



P.O. Box 867 • 125 West Main Street • Sun Prairie, Wisconsin 53590
P: 608.837.5500 F: 608.825.6001 W: sunprairieutilities.com

**CITY OF MADISON
METRO TRANSIT
1 S INGERSOLL ST
MADISON, WI 53703**

**DATE: 12/23/2024
ACCT: 418455-10
FOR: 2751 O'KEEFE AVE
PAST DUE: \$ 8386.95**

This is a reminder that your last utility bill due date has passed and is now past due. If this is an oversight and remittance for this amount has been submitted, or if you have entered into an accepted and active deferred payment arrangement, please disregard the following notice. Payments can be made at 877-885-7968 or online at sunprairieutilities.com.

DISCONNECTION OF SERVICE NOTICE

Pursuant to PSC rules we are obligated to give you notice 10 days prior to a contemplated date of disconnection. WE WILL ATTEMPT ONE PHONE CONTACT PRIOR TO SERVICE DISCONNECTION

1. THE REASON FOR THIS NOTICE IS ONE OF THE FOLLOWING:

- A. Failure to pay delinquent account.
- B. Failure to comply with the terms of a deferred payment arrangement.
- C. Violation of SPU rules of service.
- D. Failure to comply with a deposit or guarantee agreement.
- E. Diversion of service around the meter.

2. THE DATE OF DISCONNECTION: 8:00 a.m. on 1/2/25

Your service will be disconnected on the above date unless the account is paid in full prior to it, or if a qualified deferred payment arrangement to pay is made, or if required equipment changes are made.

3. IMMEDIATELY CONTACT THE SUN PRAIRIE UTILITIES OFFICE AT 608-837-5500 OR 125 W MAIN STREET IF:

- A. You dispute this notice.
- B. You qualify to negotiate a deferred payment arrangement.
- C. Any resident is seriously ill.
- D. There are other extenuating circumstances such as: life support systems or equipment for infants, young children, elderly, or handicapped residents; residents who have developmental or mental disabilities.

4. SERIOUS ILLNESS - CONTINUED OR RESTORED SERVICE

Residential service may be continued or restored up to 21 days if you submit an SPU Medical Extension form completed by a Wisconsin physician, or a public health or social service official, which identifies the serious illness of a resident AND the period of time during which disconnection would aggravate the illness.

5. RIGHT TO APPEAL TO THE PUBLIC SERVICE COMMISSION STAFF AT 1-800-225-7729

You may appeal to the PSC if an agreement cannot be made with SPU concerning the reasons or the amount of the utility service bill.

6. *SPU POLICY IS TO RECONNECT DURING THE BUSINESS HOURS OF 8-4 MON-THU, 8-11 FRI*****

If service is disconnected, qualified arrangements need to be made to pay the overdue balance AND the reconnect charge before service will be restored. The reconnect charge during business hours is \$40, and \$80 off hours.

7. DEPOSIT

Customers whose service has been disconnected may be required to make a deposit not to exceed the highest gross bill for any two consecutive months. This deposit shall bear interest, payable from the date of the deposit to the date of refund or the discontinuance of service, whichever is earliest.



P.O. Box 867 • 125 West Main Street • Sun Prairie, Wisconsin 53590
P: 608.837.5500 F: 608.825.6001 W: sunprairieutilities.com

**CITY OF MADISON
METRO TRANSIT
1 S INGERSOLL ST
MADISON, WI 53703**

**DATE: 12/23/2024
ACCT: 418450-10
FOR: 2751 O'KEEFE AVE METRO
PAST DUE: \$ 87.04**

This is a reminder that your last utility bill due date has passed and is now past due. If this is an oversight and remittance for this amount has been submitted, or if you have entered into an accepted and active deferred payment arrangement, please disregard the following notice. Payments can be made at **877-885-7968** or online at sunprairieutilities.com.

DISCONNECTION OF SERVICE NOTICE

Pursuant to PSC rules we are obligated to give you notice 10 days prior to a contemplated date of disconnection.
WE WILL ATTEMPT ONE PHONE CONTACT PRIOR TO SERVICE DISCONNECTION

1. THE REASON FOR THIS NOTICE IS ONE OF THE FOLLOWING:

- A. Failure to pay delinquent account.
- B. Failure to comply with the terms of a deferred payment arrangement.
- C. Violation of SPU rules of service.
- D. Failure to comply with a deposit or guarantee agreement.
- E. Diversion of service around the meter.

2. THE DATE OF DISCONNECTION: 8:00 a.m. on 1/2/25

Your service will be disconnected on the above date unless the account is paid in full prior to it, or if a qualified deferred payment arrangement to pay is made, or if required equipment changes are made.

3. IMMEDIATELY CONTACT THE SUN PRAIRIE UTILITIES OFFICE AT 608-837-5500 OR 125 W MAIN STREET IF:

- A. You dispute this notice.
- B. You qualify to negotiate a deferred payment arrangement.
- C. Any resident is seriously ill.
- D. There are other extenuating circumstances such as: life support systems or equipment for infants, young children, elderly, or handicapped residents; residents who have developmental or mental disabilities.

4. SERIOUS ILLNESS - CONTINUED OR RESTORED SERVICE

Residential service may be continued or restored up to 21 days if you submit an SPU Medical Extension form completed by a Wisconsin physician, or a public health or social service official, which identifies the serious illness of a resident AND the period of time during which disconnection would aggravate the illness.

5. RIGHT TO APPEAL TO THE PUBLIC SERVICE COMMISSION STAFF AT 1-800-225-7729

You may appeal to the PSC if an agreement cannot be made with SPU concerning the reasons or the amount of the utility service bill.

6. *SPU POLICY IS TO RECONNECT DURING THE BUSINESS HOURS OF 8-4 MON-THU, 8-11 FRI*****

If service is disconnected, qualified arrangements need to be made to pay the overdue balance AND the reconnect charge before service will be restored. The reconnect charge during business hours is \$40, and \$80 off hours.

7. DEPOSIT

Customers whose service has been disconnected may be required to make a deposit not to exceed the highest gross bill for any two consecutive months. This deposit shall bear interest, payable from the date of the deposit to the date of refund or the discontinuance of service, whichever is earliest.