

HOW TO READ YOUR NEWLY DESIGNED UTILITY STATEMENT

A

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

B

Detach this pay stub and return with your payment. On this pay stub, 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 Kaukauna Utilities, and should always include your account number. Please do not staple, tape or fold your check or pay stub.

C

The Previous Balance, due immediately, is the amount that was due on the previous month's bill. Also in this section are payments, late charges or adjustments since your previous bill.

D

Individual charges are displayed here. Each type of service is subtotaled.

E

This is the Total Amount Due, including the Balance Forward from above.

F


This area is used to display important information each month.

G

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

H

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



KAUKAUNA UTILITIES
Customer Driven, Community Minded, Environmentally Responsible
777 Island St, P.O. Box 1777
Kaukauna, WI 54130
(920) 766-5721, www.kaukaunautilities.com

STATEMENT

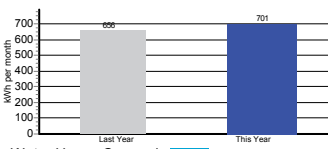
Customer: 012345-01
Account Number: 1234 ANY ST
Service Address: 1/31/2019
Statement Date: 12/01/2018 - 12/30/2018
Bill Type: REGULAR

STATEMENT ACTIVITY

	RATE	USAGE	CHARGES
PREVIOUS BALANCE			\$110.69
PAYMENT 11/28/2018			\$-110.69
BALANCE FORWARD			\$0.00
ELECTRIC SERVICE:			
Customer Charge RG1			\$6.00
KWH Energy Charge	0.1169	701.00	\$81.95
Power Cost Adjustment Charge	-0.0100	701.00	\$-7.01
Commitment to Community			\$1.10
Total Electric Charges			\$82.04
WATER SERVICE:			
Customer Charge W.75			\$7.70
Usage Charge Block 1	3.3300	3,081.00	\$10.26
Total Water Charges			\$17.96
WASTEWATER SERVICE:			
Customer Charge			\$6.77
Usage Charge	4.9400	3,081.00	\$15.22
Total Wastewater Charges			\$21.99
CURRENT CHARGES			\$121.99
TOTAL AMOUNT DUE			\$121.99


Kaukauna Utilities has partnered with Infosend to get your bill into your hands more efficiently. Be sure to look at the enclosed bill insert explaining how to read your new bill. With this new bill format, we are able to provide more information to help you to conserve energy and dollars.

Electric Usage Comparison




Year	kWh per month
Last Year	686
This Year	701

Water Usage Comparison



Year	Cubic feet per month
Last Year	3,000
This Year	3,081

Detach and return this portion. Make checks payable to Kaukauna Utilities.



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Account Number: 012345-01
Service Address: 1234 ANY ST
Statement Date: 1/31/2019

DUE DATE: 2/7/2019 **AMOUNT DUE: \$121.99**

AMOUNT ENCLOSED: PRE-AUTHORIZED - DO NOT PAY

AFTER DUE DATE:

KAU1217B SNGLP 604
7000007425 00.0025.0008 7283/1

CUSTOMER NAME
1234 ANY ST
ANYTOWN WI 12345-1234

KAUKAUNA UTILITIES
PO BOX 1777
KAUKAUNA, WI 54130

QUESTIONS ABOUT YOUR NEW BILL? CALL 920.462.0234

HOW TO READ YOUR NEWLY DESIGNED UTILITY STATEMENT CONTINUED...

I

Electric and /or water usage per month are displayed in graphs here.

J

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

K

In this section you will find contact and payment information.

Current Meter Information

METER	SERVICE	READ DATE	# DAYS	READ CODE	READ TYPE	PREVIOUS	CURRENT	MULTIPLIER	USAGE	UNITS
5602002737	ELECTRIC	03/01/2018	28	MR	ON KWH	5219	5407	1	188	KWh
5602002737	ELECTRIC	03/01/2018	28	MR	OFF KWH	11045	11092	1	47	KWh
5602002737	ELECTRIC	03/01/2018	28	MR	ON DEM			1	2	kW
5602002737	ELECTRIC	03/01/2018	28	MR	OFF DEM			1	2	kW
5675527102	WATER	02/28/2018	27	MR		17022	17318	1	296	CuFt

Your Electric Usage

Your Water Usage

I

Electronics Recycling event for City of Kaukauna Residents and Kaukauna Utilities customers will be on Saturday, May 4, 2019 from 8:00 a.m. to 11:00 a.m. at the Kaukauna Utilities Warehouse located at 300 Island Street. Enter off Elm St. For more information go to www.cityofkaukauna.com or www.kaukaunautilities.com

J

The moratorium on residential electric service disconnection ends April 15. If your account with Kaukauna Utilities is in arrears, please contact us at 920-462-0234 to discuss payment arrangements. Customer service is available Monday through Friday between 7:30 am and 4:00 pm. If you have not made payment during the winter moratorium, you will be required to pay 50% of the balance before establishing a payment plan for the rest.

K

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Office Hours are 7:30 am to 4:00 pm Monday – Friday
Customer Service: 920-462-0234
Main Office: 920-766-5721 Fax: 920-766-7698

BILL PAYMENT OPTIONS:

1. Kaukauna Utilities office is located at 777 Island Street (corner of Island and Dodge Streets in Kaukauna). Office Hours are 7:30 am to 4:00 pm Monday – Friday. A payment drop box is located at the north end of the parking lot. When paying in person, please bring your bill with you.
2. Mail checks or money order to: Kaukauna Utilities, PO Box 1777, Kaukauna WI 54130. Please include the stub from your bill or note your account # in the memo of the check.
3. Access My Account online at our website: www.kaukaunautilities.com
4. To pay with a credit or debit card – call Paymentus @ 1-877-360-3485.

BILL INFORMATION:

The electric and water meters are read and billed monthly. A charge of 1% per month will be added to bills not paid within 20 days from the date of mailing and applied to the total unpaid balance for utility service including unpaid late payment charges.

A \$25.00 fee will be charged for each check returned due to insufficient funds. All payments are processed the same day they are received. Please do not send post-dated checks.

Meter Codes:
MR = Meter Reading CE = Computer Estimate RE=Routine Exchange

Pre-Authorized Payment Option: Your payment can be automatically withdrawn from your checking or savings account each month. For more information, visit our website at www.kaukaunautilities.com or call the utility at 920-766-5721.

Paperless billing is also available. Visit our website to sign up.

For all other billing questions, please call customer service at 920-462-0234 or email us at kumail@ku-wi.org.

Shared strength through WPPI Energy

WE ARE YOUR LOCAL RESOURCE
QUESTIONS ABOUT YOUR NEW BILL? PLEASE CALL 920.462.0234



At Kaukauna Utilities, we join forces with other local not-for-profit utilities through WPPI Energy to share resources and lower costs.

www.kaukaunautilities.com (920) 766-5721

