



2022 | YEAR IN REVIEW

A NOTE FROM THE GM

As the saying goes, "time flies when you're having fun." That's exactly how I feel as I reflect on my first year at Kaukauna Utilities. What a year it has been and how quickly time flies!

Replacing an institution in our community and industry like Jeff Feldt is not easy, but it was made much easier by the dedication of our employees who have a passion for enhancing the quality of life of our customers and strengthening the communities we serve.

In this past year, due to the efforts of our amazing staff, we have continued the 110-year proud tradition of providing safe, reliable, and cost-effective utilities to our 16,000+ customers. We completed a new Strategic Intent, which is our guiding direction for the next three years. Our team has rallied behind our new values of safety, customer service, leadership, engaged, continuous improvement, and trusted.

Our motto has been, and continues to be, "customer driven, community minded, and environmentally responsible." Every year, our employees give their time and their treasure back to the communities that we are so fortunate to serve. This report highlights some of the ways we've given back over the past year.

By 2025, we seek to have record highs for customer and employee satisfaction. As your locally owned and not-for-profit utility, please know that we are always open to ways that we can meet or exceed your expectations. I encourage all of you to subscribe to our new customer newsletter, KU Connect, to stay up to date with all the latest information. Thank you for the opportunity to serve you!

- Michael Avanzi, General Manager



/ CUSTOMER DRIVEN

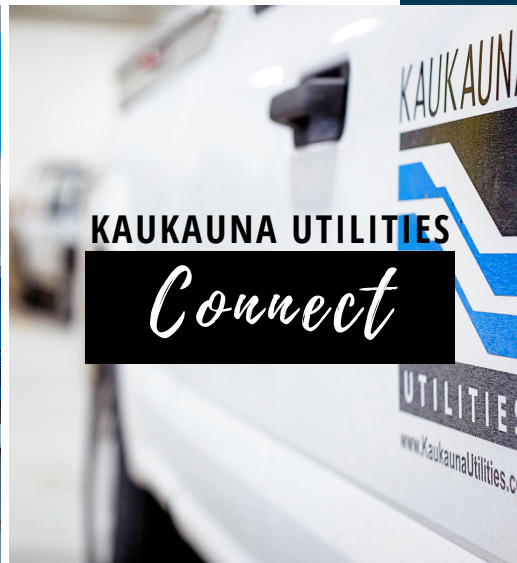
WATER DEPARTMENT NOTABLES

We work hard to produce drinking water that meets or exceeds all state and federal drinking water standards. We continually strive to adopt new and better methods for delivering the best quality drinking water to you. In 2022, the water department made some significant strides. We implemented a **new and improved water treatment method** by changing the chemical used in the water treatment process from sodium silicate to a polyphosphate ortho blend. Continuing an effort to **eliminate lead service lines** (water line from the street to the house), we replaced over 260 lines this year, with a portion of the cost covered through grant funding from the DNR. We also kicked off a **comprehensive study of our drinking water system**. This study will evaluate alternative drinking water treatment options and storage systems, along with an evaluation of the future system demand and expansion options to address growth of the City of Kaukauna.

KU CONNECT

NEW in 2022, we introduced a residential customer newsletter - the **KU Connect**. This newsletter is emailed to interested customers on a quarterly basis. Sign up today to stay up-to-date on all things KU: new rebate programs, hydrant flushing schedule, upcoming projects, Focus on Energy offerings, community involvement, and more!

Sign up available on our website - [kaukaunautilities.com/resources/newsletter](https://www.kaukaunautilities.com/resources/newsletter)



WELCOME PACKET

Are you a new KU customer? Welcome to our service area! To help you get acquainted with the services KU provides, we have compiled some useful information all in one place - how to read your bill, rebates and other programs, safety, and more! Check out the new [customer welcome packet on our website](#).

STRATEGIC INTENT

Our mission is simple and straightforward: *Kaukauna Utilities enhances quality of life and strengthens the communities we serve.*

The KU leadership team met on a regular basis throughout the year to develop the [2025 Strategic Intent](#), which includes our values, focus areas, goals, and more. Our priority is serving you, our customer, and this Strategic Intent is a clear pathway to do just that!

We are proud to present this to our customers as we work to continue providing safe, reliable, and cost-effective utilities.



**PLAN
FOR
THE
FUTURE**

/ COMMUNITY MINDED

SPONSORSHIPS

We are proud to sponsor events and organizations that benefit the community we serve. In 2022, KU sponsored:

Kaukauna Public Library Garden of Lights
1000 Islands Tree Seedling Sale
Little Chute Cheese Festival
Live! from Hydro Park
Electric City Experience
Habitat for Humanity - Rock the Block
Combined Locks Softball Tourney
And many more!



PANTRY PILEUP

Employees competed in a pantry pileup competition to benefit the Kaukauna Public Library Little Free Pantry. Employees were split into eight teams. The team that collected the most number of pantry items won (winning team pictured above)! Together, our staff collected over **1,300 items!**

Throughout the year, other employee donations to our community included school supplies, winter apparel, Toys for Tots, and more.

KU employees take pride in being a part of the communities we serve.

PUBLIC POWER WEEK

To celebrate the benefits of public power with the communities we serve, Kaukauna Utilities hosted a Public Power Week celebration. The event included an electric vehicle car show, bucket truck rides, tours of Badger Hydro Plant, a Community Conversation, and more!

What does it mean to be a locally owned, not-for-profit utility? To Kaukauna Utilities, it means giving back to the community. It means providing clean energy options because we care about the local environment (after all, we live here too). It means having local crews to keep the lights on and water running. It means we're here when you need us.



HIGH SCHOOL SCHOLARSHIPS

Kaukauna Utilities awarded a total of \$4,000 in academic scholarships to three deserving seniors in 2022.

- Zachary Eiting – Kaukauna
- Megan Kennedy – Kaukauna
- Hunter Janssen – Little Chute

CELEBRATING OUR HISTORY

Did you know Kaukauna Utilities is the same age as Oreos? In 2022, we celebrated our **110th anniversary!**

KU was founded in 1912 by the citizens of Kaukauna. While a lot has changed, the focus of Kaukauna Utilities has not. Today, Kaukauna Utilities still offers its residents some of the lowest electric rates in the state.

/ ENVIRONMENTALLY RESPONSIBLE

BENEFICIAL ELECTRIFICATION AND ENVIRONMENTAL RESPONSIBILITY

In 2022, an employee-committee was formed to create an innovative plan focused on beneficial electrification and environmental responsibility.

Kaukauna Utilities strives to be a catalyst in the utility industry, and it is our responsibility to promote wise use of resources and find new ways to preserve and improve the environment we all live and work in while continuing our commitment to provide safe, reliable, clean, sustainable energy at competitive rates.

Key focus areas in our plan include:

- Beneficial Electrification
- Awareness
- Sustainability
- Maximizing Efficiencies

The full plan is available on our website.



DELIVERING RESULTS

In 2022, KU helped customers reduce energy by over **5,083,140 kilowatt hours**; that's enough electricity to power 6,350 homes for a month! We continue to provide bill credit incentives for Energy Star appliances and WaterSense faucets, toilets, clothes washers, water softeners, and dishwashers. We also added a \$200 incentive for installing a heat pump water heater to replace an electric resistance or natural gas water heater.

We're always here to answer questions on KU and Focus on Energy incentives for energy efficiency and water conservation - contact our Energy Services Manager at 920-462-0251.

ELECTRONICS RECYCLING

THANK YOU for helping us keep electronics out of the landfills. At the 2022 Electronics Recycling Event, we collected 34,414 total pounds of recyclable materials in just three hours! Save the date for our next event – **Saturday, April 22nd, 2023.**

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. In 2022, KU hydro facilities produced over **152 million kWh**, which was nearly **30%** of total electricity demand.



CONTACT US

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



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