

Year in Review

2020

FROM THE GENERAL MANAGER

Kaukauna Utilities is your customer-driven, community-minded and environmentally responsible water and electric provider. As a locally owned and not-for-profit utility, we keep our focus on those we serve. That means that meeting your needs is our top priority.

This year, as we all face the unprecedented challenges of COVID-19, I want you to know that Kaukauna Utilities' commitment is as strong as ever. Nothing is more important than the safety and wellbeing of our employees, customers and community, and we remain fully prepared and equipped to deliver the reliable, low-cost and responsible service on which you depend.

In order to meet this responsibility, not only do we work hard to ensure that our infrastructure, technology and service options are ready to meet customers' evolving expectations, we also invest in the life and well-being of our community

by supporting a variety of local worthy causes. This report highlights our efforts in both of these areas.

At the time of this publication, the Kaukauna Utilities front office is closed to the public due to the recent surge in area COVID-19 cases. While our doors are temporarily closed, we remain ready to respond to your questions and feedback. If you have any comments or concerns, please don't hesitate to call us at 920-766-5721, visit kaukaunautilities.com or email kumail@ku-wi.org.



Jeff Feldt
General Manager,
Kaukauna Utilities

KAUKAUNA UTILITIES IN THE COMMUNITY

Kaukauna Utilities regularly supports a variety of worthy local organizations and initiatives. Here are some of the ways Kaukauna Utilities gave back in the past year:

Park Community Charter School - Kaukauna Utilities partners with Park Community Charter School, grades K-4, in curriculum based teaching activities including simple machines, renewable energy, electrical safety, electric and water conservation, utility operations, and measurements. Park students visit Kaukauna Utilities to see firsthand operations and functions of an electric and water utility. This allows students to see real world applications, and in some instances, hands on application learning.

U.S. Venture - Working to end poverty in Northeast Wisconsin, Kaukauna Utilities supported the U.S. Venture Open charity in 2020. This year, more than ever, Kaukauna Utilities felt strongly about supporting this worthy cause. The ultimate goal is to help the most vulnerable people in our communities move out of crisis.





COVID RELIEF FUNDS

In 2020, Kaukauna Utilities contributed additional funds to community causes above and beyond our typical yearly donations. Recognizing that the current public health emergency has increased the level of help people need from vital support organizations, we have delivered a donation of over \$74,000 of “Community Recharge” funds to area organizations in hopes of strengthening our community during the unprecedented times.

St. Vincent de Paul
St. Paul Elder Services
Heart of the Valley Chamber
Leaven
Community Benefit Tree
Local Senior Living Facilities
Quad Communities Crime Stoppers
Kaukauna Public Library
Kaukauna Area School District
Little Chute Area School District
And more!



HIGH SCHOOL SCHOLARSHIPS

Kaukauna Utilities awarded a total of \$4,000 in academic scholarships to three deserving seniors in 2020.

Carson Boucher, \$1,000

Mikayla Arts, \$1,000

Leianna Shortess, \$2,000

OUTAGE MANAGEMENT

Kaukauna Utilities provides power to over 16,000 customers over a 50 square-mile radius. Our previous outage management approach lacked a quick and simple way to identify outages, and customers calling to report a service issue often ended up on hold. Despite disruptions of the COVID-19 pandemic, Kaukauna Utilities successfully integrated several new technologies to launch an outage management system (OMS) this spring. The modernized approach incorporates advanced data management and voice-response technology to more efficiently resolve service interruptions.

With the new system in place, Kaukauna Utilities’ voice-response technology promptly receives and processes customer calls, saving precious time during outages and other periods of high demand. Customers can also send text messages to notify the utility about service problems. The customer reports are combined with other system data, allowing operations staff to promptly pinpoint and communicate about the issue. In the field, crews use tablets to access in real time the details they need to restore service quickly and safely.

Customers of Kaukauna Utilities can also receive text alerts about outages and anticipated restoration times. To sign up, please visit [kaukaunautilities.com/outages](https://www.kaukaunautilities.com/outages).

MYACCOUNT

Kaukauna Utilities’ customers now have a host of information at their fingertips through the new MyAccount customer portal that launched in May.

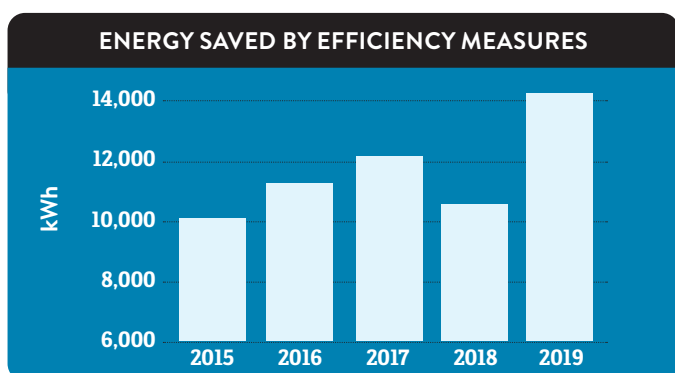
- Pay your bill
- View your energy (and water) usage
- Payment history
- Manage your services

As part of our ongoing efforts to make paying your bill as easy and convenient as possible, Kaukauna Utilities also eliminated the customer-paid convenience fees for credit card, debit and e-check transactions.

DELIVERING RESULTS

In 2019, Kaukauna Utilities helped customers reduce energy usage by more than 14,300,000 kilowatt hours – that's enough electricity to power 17,875 homes for a month. We also started providing incentives for ENERGY STAR appliances including washers, dryer, dishwashers, refrigerators, freezers, dehumidifiers, and window air conditioners. Kaukauna Utilities incentives also include customer rebates for water saving faucets, toilets, automatic clothes washers, and dishwashers. So far, our 2020 target is below our goal due to the pandemic effect on the economy.

We are always here to answer any questions on our programs for business and residential customers. For more information, visit www.kaukaunautilities.com or contact Energy Services Manager, Steve Engebos, at (920) 462-0251.



HELPING CUSTOMERS

Kaukauna Utilities offers resources to help you manage your energy use and utility bill, including:

- Budget billing
- No fee credit card payments
- Wisconsin Home Energy Assistance Program (WHEAP) - Energy assistance is available for income-qualified customers through the WHEAP application process. Customers should contact Wisconsin Energy Services at (800) 506-5596 for more information.

Energy and water-saving incentive programs:

- Central air tune up
- Programmable thermostat
- Energy star appliances
- EV Level II charger
- Geothermal
- Water saving appliance, toilet & faucet

ELECTRONICS RECYCLING

Due to the COVID-19 pandemic, the electronics recycling event sponsored by Kaukauna Utilities and the City of Kaukauna was postponed in 2020, however we plan to host the event again in Spring of 2021. Stay tuned for details.



HYDRO PRODUCTION

In March 2020, Kaukauna Utilities-owned and operated hydro units set an all-time monthly production record of 17,503,000 kWh's, beating the old record set in March 2016 by 8,000 kWh's. Hydro production made up 42% of our total customer load for the month. We are extremely proud that our investment in local hydro power facilities provides our customers with clean, renewable, and low-cost energy!

This year overall has proven to be a record year for hydro production. On average, our seven hydro units produce 30% of total customer load. However, in 2020, hydro production is up to 36%.



SOLAR ENERGY PROJECTS

The Kaukauna Utilities Warehouse received a grant from WPPI Energy for a 79 kW Photovoltaic Rooftop Solar. The project was designed and installed by Kaukauna Utilities. The solar energy production is providing 65% of the energy needs at the warehouse.

AMI METER INSTALLATION

Kaukauna Utilities has almost completed the installation of our advanced electric meters across our customer base. Advanced meters allow us to provide more proactive customer service, improve system reliability, instant outage reporting and operate more efficiently. It also enables more options for customers to track and make informed decisions about their usage, gain more control over their monthly bills, and more.

WATER DEPARTMENT

Kaukauna Utilities remains dedicated to providing drinking water that meets all state and federal standards. As part of our continuous necessary infrastructure upgrades, we proactively concentrate on replacing our cast iron large water main relays. We strive to adopt new methods for delivering the best-quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection while continuing to serve the needs of all of our water users. The 2019 Kaukauna water quality report is available at kaukaunautilities.com > About Kaukauna Utilities > Water Department.

CUSTOMER-OWNED LEAD SERVICE LATERAL REPLACEMENT

In the interest of public health, Kaukauna Utilities plans to remove all existing lead service lines (LSL) – the water line located between the curb and the water meter connection inside the residence – by 2030. We remain in compliance with our lead sampling and consider this priority; therefore it is our goal to eventually eliminate lead laterals from our distribution system.

Prior to 2011, Kaukauna Utilities did not require the replacement of private LSL when public LSL were replaced. The Utility Commission and the City of Kaukauna approved an Ordinance on March 5, 2019, which requires property owners to replace LSL that were partially replaced prior to 2011 and are not scheduled for utility replacement in the next 10 years. Residences will be notified when they are required to replace their LSL. Kaukauna Utilities will receive bids from contractors to replace the customer-owned LSL; this will ensure that the residence receives the best deal possible. The majority of the LSL will be replaced using a trenchless method, which uses very little excavation.

Stay tuned to our website for further information on the LSL project.

ADVANCED WATER METERS

We have nearly completed the process of installing advanced water meters across our system. As with our electric meter project, the use of advanced water meters enables customers to track and better understand their usage, including the option to sign up for text alerts when water usage exceeds a customer-set parameter.



KAUKAUNA UTILITIES BY THE NUMBERS

PROUDLY SERVES

16,000

ELECTRIC CUSTOMERS AND

7,000

WATER CUSTOMERS

**60 LOCAL
EMPLOYEES**

FOUNDED IN
1912

7

KAUKAUNA UTILITIES
**COMMISSION
MEMBERS**

485 MILES

OF PRIMARY DISTRIBUTION LINES

100 MILES

OF WATER MAINS

