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New SPU Website Coming Soon

Developers keep utility customers in mind with new improvements and upgrades.

SUN PRAIRIE, (Wis.) — To better serve customer needs for clear and accessible information, Sun Prairie Utilities is set to launch a new website design in September. Despite the change in appearance, everyone will still be able to visit the website via www.sunprairieutilities.com.

While the website will look and feel different, the utility's commitment to excellent customer service remains as strong as ever.

"Our staff, together with WPPI Energy and our website developer, have gone above and beyond to create a website that reflects SPU's commitment to continuous improvement," said SPU General Manager Jill Weiss. "Everyone involved kept our customers at the center of the process, resulting in a valuable, easy-to-use resource that will help us communicate more effectively and better serve our community."

The utility is working alongside its wholesale power provider, WPPI Energy, and web designer, Powderkeg, to provide this technical advancement for the community. SPU is a member-owner of WPPI Energy, a Sun Prairie-based joint action agency that serves 51 locally owned electric utilities throughout Wisconsin, the Upper Peninsula of Michigan, and eastern Iowa. Powderkeg was chosen by WPPI Energy to recreate its member utilities' websites and helped design SPU's new mobile-friendly site.

This isn't the first time Sun Prairie Utilities' customers have been introduced to a new website. In partnership with WPPI, SPU launched the current site back in 2016. Continuous advancements in technology over nearly a decade prompted SPU and WPPI staff to begin researching the benefits and logistics of a new website in 2025. Development of the new SPU site began in May 2026.

Utility staff directed developers to design the new website with several requirements in mind, including enhancements to meet customers' accessibility needs, consolidated information, and improved navigation.

Users will be able to take advantage of new additions and updates including:

- A button at the top of the website that explains how customers can report emergencies, separate from power outages.
- Forms that allow for conditional logic and change when buttons are used.
- A Frequently Asked Questions page.
- An online form for general questions.

The new site will also include the most recent Americans with Disabilities Act (ADA) requirements and advanced software upgrades. The new layout will allow for easier website improvements in the future.

Designers will be making the transition mid-September, though there may be needed repairs after it's complete. The team will work as quickly and diligently as possible to resolve issues.

If you would like to provide feedback about the new website once it is published, please email the utility at information@myspu.org.

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