

KAUKAUNA UTILITIES

Connect

QUARTERLY NEWSLETTER

Welcome to the Kaukauna Utilities Connect - our quarterly newsletter to keep customers up-to-date on all things KU. If you have any suggestions for content you'd like to see presented, please feel free to reply to this email to give us your feedback.



RELIABLE PUBLIC POWER PROVIDER

KU is proud to be a **Diamond Level Reliable Public Power Provider (RP3)**, designated by 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. From lineworkers and engineers to customer service representatives and administrative professionals, everyone on our team is committed to safely and reliably powering our community's homes and businesses.

Of the 2,006 municipal utilities nationwide, only 130 hold this diamond level status. Of those 130, KU is one of nine municipal utilities in WI to hold the diamond level status! We are proud to be your reliable public power provider!

[LEARN MORE ABOUT RP3](#)

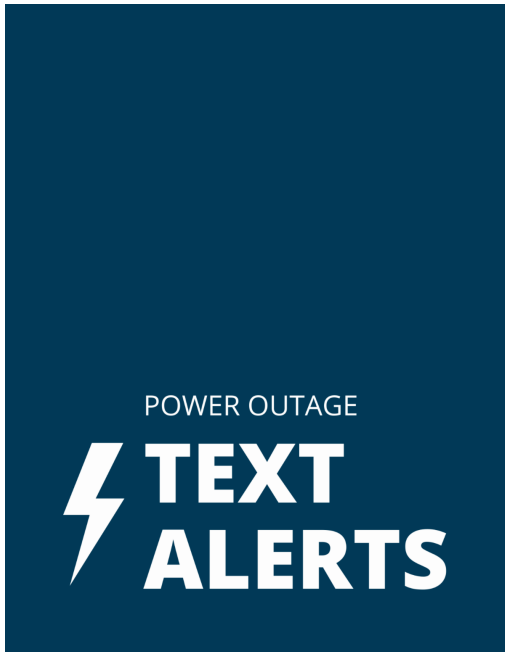


ANNUAL WATER QUALITY REPORT

The 2022 Annual Water Quality Report is now available! This report highlights all testing during calendar year 2022, as well as other helpful information that pertains to your drinking water.

As always, please call the water department with any questions or concerns – 920-858-9180.

[VIEW REPORT HERE](#)



POWER OUTAGE TEXT ALERTS

Are you signed up for our Outage Management System (OMS)? The OMS is a user-friendly solution for customers to stay informed during a power outage. Using the convenience of text messaging, we can quickly and easily communicate about power outages in your area. Visit our website for more information and to enroll today.

[ENROLL IN OMS](#)

TAKE OUR SURVEY

We are looking for feedback from our customers! Please take our survey to let us know how we are doing in multiple categories - communications, providing services, power restoration, overall satisfaction, and more.

Here at KU, we value customer service. We go the extra mile to provide friendly local service. Your feedback is greatly appreciated!

[SURVEY AVAILABLE HERE](#)



ENVIRONMENTAL RESPONSIBILITY - RECYCLING

Kaukauna Utilities prioritizes environmental responsibility in all we do. We encourage recycling at the office, reuse materials when possible, and properly dispose or recycle used materials. We also host an annual recycling event to encourage responsible disposal of electronic waste.

Did you know the Outagamie County Recycling & Solid Waste facility (located at 1919 Holland Road, Appleton) has a convenient customer drop off location for all waste and recyclable materials? Some items that are accepted free of charge include batteries, clean styrofoam, and waste cooking oil. [Visit their website](#) for more information on proper item disposal.

Wondering which items can be recycled? [Download the Betterbin smart phone app](#) - a search tool that helps determine which materials can be placed in your recycle bin.

Kaukauna Utilities is a community owned and operated electric and water utility, serving over 16,000 customers in the Kaukauna area.

Kaukauna Utilities
777 Island Street
PO Box 1777
Kaukauna, WI 54130-7077

kaukaunautilities.com

General
Call (920) 766-5721

Power Outages/Emergencies
Call (920) 766-5988

Billing/Customer Service

