



Customer Driven, Community Minded,
Environmentally Responsible

Kaukauna Water Rates

Most Recent Date of Change: Effective 10/16/2023

Monthly Service Charges: General Service – Metered – Mg-1					
Water Meter Size in Inches	Customer Charge	Public Fire Protection Charge	Water Meter Size in Inches	Customer Charge	Public Fire Protection Charge
5/8	\$12.60	\$15.55	3	\$83.00	\$235.00
3/4	\$12.60	\$15.55	4	\$123.00	\$388.00
1	\$20.00	\$39.00	6	\$196.00	\$772.00
1 1/4	\$27.00	\$58.00	8	\$290.00	\$1,235.00
1 1/2	\$34.00	\$79.00	10	\$418.00	\$1,853.00
2	\$50.00	\$126.00	12	\$547.00	\$2,475.00

Monthly Volume Charges: Cubic Feet Used		
First	1,400 Cubic Feet	BLK 1
Next	12,000 Cubic Feet	BLK 2
Over	13,400 Cubic Feet	BLK 3

Cubic Feet conversion to gallons formula: Total Cubic Feet X 7.48 = Total Gallons. Example: 100 cubic feet X 7.48 = 748 gallons

City of Kaukauna Rates

The following charges are authorized by the Kaukauna City Council. Kaukauna Utilities is a billing and collection agent for the City of Kaukauna. Collections are remitted monthly to the City Treasurer.

Kaukauna Sewer Rates – Most Recent Date of Change: Effective 07/01/2023	
Sewer User's Fee	\$8.75/100 Cubic Feet of metered water consumption
Plus Customer Charge/Meter	\$3.00/month
Summer Sewer Adjustment	Residential customers will not pay more than 120% of their prior winter's consumption. Winter months are defined as October through April.

Kaukauna Storm Water Rates - Most Recent Date of Change: Effective 01/01/2024	
User's Fee	\$10.50/Equivalent Runoff Unit (ERU) on impervious surfaces
Single Home	1.0 ERU
Duplex/Side	0.6 ERU
Other	1.0 ERU/2,944 square feet of impervious surfaces

Kaukauna Refuse/Recycle Fee - Most Recent Date of Change: Effective 05/01/2013	
Customer Charge/Refuse Container	\$5.00/Month

General Information

Customer Service & Billing Department:	Phone #: 920-462-0234	Email: kumail@ku-wi.org	Business Hours: Monday - Friday 7:30 am to 4:00 pm Lobby Hours: Monday – Thursday 9:00 am to 4:00 pm and Friday 9:00 am to 12:00 pm
Electric and water meters are read and billed monthly. If payment is not received within 20 days from the date of issuance, a charge of 1% per month will be added to the total unpaid balance, including unpaid late payment charges. Pursuant to Wis. Admin. Code § 113, the customer may receive a written notice no sooner than 20 days after the bill is issued and, unless payment or a satisfactory deferred payment arrangement is made within 10 days, service may be disconnected.			
A \$25.00 fee will be charged for each payment returned due to insufficient funds or incorrect banking information. All payments are processed the day we receive them. Postdated checks are not accepted.			

Payment Options

Pre-Authorized Payment	Convenient and no cost to customers. You'll still receive a monthly bill, but we'll automatically deduct the balance from your bank account one business day prior to the due date. The form is available on our website www.kaukaunautilities.com under Services, Payment Information, Pre-authorized Payment.
Online Payment Through Your Financial Institution	Most banks offer an online bill payment feature on their website free of charge. <i>Please note this service is administered & maintained by your financial institution.</i>
Payments by U.S. Mail or Dropbox (Check) or In-Person Payments (Cash or Check)	Cash or check payments are accepted in the office located at 777 Island Street, Kaukauna. A drop box is also available. We do not recommend using the drop box for cash payments. Payments can be mailed to Kaukauna Utilities, P.O. Box 1777 Kaukauna, WI 54130. Please provide your billing statement stub for faster processing.
Credit Card, Debit Card, or Electronic Check (This payment type is NOT accepted at the office)	Paymentus Corporation, a third-party automated payment service, accepts Visa, MasterCard, Discover and electronic checks. Pay online at www.kaukaunautilities.com or by phone at 1-877-360-3485.