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Left to right: Paul Zummo, APPA Director, Research and Development; Clint Cry, WPPI Energy's Senior Energy Service Manager; Lori Ewoldt, SPU's Operations Administrative Assistant; Dave Euclide, SPU's Customer Service Manager; and Erin Miller, AVP of Energy Policy & Sustainability, American Municipal Power, Inc. and Chair, Smart Energy Provider.

Sun Prairie Utilities Earns Nationwide Recognition And Awards

SAN ANTONIO, (Texas) — Sun Prairie Utilities recently received three awards from the American Public Power Association (APPA) for being a smart energy provider, displaying customer service satisfaction, and demonstrating excellence in communication.

Sun Prairie Utilities (SPU) Operations Administrative Assistant Lori Ewoldt, Customer Service Manager Dave Euclide, and WPPI Energy's Senior Energy Services Manager Clint Cry received the awards during APPA's Customer Connections Conference in November 2023.

The utility received a Bronze Public Power Customer Service Satisfaction Award for providing excellent service to its customers. Judges calculated the awards from high

customer feedback in customer service, field personnel, communication, reliability, value, outage response, innovation, and overall satisfaction.

APPA awarded winners a gold, silver, or bronze level award based on responses to customer surveys. SPU customers received a GreatBlue survey emailed in August.

The Smart Energy Provider designation, which lasts for two years, recognizes locally owned utilities for demonstrating a commitment to and proficiency in energy efficiency, distributed generation, and environmental initiatives that support the goal of providing safe, reliable, low-cost, and sustainable electric service.

SPU is a member-owner of WPPI Energy, a not-for-profit wholesale power provider and joint action agency made up of 51 utilities. Including SPU, 27 WPPI Energy member utilities now hold the respected Smart Energy Provider designation.

“Our member utilities work hard to deliver cost-effective, reliable power and forward-looking programs and services to the customers they serve,” said Mike Peters, CEO of WPPI Energy. “It’s great to see them honored like this on a national level.”

“It’s exciting to be recognized as one of the best when it comes to smart energy,” said Rick Wicklund, Utility Manager of SPU. “We’re dedicated to offering programs that help our customers save money and support our community’s responsible energy use, and earning designation as a Smart Energy Provider really means something to us.”

During the Texas conference, SPU also received an Excellence in Public Power Communications Award for an outage alert promotional video created over the summer.

APPA categorized communications awards into classes depending on gross revenues and three entries: Print & Digital, Web & Social Media, and Video. The judges awarded those who showed ingenuity and creativity in telling their stories through outstanding copy, design, financial data presentation, graphics, social media engagement, video editing, web layout, and interactivity.

Sixty-seven public power electric utilities and utility organizations earned Excellence in Public Power Communications Awards. Winners ranged from New York to Los Angeles.

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