

Estimated Reading Time (Average Reader): 1m 5s



(Photo: Sun Prairie Utilities logo with the American Public Power Association Customer Satisfaction Awards bronze-level logo.)

Sun Prairie Utilities Recognized with National Customer Satisfaction Award

SUN PRAIRIE, (Wis.) — Sun Prairie Utilities 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 proudly serve the people of Sun Prairie,” said Utility Manager Rick Wicklund. “To be recognized by this community for our dedication to customer service excellence is truly gratifying. It’s an honor to work with such a great team here at Sun Prairie Utilities.”

Winners of the 2024 Public Power Customer Satisfaction Awards are chosen at gold, silver, and bronze levels based on responses to customer surveys. Sun Prairie Utilities received a bronze-level award for an average rating greater than 80% across the eight categories listed above.

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.

###



For Sun Prairie Utilities’ news, visit sunprairieutilities.com/newsroom or follow us on [Facebook](#), [X \(Twitter\)](#), [Instagram](#), and [YouTube](#).

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