



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.

Every Drop Matters,

**JUST LIKE
YOUR OPINION!**

Complete our Water Survey for a **\$5 Bill Credit**.



Kaukauna Utilities is dedicated to delivering safe and reliable drinking water to our community, drop by drop.

To ensure we continue to meet and exceed customer expectations, we invite you to participate in our [Water Quality & Customer Satisfaction Survey](#). Submit the survey by February 9th to receive a \$5 bill credit. Your valuable feedback will contribute to our ongoing commitment to enhance water quality and service delivery in Kaukauna.

For further information on KU's water system, and to stay updated on the water study and future infrastructure enhancements, please visit the [Water Department page](#) on our website.

TAKE SURVEY HERE

2023 YEAR IN REVIEW



We're thrilled to unveil our 2023 Year in Review – a journey of milestones, innovations, and community impact throughout the past year. Explore the report to witness how we embody our tagline daily: customer driven, community minded, and environmentally responsible!

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.

[VIEW REPORT HERE](#)



FOCUS ON SUSTAINABILITY

Due to the growing concern on climate change, organizations have been focusing on sustainability and carbon footprint reduction strategies. Did you know that many common activities contribute to an individual's carbon footprint, including vehicle gas, air travel, shopping, and even food consumption?

Take small steps today to make a big impact tomorrow! By reducing our carbon footprint, we contribute to a healthier planet. Click the link below for simple steps you can take to reduce your carbon footprint, and also reduce your household energy costs!

[MORE ON CARBON FOOTPRINT](#)

WE ALL DESERVE A HELPING HAND

Help with your utility bill is within easy reach. As your local, not-for-profit utility, we can help you and your family access relief so you don't get behind on your bills.

Qualified residents can receive payments toward heating and electric bills, free energy efficient home upgrades, and even emergency installation of a new furnace.

And it only takes 10 minutes to get started.

[APPLY FOR ASSISTANCE HERE](#)



NATIONAL RECOGNITION

KU is one of nine utilities in the nation recognized by the American Public Power Association with 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.

Here at KU, we value going the extra mile to provide friendly, local service that exceeds expectations.



DID YOU KNOW

Did you know there are federal tax credits available to make your home more efficient?

[Click here](#) for a list of tax credits from the US Department of Energy that are available to all homeowners, including renters who purchase efficient appliances and products.

To receive the tax credit, consumers fill out IRS Form 5695, following IRS instructions, when filing your tax return.

[MORE INFO HERE](#)

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

kumail@ku-wi.org

General

Call (920) 766-5721

Power Outages/Emergencies

Call (920) 766-5988

Billing/Customer Service

Call (920) 462-0234

