please reach out and start an application as soon as possible. It may take between 4-8 weeks to process.

### [How to get started.](#)



#### **Help your neighbor pay their utility bill.**

Purchase a Gift of Light Certificate at the SPU office and choose the SPU customer account you want to help. [Click here](#) to find the order form.



### Sign up for RoundUp.

Choose to round each monthly utility bill to the next whole dollar, and the extra cents will go toward local help organizations. [Click here](#) for more information.

## MyAccount Alerts



Using the alert tools in your MyAccount can help you better manage and control your water and electric usage at home.

You can easily access the Alerts section of your MyAccount in the upper right hand corner of your account. In this area, you can:

- Opt to receive billing or scheduled payment reminders.
- Add a phone number to get outage and water leak detection alerts.
- Set up customized Usage Threshold alerts to be notified by email, text, or push notification when your energy usage is higher than normal.
- Add a notification method to receive a Weekly Usage Summary to see how your usage changes from week to week.

[Go to MyAccount.](#)

## Utility News

Sun Prairie Utilities was recently highlighted for several notable accomplishments in the community.

The Colonial Club recently recognized its volunteers during its annual meeting, highlighting Sun Prairie Utilities' support with an award.



“For more than 15 years, SPU has faithfully delivered meals to local seniors, ensuring that some of the most vulnerable members of our community receive the nutrition and connection they need. Their commitment doesn’t stop there—they also provide essential support each year by helping with setup for StrawberryFest, our largest public fundraiser held every June,” shared Tamara Sondgeroth, the volunteer and special events coordinator at the Colonial Club Senior Activity Center. [Read more here.](#)

WPPI Energy held its 45th annual meeting and anniversary celebration, where the joint action agency recognized more than one representative of Sun Prairie Utilities. The utility itself was also honored for its 115th milestone anniversary. [Read more here.](#)



SPU was 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.

“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.” [Read more here.](#)

## Community Involvement

SPU staff strive to participate in the City of Sun Prairie and take pride in being a community-focused customer advocate. Being

active in local events and activities builds trust and shows that we're here to care for our community.



- SPU bought, cooked, and employees volunteered at Sunshine Supper on October 6. Even though it was rainy, we shared 569 meals within an hour and 15 minutes!

- Our communications coordinator read "If I Were a Lineworker" to kids in the Sun Prairie Public Library's new outdoor amphitheater on October 8. Our lineworkers also brought a bucket truck for the children to explore, and the kids got to take home the book, some stickers, and a plastic hard hat.



- SPU staff visited the home of our Coloring Contest winner, Rory. He and his little brother also got plastic hard hats and stickers before Rory and his mom were driven to Royal Oaks Elementary on October 10.

- Employees participated in the Sun Prairie Fire and EMS Open House on October 12. They set up a table, shared SPU items, and provided helpful tips.



- SPU brought its hybrid community outreach vehicle to Trunk or Treat on October 25. The car was decorated like a monster, and our crew handed out candy from the mouth/trunk.

- Staff participated in Spooktacular on October 30. Employees decorated the front room of the office in a Western style! SPU won third place for its theme!



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Sun Prairie Utilities separates specific emails so customers can choose which campaign(s) to participate in. [Click here](#) to select and/or change your preferences!



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