



— 2021 — YEAR IN REVIEW

ANNUAL WRAP-UP

After an ever-changing pandemic year, 2021 brought its own challenges that were met with employee resiliency and strength. While the world continued to throw curveballs, Kaukauna Utilities (KU) continued to move forward and provide customers with the same reliable, low-cost and responsible service they've always been able to count on for 110 years.

Our customer service team continues to work on mobile and online enhancements. The water department began lead service replacements throughout the distribution system. Badger Hydro was out of service due to a sink hole in the power canal, but KU staff worked tirelessly to get it back online as fast as possible. We were designated as a Smart Energy Provider by the American Public Power Association which shows our commitment to smart energy practices. In 2021, we also bid farewell to General Manager, Jeff Feldt, as he heads into retirement. We welcomed our new General Manager, Michael Avanzi. Michael joined the team in November and is excited to forge ahead.

Customers can always count on our utility to meet their needs. We continue to improve infrastructure and technologies to enhance our service options. You will see this report highlights some of our major successes from the past year. As we look to the new year, know that Kaukauna Utilities values your comments and concerns. Please don't hesitate to contact us – call 920-766-5721, visit kaukaunautilities.com, or email kumail@ku-wi.org.



COVID RECHARGE INITIATIVE

At the height of the COVID-19 pandemic, Kaukauna Utilities rose to the occasion and helped support small businesses, local nonprofits, and schools through the Community Recharge Initiative. Donations totaling over \$75,000 were used to purchase chrome books for schools, internet hotspots to support virtual learning, iPads for local nursing homes, and small gifts for teachers, emergency responders, police, and staff at senior living facilities. Donations also supported several local nonprofits and helped to make rent payments and provide food, gas, and basic needs for over 90 local families. As a sponsor of the Heart of the Valley Chamber's Gift Card Extravaganza and Chamber Bucks promotions, KU was instrumental in helping to infuse over \$100,000 into the local business community! For our efforts to recharge the communities we serve, we were presented with the American Public Power Association **Sue Kelly Community Service** award as well as the Heart of the Valley Chamber of Commerce **Community Partner of the Year** award.

PROUD COMMUNITY SUPPORTER

KAUKAUNA UTILITIES IS A PROUD SPONSOR OF:

Kaukauna Public Library Garden of Lights

Park School Golf Outing

1000 Islands Tree Seedling Sale (Spring)
and Bird Seed Sale (Winter)

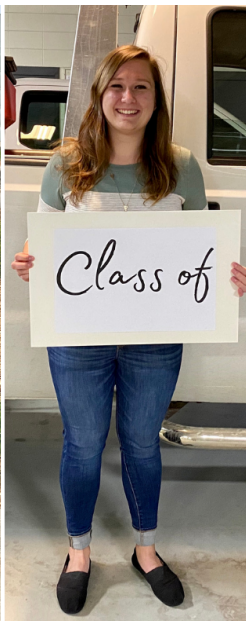
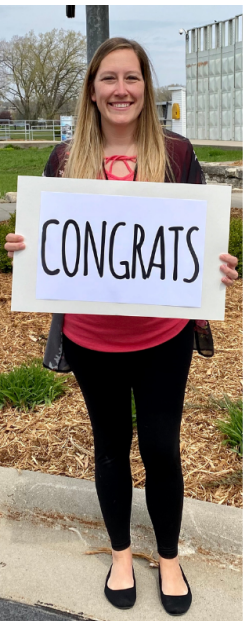
Little Chute Cheese Festival

Kaukauna Police Department - E-Bicycle

Live! from Hydro Park

Combined Locks Centennial Celebration

And many more!



HIGH SCHOOL SCHOLARSHIPS

Kaukauna Utilities awarded a total of \$4,500 in academic scholarships to four deserving seniors in 2021.

- Alexia Kurey – Kaukauna
- Quintin Longland – Kaukauna
- Alejandro Gonzalez – Little Chute
- Mason Rice – Wrightstown - Lineworker Scholarship

ELECTRONICS RECYCLING

THANK YOU for helping us keep electronics out of the landfills. At the 2021 Electronics Recycling Event, we collected 48,907 total pounds of recyclable materials in just three hours! Save the date for our 2022 event – **Saturday, April 23rd, 2022.**

COMMITTED TO RELIABILITY

HYDRO PRODUCTION

KU owns and operates seven hydro facilities along the Fox River. Our local, renewable, emissions-free hydro units represent KU's lowest-cost power supply resource, keeping our rates among the lowest in the state. While hydro production was slightly down in 2021 due to unforeseen circumstances, nearly 30% of energy produced for the KU territory was generated by our hydro plants.

Did you know the first hydroelectric plant in the United States opened September 30, 1882 on the Fox River near Appleton, Wisconsin? It's only fitting to continue producing power using the river flow!



POWER OUTAGE ALERTS

Kaukauna Utilities Outage Management System (OMS) provides customers with real-time text message alerts during power outages, including cause (if known) and estimated restoration time. Customers can also send text messages to notify the utility about service problems. Customer reports are combined with system data, allowing operations staff to promptly pinpoint and communicate issues. In the field, crews use tablets to access real-time details needed to restore service quickly and safely.

To sign up, please visit
kaukaunautilities.com/outages.

DELIVERING RESULTS

In 2021, Kaukauna Utilities helped customers reduce energy usage by 5,780,000 kWh's – that's enough electricity to power 7,225 homes for a month. We continue to provide bill credit incentives for ENERGY STAR® appliances and WaterSense® water saving faucets, toilets, automatic clothes washers, and dishwashers.

Additional Energy Incentive Programs:

- Central air tune up
- Programmable thermostat
- Electric Vehicle charger
- Geothermal
- Battery lawn equipment

We are always here to answer questions on our programs for business and residential customers. Contact our Energy Services Manager, Steve Engebos, at (920) 462-0251.



KU is proud to have retained the **Diamond Level Reliable Public Power Provider (RP3)** designation from the American Public Power Association. What does this mean? We bring you quality power because we follow best practices in reliability, safety, workforce development, and system improvement.

CHOOSE RENEWABLE

We've lowered the cost of Choose Renewable! Select the number of blocks of renewable energy you wish to purchase. Each block provides you with the equivalent of 300 kilowatt-hours (kWh) of renewable energy and costs just \$2.00 additional per month.

This program uses a socially responsible energy mix to increase your positive impact on the environment by giving you the opportunity to eliminate your use of fossil fuels completely. With Choose Renewable, you can make a difference!

Most homes in the KU service territory need just three (3) blocks a month to cover their electric use to be 100% renewable!

WATER DEPARTMENT UPDATES

Completed Advanced Metering Infrastructure (AMI)

Conversions. KU is now able to provide to customers both hourly and daily water usage information. Customers also have the ability to receive text alerts on usage thresholds. **Removed Over 100**

Customer-Owned Lead Service Lines. Almost all older communities in the U.S. face the challenge of removing household



pursuing these replacements without substantially raising the cost of water supply to our customers. **Continue to Replace Old Water Mains and Services,** which is vital to maintain reliability and ensure a continued source of safe drinking water. **Replaced and Repaired 40+ Hydrants** throughout the City of Kaukauna to ensure adequate water flow availability (for residents and emergencies) and to improve water quality.

MYACCOUNT

According to a recent residential customer feedback survey, 41% of KU customers are unaware of online/ mobile customer service options. MyAccount is the newest KU customer service offering - pay your bill, monitor usage, update contact information, and more, all in one place! Customers can also report an outage, sign up for paperless billing, or set up automatic payments from their MyAccount dashboard. To create an account, visit our website and click Pay Bill/Access Account from the home page.

Also, be sure to watch your monthly bills (including e-bills) for bill messages and inserts to stay up to date on happenings from KU!

CONTACT US

Don't hesitate to reach out to us with questions, comments, or concerns!



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kumail@ku-wi.org



www.kaukaunautilities.com



BY THE NUMBERS



16,000

Electric Customers



7,000

Water Customers

60

Local
Employees



Founded in
1912



485

Primary
Distribution
Lines

Miles

100 Miles

Water Mains

