

Welcome

Sun Prairie Utilities

WELCOME

New Customer

Welcome to the Sun Prairie Utilities (SPU) service area! To help get you acquainted, we compiled some useful information into a guide - how to pay your bill, incentives to save money, power outage information, and more!

SPU is a not-for-profit, locally-owned municipal electric and water utility that provides safe, dependable, and cost-competitive services. Our mission is simple and straightforward: Sun Prairie Utilities is dedicated to exceeding customer expectations with innovative, reliable, and sustainable services.

To learn more about the programs and services in this guide, please visit our website, sunprairieutilities.com, or call us at (608) 837-5500.



CONTENTS

Click number to page jump.

- [4](#) Who We Are
- [5](#) Understanding Your Bill
- [7](#) Payment Options
- [8](#) Customer Service
- [9](#) Incentives
- [10](#) Safety
- [11](#) Power Outages
- [12](#) Utility Commission
- [12](#) Quick Reference



WHO WE ARE

Founded in 1910, Sun Prairie Utilities (SPU) is a community-owned and operated water and public power electric utility. We serve over 19,200 customers in the Sun Prairie area. The utility provides and maintains electric and water service to the residents and businesses mainly in the City of Sun Prairie, with some services extending to customers in the Town of Bristol, Town of Sun Prairie, and Town of Burke.

SPU has grown alongside the community through the years. Our staff focuses on balancing community needs with fiscal responsibility. We provide economical electric and water rates compared to other utilities - rates that are significantly lower than those in territories served by investor-owned utilities.

Local representation and control allow all citizens to have a voice in how our utility can best meet the community's needs. As a member of WPPI Energy, a nonprofit, Sun Prairie-based power company, we purchase cost-competitive electricity for our community and take advantage of the latest technologies to better serve you.

We are proud of our reliability. Our staff knows providing electricity and water when it's needed is the most important thing we do. Crews respond with fast, dependable service if you call with an emergency during any time of day.



PUBLIC POWER BENEFITS

Public power utilities are community-owned, locally controlled and operated on a not-for-profit basis. Each utility is a little different, depending on the population, geography, structure, and community values/goals. The foundation for success stems from the ability to tailor operations and services to local needs.

We are one of the country's 2,000 public power systems. The benefits are numerous, including local control, affordability, reliability, community investment, environmental responsibility, etc.

SPU has over 30 employees. Their dedication is integral in making the utility the best it can be. They constantly exceed expectations and deliver secure services. We are proud of their active participation in the community and their local mindset. Without people like them, SPU wouldn't be where it is today.

For more information on public power utilities, [click here](#).

UNDERSTANDING YOUR BILL

A Detach this pay stub and return with your payment. Here you will find your Account Number, Service Address, Statement Date, the Due Date and the Total Due. If the amount you are paying is different than the amount due, please write the payment amount in the Amount Enclosed space. Checks should be made payable to Sun Prairie Utilities, and should always include your account number. Or, even easier, pay with MyAccount and sign up for AutoPay. See our website for details.

B Your account information including Account Number, Service Address and Statement Date are clearly displayed in the top right corner of the statement.

C These two boxes display billing messages from Sun Prairie Utilities. Be sure to check here for energy conservation tips, safety information, dates and other useful information.

D The Previous Balance, due upon receipt, is the amount that was due on the previous month's bill. This section also displays your latest payment and any outstanding charges due on the account listed as Past Due Forward.

E Individual charges are displayed here. Each type of service has associated usage (kWh or cubic feet) and rate charges. Each service is subtotaled.

F This is the total Amount Due, including any past due charges carried over from previous billing cycles.

G Be sure to check the back of the billing statement for usage details and other important information.

Account Information:
 Account Number: [REDACTED]
 Service Address: [REDACTED]
 Statement Date: [REDACTED]

Current Charges Summary:

CURRENT CHARGES		
DUE DATE: 02/10/2022	TOTAL DUE:	\$174.66
	TOTAL DUE AFTER DUE DATE:	\$179.89
AMOUNT ENCLOSED:		

STATEMENT ACTIVITY

	RATE	USAGE	CHARGES
PREVIOUS BALANCE			172.77
PAYMENT 01/10/2022			-172.77
PAST DUE FORWARD			0.00
ELECTRIC SERVICE:			
RESIDENTIAL SERVICE (RG-1)			
Customer Charge RG1			12.75
Energy Charge RG1	0.0922	887.00	81.78
Power Cost Adjustment	0.0055	887.00	4.88
Commitment To Community Charge:			1.06
Total Electric Charges			100.47
WATER SERVICE:			
Water Customer Charge			6.73
Water Usage Charge	1.8100	750.00	13.00
Public Fire Protection			5.07
Total Water Charges			24.80
SEWER SERVICE:			
Sewer Customer Charge			11.62
Sewer Usage Charge	3.5800	750.00	26.07
Total Sewer Charges			37.69
STORM WATER CHARGES:			11.70
CURRENT CHARGES			174.66
AMOUNT DUE			174.66

Possible Extended Billing Period
 With the previous months of holidays, our meter reading schedule was affected. Some billing periods may have been extended to 34 or 35 days. We typically like to keep the bill period around 30 days. Longer billing periods would contribute to a higher than average bill amount. Thank you for your understanding.

NEW OUTAGE MAP Check out our new outage reporting map on our website www.sunprairieutilities.com. Designed to make it easier for YOU to follow any electric outage within the city.

WINTER SAFETY Please keep all fire hydrants near your business or home clear of snow to allow direct access by emergency responders should the need arise.

The above bill is an example of both an electric and water customer and continues on the next page.

UNDERSTANDING YOUR BILL

CONTACT US

(608) 837-5500 Anytime.
Business Office Hours: Monday - Friday 8:00 am - 4:30 pm
Off-hour calls are redirected to answering service.
information@sunprairieutilities.com

DUE DATE

Your current charges are due and payable by the due date shown on this statement. A 3% late payment fee will be applied to bills not paid within 20 days of issuance.

POWER COST ADJUSTMENT CLAUSE (PCA)

The PCA provides monthly adjustment of power costs relative to base rates. This adjustment can be positive or negative, which will increase or decrease your monthly energy costs. This ensures you get charged the actual cost of energy consumed.

BUDGET BILLING

This plan estimates annual usage and sets an equal payment each month over our budget year (July-June).

STORM WATER CHARGE

This is a City charge for storm water runoff of the impervious area of your property. Call City of Sun Prairie Engineering at 837-3050 if questions.

PAYMENT OPTIONS

ELECTRONIC BILL PAYMENT - a FREE electronic transfer of funds from your savings or checking account.

ONLINE - from our website www.sunprairieutilities.com.

CREDIT CARD - online Visa/ Master Card/ check.

CALL - 1-877-885-7968 with check or credit card.

IN PERSON - cash, check, or money order at 125 West Main St.

AFTER HOURS - night deposit at front door and drive-up at 125 West Main St., 24/7 online or call 1-877-885-7968.

METER READING CODES

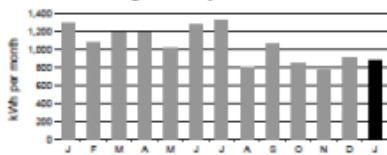
MR = Meter Read
CR = Customer Read
RR = Reread
CE = Computer Estimate
ME = Manual Estimate
PR = Phone Read

Current Meter Information

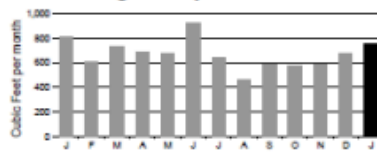
METER	SERVICE	READ DATE	PREV DATE	# DAYS	CODE	PEAK TYPE	CURRENT	PREVIOUS	MULT.	USAGE	UNITS
026906	ELECTRIC	01/10/2022	12/08/2021	33	MR	ON KWH	024490	024064	1	426.00	kWh
026906	ELECTRIC	01/10/2022	12/08/2021	33	MR	OF KWH	037062	036601	1	461.00	kWh
008874	WATER	01/11/2022	12/08/2021	34	MR		338790	338040	1	750.00	cu ft

Standard Residential On Peak period 8am-8pm M-F, excluding Holidays. Rate details are available at www.sunprairieutilities.com

Electric Usage History



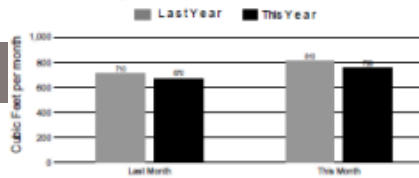
Water Usage History



Electric Usage Comparison



Water Usage Comparison



Water/ Sewer Rate Increase

The Public Service Commission of Wisconsin has approved new water rates effective December 31, 2021. The last SPU rate case was in 2015. The effect of this increase for an average residential customer using 600 cubic feet will be a monthly increase of \$4.57.

City Council approved new sewer rates on November 16, 2021, effective January 1, 2022. The last sewer rate adjustment was in 2020. The effect of the increase for a residential customer using 600 cubic feet will be a monthly increase of \$1.21.



PO BOX 867
125 W. Main Street
Sun Prairie, WI 53590
(608) 837-5500
www.sunprairieutilities.com



Shared strength through WPPI Energy

H

In this section you will find terminology definitions and bill payment information.

I

Meter information is found in this section. If you see a meter with the same meter number, this means you have a new AMI meter. These meters measure on and off peak usage. This information can help determine if you would benefit from being on the Nights & Weekends rate.

J

Electric and water usage based on monthly meter readings is shown here.

K

Track your current electric and water consumption with convenient graphs. Compare your current usage to your usage last year and set conservation goals.

L

This area is used to display important information each month.

For further billing explanations and details on electric and water rates, [click here](#) to visit our website.

PAYMENT OPTIONS

Sun Prairie Utilities (SPU) bills in cycles throughout the month, meaning that due dates vary for each customer. The cycles are based on the account's last meter reading and/or estimated date. The bill includes the current amount due and a date when the amount will be past due. A late penalty will be assessed if your payment does not arrive at our office prior to the due date.

The following bill payment options are offered by Sun Prairie Utilities:



24/7 Automated Credit Card or Bank Check Payments

Call Payment Service Network at 1-877-885-7968.



MyAccount Customer Portal

Online - myaccount.sunprairieutilities.com or through the SPU app.



Mailed Check

Sun Prairie Utilities, PO Box 867, Sun Prairie, WI 53590



Night Deposit Box

Near the drive-up window.



In Person

Cash, check, and money orders are accepted at the SPU office during business hours.

PRE-AUTHORIZED PAYMENT

Signing up for the free Automatic Payment (AutoPay) option means your bill payment will be automatically deducted every month on the due date.

Designed for ease and convenience, you can use AutoPay with or without MyAccount.

With MyAccount: Sign into your account, click View/Pay Bill, and Manage AutoPay.

You can then type in your checking account or credit card number. AutoPay will not remove a payment until the next billing cycle, so you do need to pay your bill the month you signed up.

Without MyAccount: Download our enrollment form [on our website here](#) and follow its instructions. For this method, you can only use a checking account.

If you sign up for AutoPay and later decide against it, you can cancel whenever you want.

Gift of Light Certificates are available for purchase and can be gifted and applied to any SPU customer account. Certificates are purchased at the SPU office and you can choose to have the certificate sent to you or directly to the recipient.

A voluntary donation program, called **RoundUp**, is also available. By rounding up your monthly bill to the next whole dollar, the extra cents will go toward local organizations, like Shelter From The Storm and the Sun Prairie Food Pantry.

For further details on payment options, [visit our website](#).

CUSTOMER SERVICE

Our customer service department is available during open business hours for questions about your bill, payment plans, current rebates, and customer programs, or if you just have comments/concerns about water, electricity, or renewable energy.

Our friendly staff are available
 Monday through Thursday,
 7:00 a.m. - 4:30 p.m., and
 Friday, 7:00 a.m. - 11:00 a.m.,
 at **(608) 837-5500** or via email at
information@myspu.org.



As your local utility, we are here to help! If our office is closed, we have select staff on-call for emergencies.



You can access MyAccount through our website or download the Sun Prairie Utilities app in the Apple or Android app store.

MYACCOUNT

MyAccount allows you to track your energy and water use, pay your bill, and manage your account from the comfort of your home. With this customized tool, you can:

- View current and past bills
- Pay your bill online
- View payment history
- View usage history
- Sign up for AutoPay
- Sign up for paperless billing

Creating your account is simple, and takes only a few steps.

- Visit myaccount.sunprairieutilities.com.
- Click "Create an Account". Be sure to use your exact account number and name as it appears on your monthly utility bill (including dashes).
- After you created your account and are logged in, you will see a dashboard with four options. Select from options to pay your bill, view your energy (and water) usage, see your payment history, and manage your services. Through MyAccount, paperless billing and Autopay are offered, and can be accessed through the Pay My Bill dashboard.

INCENTIVES

We made several services easily accessible for you on our website. These incentives are available so you can save money whether you rent or own your home.

Incentives

- [Electric Vehicle Incentives](#)
- [Energy Star](#) dehumidifiers, refrigerators, and clothes washers and dryers
- [Efficiency Improvement Projects](#)
- [Renewable Energy](#)
- [Going Solar](#)



Tax Credits

- [Federal Clean Energy Tax Credits Summary](#)
- [Federal Tax Credits for Homeowners](#)
- [Complete Summary of IRA Tax Credits](#)
- [Solar Tax Credits](#)

Rebates

- [Electric Vehicle Charger Rebate](#)
- [Energy Star Appliances Rebate](#)
- [Smart Thermostat Rebate](#)

You can also apply for our **Nights and Weekends Smart Plan** to help lower your monthly electricity cost. You reduce costs by moving your household's heavy electrical use to later at night or on weekends. Instead of one flat rate for all of your electrical use, the plan is less expensive from 8 p.m. to 8 a.m. and more expensive during daytime hours on weekdays. Electricity costs more during weekdays because that's when the demand for it is highest. You can [learn more here](#).



Focus on Energy offers statewide programs and incentives designed to promote cost-effective energy efficiency and renewable energy projects. Some of them include:

- Product Discounts
- Heating and Cooling Improvements Program
- Free Focus Packs
- Energy Assessments

Visit focusonenergy.com to learn more.

Additionally, SPU provides the **Choose Renewable** program. For \$2 a month, you can supply a portion of your home or business with a block of [renewable energy](#) - from natural resources like wind, solar, and biogas.



SAFETY

Sun Prairie Utilities (SPU) is proud of the safety and reliability of our electric distribution system, but no electricity provider can guarantee zero outages 100 percent of the time. We recommend all customers protect their expensive and sensitive electronics with **surge protection**. An electric surge can happen with a lightning strike or when electric service is re-established after an outage. Additionally, if you see a **downed power line**, we recommend you stay clear of the area and call SPU right away so our lineworkers can repair it.

We also recommend customers understand what a water **cross connection** is and how you can prevent backflow. A cross connection is a direct or potential arrangement of drinking water piping that is or can be connected to a questionable source. An example is the common garden hose attached to an outside tap, also known as a sillcock (without a backflow preventer), with the end of the garden hose submerged into a bucket of detergent.

To maintain a safe and dependable drinking water supply, we sometimes need to make requirements for improvements to your internal plumbing. We ask that you help us protect our drinking water supply by adhering to the [cross connection control program](#) required by the Wisconsin Department of Natural Resources and any future Sun Prairie Utilities efforts to increase the awareness of cross connections.

As part of our ongoing educational efforts, Sun Prairie Utilities provides **educational materials** and presentations to schools, seniors, and service groups. Interested groups can access our teaching units, videos, publications, and workshops all year long. [Click here](#) for more.



STREET LIGHT OUTAGES

We appreciate your assistance in making Sun Prairie a safer place for pedestrians, traffic, and the community. If you see a city street light out, please [report it](#) on our website. SPU will take the appropriate action to make sure the light is replaced in a reasonable amount of time.

DIGGERS HOTLINE

SPU would like to remind you when you're planning projects that require any digging, there may be underground utilities that could be affected.



Please plan ahead and call [Diggers Hotline](#) before you dig to have utilities located and marked. Calling 811 is a new FCC-designated national N-11 number created to help simplify contacting one-call centers across the country.

POWER OUTAGES

IN THE EVENT OF AN OUTAGE

Providing dependable electric service is our top priority. However, storms, high winds, and other circumstances sometimes knock out power, and, despite our best efforts, service can be interrupted. These resources will help you stay informed if our crews need to repair an outage at your service address:



Customers can report a power outage on **SPU's website** by clicking the REPORT AN OUTAGE button found on the homepage: www.sunprairieutilities.com



Use the **Sun Prairie Utilities App**, which can be downloaded in app stores for Apple and Android phones.



Call us at **608-837-5500**. If there is a large outage, our phone system may receive a high volume of calls so patience is appreciated.



If you want to see or report a power outage, go to our up-to-date **outage map**: sunprairieutilities.com/outage-map-new



Follow our Facebook page to stay up-to-date on prolonged repairs: facebook.com/SunPrairieUtilities

OUTAGE ALERTS

Sun Prairie Utilities' outage management system, or SPU's OMS, is a user-friendly solution for customers to stay informed during a power outage.

Residents and business owners with an advanced metering infrastructure (AMI) can receive alerts via text or email when power services to their property are interrupted.

AMI meters utilize a radio frequency to supply near real-time data on electric use to the SPU system. The system also sends a reconnection notification when the services are restored.

Signing up is simple -

- Log into MyAccount
- Click Alerts
- Scroll down to Service
- Add contact information to Outage



We are indicating a power outage at (Your address here). Crews are working to restore power. Thank you for your patience. Text STOP to end messages.

Additional details can be found here - sunprairieutilities.com/outage-management

UTILITY COMMISSION



Sun Prairie Utilities is governed by a seven-member commission. Five commission members are nominated for a five-year term (one each year) by the Mayor and approved by the Common Council. Two additional commissioners are selected from the Mayor/ Common Council membership, each serving a one-year term.

The Utilities Commission's regular meetings are generally held at 4:30 p.m. in Sun Prairie Utilities (510 Linnerud Drive) on the third Monday of every month.

Sun Prairie Utilities takes great pride in our customer service. If you have any comments or suggestions on how staff can serve you better, please feel free to contact us. We invite you to attend one of our monthly Commission meetings and provide public comment or call/email us anytime!

QUICK REFERENCE

Customer Service

- (608) 837-5500
- information@myspu.org

24/7 Payments

- 1-877-885-7968

Website

- www.sunprairieutilities.com

Business Hours

- Monday-Thursday, 7:00 a.m. – 4:30 p.m.
- Friday, 7:00 a.m. – 11:00 a.m.

Address

- PO Box 867, 510 Linnerud Dr., Sun Prairie, WI 53590

MyAccount Portal

- myaccount.sunprairieutilities.com

YOUR RIGHTS AS A RESIDENTIAL CUSTOMER

Click on the following document to view on our website:

[PSC Residential Bill of Rights](#)



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