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Sun Prairie Utilities' Customers Can Now Receive Outage Alerts via Text

Sun Prairie, Wis. – Sun Prairie Utilities (SPU) customers can now sign up to receive text or email alerts when power services to their property are interrupted. This outage management program successfully integrates the field communication capabilities of SPU's new Honeywell advanced metering infrastructure (AMI) with the detailed connectivity of OpenPoint's electric infrastructure mapping system. AMI meters utilize a radio frequency to supply near real-time data on electric use to the SPU system. SPU has implemented a multi-year project to upgrade electric metering on properties throughout the city. Currently, 92% of properties in Sun Prairie have been transitioned.

"Our customers deserve to have access to cutting-edge technologies that make their lives easier," Rick Wicklund, Utility Manager said. "This outage management project does just that. Our customers can receive alerts when service is interrupted and restored, and they can go online to view our outage map."

Customers can sign up to receive alerts via text or email. This feature could warn business owners and residents of a power outage even when they are not on the premises. The system also sends a reconnection notification when the services are restored. To sign up for alerts log in to your SPU MyAccount portal at sunprairieutilities.com and click on "Alerts" on the top right-hand side of the page. From there you can sign up for service, billing, and usage alerts to be sent by text or email.

SPU collaborated with OpenPoint, a software company providing technology-driven optimization for utilities, to develop the outage management mapping system. By working on this new product with a software developer, SPU was able to tailor the product to the needs of the Utility and its customers at a fraction of the cost of similar products. The OpenPoint system receives communications from meters when they lose power. It then integrates that data into SPU's electric system map to effectively identify outage areas.

"OpenPoint is proud to work with Sun Prairie Utilities to develop this advanced outage technology for customers," said Paul Burkett, CEO of OpenPoint. "This project will benefit the residents of Sun Prairie by providing affordable outage management solutions and serves as a model for municipal utilities across the country who want to maximize the potential of their advanced metering infrastructure and mapping systems."

SPU also provides customers with an online map that shows the location of an outage in Sun Prairie as well as the approximate number of affected customers. The electric service outage map is available online at www.sunprairieutilities.com/outage-map-new.

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