



2023 YEAR IN REVIEW

ANNUAL RECAP FROM THE GM

Another successful year has come to an end at Kaukauna Utilities. We continue to progress very well towards achieving our 2025 vision as outlined in the Strategic Intent. Credit goes to the entire KU team from employees to commissioners to our contractors, consultants, and family members. We are only as strong as the sum of our parts.

We continue to work towards operating more efficiently and safer. In 2023, we introduced new technologies and applications throughout the organization that will improve operational efficiencies and safety. We celebrated with our employees yet another year of zero lost time injuries and were once again a recipient of MEUW's Safety Achievement Award at the gold level.

Product reliability/quality was a big focus this year. The reliability of our services continues to be top notch when comparing ourselves with other utilities in the area and even nationwide. Yet we continue to work to make it better.

Our employees - without them all working together as a team, none of these accomplishments would be possible. Another successful year is in the history books, but at KU, we always keep an eye on the future towards even bigger and better things to come.

- Michael Avanzi, General Manager



Customer Driven / Community Minded / Environmentally Responsible

/ CUSTOMER DRIVEN

GRANT FUNDING RECEIVED

In October, KU was notified that we'll receive approximately \$3 million in funding through the Grid Resilience and Innovation Partnerships (GRIP) Program from the U.S. Department of Energy's Grid Deployment Office. The funds will help KU enhance electric system reliability and resiliency and upgrade infrastructure while maintaining cost effective rates for our customers.

We're proud to have received this funding! This is yet another step in achieving our mission to enhance the quality of life and strengthen the communities we serve.

GRID RESILIENCE AND INNOVATION PARTNERSHIPS PROGRAM SELECTEE



WATER SYSTEM STUDY

KU is committed to delivering safe and reliable drinking water to our community. As part of this commitment, we worked with a civil engineering and architectural firm to complete a water system study in 2023. The study evaluated the current water system, taking into consideration growth in the community and the increasing regulations on drinking water. This study included an analysis of water treatment processes (including options to reduce water hardness), analysis of current and future water demand, evaluation of infrastructure, and more.

The findings, combined with input from the community, will help us make informed decisions about potential changes and upgrades to our water treatment processes. We'll provide community engagement opportunities to keep customers and stakeholders involved and informed. A customer feedback survey will be available early in 2024 and an open house will be held in the spring of 2024.

AWARD WINNING YEAR

Kudos to our dedicated employees whose unwavering commitment and exceptional contributions have been the driving force behind our organization's award-winning year. The following awards were all given by the American Public Power Association, a national organization.

Customer Satisfaction Award - We received a Public Power Customer

Satisfaction Award for providing excellent service! The award is the result of receiving high marks from customers in the areas of customer service, field personnel, communication, reliability, value, outage response, innovation, and overall satisfaction.

Reliable Public Power Provider (RP3) - KU was designated a

Diamond Level Reliable Public Power Provider. We bring you quality power because we follow best practices in reliability, safety, workforce development, and system improvement.

Smart Energy Provider - We've also been designated as a Smart Energy Provider for our commitment to smart energy practices. That means KU is committed to giving you choices in how you use (or don't use) energy, living in a healthy environment and considering sustainability in our energy choices, and providing you with unmatched customer service.

/ COMMUNITY MINDED

SPONSORSHIPS

We are proud to sponsor events and organizations that benefit the communities we serve. In 2023, KU sponsored:

- Tree Planting at the Grignon Mansion and Kaukauna Aquatic Center
- Little Chute Jaycees
- Loaves & Fishes Food Pantry
- Combined Locks Softball Tournament
- Make-A-Wish Foundation
- Live! from Hydro Park Concert Series
- Heart of the Valley Chamber of Commerce
- Area Fire Departments
- And many more!



HIGH SCHOOL SCHOLARSHIPS

Kaukauna Utilities awarded a total of \$5,000 in academic scholarships to four deserving seniors in 2023.

- Liz Lamers – Kaukauna
- Conner Born – Wrightstown
- Joseph Uitenbroek – Wrightstown
- Keegan Leick - Wrightstown, Lineworker Training Scholarship



PUBLIC POWER WEEK

To celebrate our decades of service, we held a Customer and Community Appreciation event this fall! The event included bucket truck rides, a local food truck, KU goodies, and more! It was our way of saying THANK YOU for being a part of our community. Your support empowers us to keep providing you with reliable utility services.

KU also participated in the Municipal Electric Utilities of Wisconsin Public Power on Parade event in Madison. This was a great opportunity for municipal utilities from throughout the state to come together and raise awareness of public power and the value it brings to our communities.

We're proud to be your community-owned utility!



ENGAGING WITH AREA SCHOOLS AND STUDENTS

Our organization's commitment to grassroots involvement reflects a genuine desire to positively impact and uplift the local community, especially area youth! This year, we were fortunate to:

- Read to students at NDLC Charter School to celebrate National Lineworker Appreciation Day
- Host a Drinking Water Week Coloring Contest
- Bring the National Theatre for Children to five local schools (including over 1,300 students)
- Present to multiple classes on utility careers, our hydro plants, electrical safety, etc.
- Offer student apprenticeship programs in our maintenance, water, and OT/IT departments

/ ENVIRONMENTALLY RESPONSIBLE

BENEFICIAL ELECTRIFICATION AND ENVIRONMENTAL RESPONSIBILITY

In 2023, we focused on implementing our beneficial electrification plan and our responsibility to provide a clean energy environment. As we start to replace fossil fuels, we keep in mind all decisions must balance like a three-legged stool - ensuring it is economical, reliable, and environmentally responsible.

Some accomplishments in driving forward with this plan include introducing two new electric vehicles to the KU fleet, focusing on lighting and HVAC efficiency at all of our buildings and facilities, and donating trees to local organizations. Did you know trees play a vital role in creating healthier communities? They clean our air, filter our water, and even slow storm surge and flooding.

We will continue to achieve goals as part of this plan, all while maintaining competitive rates and excellent reliability.



DELIVERING RESULTS

This year, KU helped customers reduce energy by *over 5,000,000 kilowatt hours*. That energy saved is enough to power over 6,250 homes for a month.

Did you know we provide a host of rebates on electric and water appliances and also battery powered lawn equipment?

RENEWABLE RESOURCES

While 2023 was a challenging year in terms of river flows, we continue to keep our hydro power plants operating at greater than 98% availability and save our customers on average about \$1M per month by keeping these renewable resources operating efficiently. Through our partnerships with WPPI and Focus on Energy, our customers use energy more efficiently and save money. In 2023, our customers received about \$1M in rebates for energy efficiency projects!

ELECTRONICS RECYCLING

THANK YOU for helping us keep electronics out of the landfills. At the 2023 Electronics Recycling Event, we collected 22,752 total pounds of recyclable materials in just three hours! Save the date for our next event - Saturday, April 20th, 2024.


CARBON FOOTPRINT

As many organizations are focusing on sustainability and the impacts that operations have on the environment, KU recently determined our carbon footprint from our operations. We have set a measurable and attainable goal to reduce our footprint 15% by 2025. This will be achieved through further electrification of our fleet and efficiency improvements at our facilities.



CONTACT US

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

 920-766-5721

 kumail@ku-wi.org

 www.kaukaunautilities.com