

BILL PAY ASSISTANCE AVAILABLE



WINTER MORATORIUM ENDS SOON

The moratorium on residential service disconnection ends April 15th each year. Customers with a past due balance are encouraged to contact Kaukauna Utilities Customer Service Department for payment arrangements. We understand customers have unique circumstances and hardships. *Our goal is not to disconnect*, but to be flexible and work with each individual customer's needs. Our friendly customer service staff is available Monday through Friday, 7:30am – 4:00pm at **920-462-0234**.

PAYMENT OPTIONS

24/7 automated credit or debit card payments – call Paymentus @ 1-877-360-3485 (no fees)

MyAccount online -
www.myaccount.kaukaunautilities.com/
(no fees)

Mail check or money order to:
Kaukauna Utilities, PO Box 1777,
Kaukauna, WI 54130

Payment drop box located at the north end of the parking lot. We are located at 777 Island Street in Kaukauna.



1

Wisconsin Home Energy Assistance Program (WHEAP)

The WHEAP provides assistance for heating costs, electric costs, and energy crisis situations. Operating with federal and state funding, the program provides assistance to approximately 225,000 Wisconsin households annually. Whether you use wood, propane, natural gas, electricity, or fuel oil to heat your home, energy assistance is available if you qualify.

Your household may be eligible for WHEAP services based on a number of different factors, including if your gross household income qualifies for assistance. A Home Energy Plus application must be completed through your local WHEAP agency. To apply, please call **1-800-506-5596** or visit **www.energybenefit.wi.gov**. Applications are processed October 1 to May 15 each year.

2

Wisconsin Emergency Rental Assistance (WERA)

Are you struggling to pay rent, utilities, and other bills due to the COVID-19 pandemic? The WERA program assists qualifying households with up to 12 months assistance for current and/or overdue payments. More information: website - **www.wiscap.org/wera** - phone - **1-833-900-9372** - email - **support@wera.help**.

3

Low-Income Household Water Assistance Program (LIHWAP)

The LIHWAP provides financial assistance to low-income households to restore disconnected water services and to pay arrears preventing disconnection of water service. If you have a past due water and/or sewer bill from your utility company, you may qualify for LIHWAP benefits. For more information, please call **833-426-9472**, visit **wisconsinwater.help**, or email **support@wisconsinwater.help**.

4

Leaven Fox Cities

Leaven provides limited financial assistance to people who are struggling to meet their basic needs and have nowhere else to turn for help. More information available on their website - **www.leavenfoxcities.org/** - or by calling **920-738-9635**.