

KAUKAUNA UTILITIES



Welcome

WELCOME,

New Customer

Welcome to the Kaukauna Utilities (KU) service area! To help you get acquainted with the the services KU provides, we have compiled some useful information in this guide – how to read your bill, rebates and other programs, safety, and more!

KU is proud to be your locally owned and operated utility. We have quick on-site response, efficient operations, keep energy dollars in the community, and value the community we live and work. At KU, our mission is simple and straight forward: Kaukauna Utilities enhances quality of life and strengthens the communities we serve.

To learn more about the services and programs in this guide, please visit our website, kaukaunautilities.com, or call us at 920-766-5721.





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WHO WE ARE

Kaukauna Utilities is a community owned and operated (Public Power) electric and water utility, serving approximately 16,000 customers in the Kaukauna area. The utility provides electric service to the City of Kaukauna and parts of the following: the Villages of Little Chute, Combined Locks, and Wrightstown, and Towns of Buchanan, Freedom, Holland, Kaukauna, Oneida, and Vandenberg. Water service is provided to approximately 7,000 customers in the City of Kaukauna.

At Kaukauna Utilities, we strive to provide low-cost, reliable service with a friendly, personal touch. After all, we are your friends and neighbors who share your values and understand your needs. That's what makes a local, community-owned utility a valuable asset to citizens and the community.

Kaukauna Utilities 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 – rates significantly lower than those in territories that are served by investor-owned utilities.

We are proud of our strong record of reliability. We know providing you electricity and water when you need it is the most important thing we do. Our local crews respond with fast, dependable service any time you call, 24 hours a day. We never take reliability for granted — so that you can.



PUBLIC POWER BENEFITS

Public power utilities are community-owned, locally controlled and operated on a not-for-profit basis. Each utility is a little different, depending on population, geography, structure, and the community's values and goals. This ability to tailor operations and services to the local community is the foundation of public power's success.

A public power utility provides long-term value to its community and citizens. The benefits are manifold, including (to name a few) local control, affordability and reliability, community investment, environmental responsibility, and more!

For more information on public power utilities, [click here](#).

UNDERSTANDING YOUR BILL

[1/2]



Customer Driven, Community Minded, Environmentally Responsible
 777 Island St, P.O. Box 1777, Kaukauna, WI 54130
 (920) 462-0234 Billing (920) 766-5721 General
 www.kaukaunautilities.com

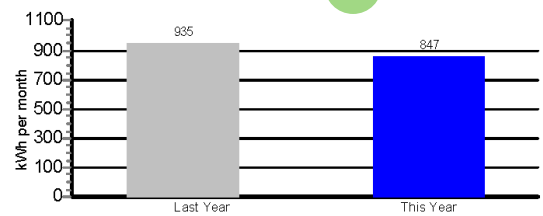
Customer: CUSTOMER NAME **1**
Customer Number: 4321234
Account Number: 123456-01
Service Address: 123 MAIN STREET
Statement Date: 04/24/2024
Bill Type: REGULAR

STATEMENT ACTIVITY

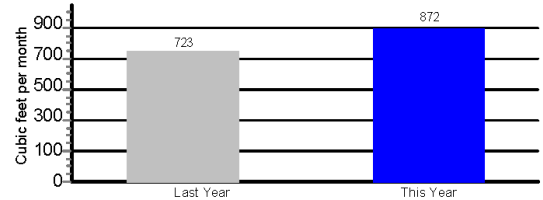
	RATE	USAGE	CHARGES
PREVIOUS BALANCE 2			\$220.45
PAYMENT 04/04/2024			\$-220.45
BALANCE FORWARD			\$0.00
BILLING DETAILS			
Electric Customer Charge RG1			\$13.00
Energy kWh Charge	0.100700	847.00	\$85.29
Power Cost Adjustment	-0.008000	847.00	\$-6.78
Electric Sub-Total			\$91.51
State Sales Tax 5%			\$4.58
County Sales Tax .5%			\$0.46
ELECTRIC TOTAL			\$96.55
Water Customer Charge WR1			\$12.60
W BLK 1	0.058100	872	\$50.66
Public Fire Protection			\$15.55
WATER TOTAL			\$78.81
Sewer Customer Charge SE1			\$3.00
Sewer Consumption	0.087500	865	\$75.69
Storm Water			\$10.50
SEWER TOTAL			\$89.19
Refuse / Recycle Fee			\$5.00
Commitment to Community			\$1.12
CURRENT CHARGES			\$270.67
TOTAL AMOUNT DUE			\$270.67

Kaukauna Utilities bill messages appear here.

Electric Usage Comparison **4**



Water Usage Comparison



Detach and return this portion. Make checks payable to Kaukauna Utilities.



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24/7 Automated Payments: 1-877-360-3485
 Account Number: 123456-01
 Service Address: 123 MAIN STREET
 Statement Date: 04/24/2024



DUE DATE: 05/14/2024	AMOUNT DUE:	\$270.67
AMOUNT ENCLOSED:		
AFTER DUE DATE:		\$273.38



CUSTOMER NAME
 123 MAIN STREET
 KAUKAUNA WI 54130



KAUKAUNA UTILITIES
 PO BOX 1777
 KAUKAUNA, WI 54130-7077

The above bill is an example of both an electric and water customer (water and sewer charges to City of Kaukauna residents only). The next page details the different charges.

UNDERSTANDING YOUR BILL

1 CUSTOMER ACCOUNT INFORMATION

This section shows your account number, service address, statement date, and bill type. This information is helpful when setting up online payments.

2 BILLING DETAILS

Customer Charge - We all rely on electricity and water. This is a fixed charge that doesn't fluctuate based on energy and/or water usage. It helps provide funds to keep our utility system running reliably such as: power lines and substations, your meter(s), transformers, water mains, and more.

Power Cost Adjustment (PCA) - While per-kWh energy charges are the biggest component of most residential and small business customers' electric bills, the bottom line is also affected by factors including seasonal wholesale power costs, fuel costs, fluctuations in customer demand, our hydroelectric production, and more. Our not-for-profit utility passes along these costs, or savings, to you via the PCA on your electric bill. Some months, the PCA rate will be positive (a charge), and other months it will be negative (credit). PCA rates typically average close to zero over a 12-month period.

Public Fire Protection - This is a fixed fee to City of Kaukauna residents and

includes hydrants for fire protection service only and such quantities of water as may be demanded for the purpose of extinguishing fires within the service area. This service shall also include water used for testing equipment and training personnel.

Refuse Fee - This fee is billed to City of Kaukauna residents only and is for their refuse cart (s). It is based on how many refuse carts are at the property.

3 COMMITMENT TO COMMUNITY

All utilities in Wisconsin, by law, must collect this fixed monthly fee from their customers. The State uses it, in equal portions, to provide funding for energy conservation measures and the Wisconsin Home Energy Assistance Program (WHEAP).

4 ELECTRIC & WATER USAGE COMPARISON

Track your current electric and/or water consumption with convenient graphs. Compare your current usage to your usage last year and set conservation goals.

5 24/7 AUTOMATED PAYMENTS

Call this number to make a payment anytime with your credit or debit card. It's convenient and free!

**For further billing explanations and details on electric and water rates, [click here](#) to visit our website.*

PAYMENT OPTIONS

Kaukauna Utilities bills in cycles throughout the month, meaning that due dates vary for each customer and are based on their accounts last meter reading and/or estimate date. The bill highlights the current amount due and a date that the bill would be past due. A late penalty will be assessed if your payment does not arrive at our office prior to the due date.

The following bill payment options are offered by Kaukauna Utilities:



24/7 Automated Credit or Debit Card Payments

Call Paymentus @ 1-877-360-3485 (no fees)



MyAccount Customer Portal

Online - www.myaccount.kaukaunautilities.com/ (no fees)



Mail Check or Money Order

Kaukauna Utilities, PO Box 1777, Kaukauna, WI 54130



Payment Drop Box

Kaukauna Utilities, PO Box 1777, Kaukauna, WI 54130

PRE-AUTHORIZED PAYMENT

Your Kaukauna Utilities bill can be paid each month by automatic withdrawal from your checking or savings account.

The Pre-authorized payment plan will help you:

- Save time because there are fewer checks to write.
- Meet your commitment in a convenient and timely manner – even if you are on vacation or out of town.
- Maintain good credit – your payment is always on time and there are no lost or misplaced statements.
- Save postage.

The Pre-authorized payment plan is easy to sign up for, easy to cancel, dependable, flexible and convenient. To take advantage of this service, visit our website to either sign up online or complete the PDF form and return it to us by mail.



For further details on payment options, [visit our website.](#)

CUSTOMER SERVICE

Whether you have a question about your bill, payment plans, current rebates and customer programs, or just have comments/concerns, please don't hesitate to contact our customer service department!

Our friendly customer service staff is available Monday through Friday, 7:30am – 4:00pm at **920-462-0234** or via email - kumail@ku-wi.org.

As your local utility, we are here to help!



Sign up for our *quarterly newsletter* 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!

Visit our website to [sign up today!](#)

MY ACCOUNT

Powered by MyMeter

Tracking your energy use, paying your bill, and managing your account has never been easier. With our customized MyAccount online tool, you can now...

- View current and past bills
- Pay your bill online
- View payment history
- View usage history
- Sign up for Auto-Pay
- Sign up for e-Billing

Creating your account is simple, and takes only a few steps!

- Visit myaccount.kaukaunautilities.com.
- Click "Create an Account". Be sure to use your correct account number exactly as it appears on your monthly utility bill (include dashes).
- After you have created your account and are logged in, you will see a dashboard with four options. Select from options to pay your bill, view your energy (and water) usage, see your payment history, and manage your services. Through MyAccount, paperless billing and Autopay is offered, and can be accessed through the Pay My Bill dashboard.

INCENTIVE PROGRAMS

We have developed incentive programs and services specifically with you – the residential customer – in mind. Whether you own or rent, we have something that will help you save energy, as well as money.

AVAILABLE PROGRAMS:

Electric Incentives

- ✓ Central Air Conditioner Tune-Up
- ✓ Programmable/Smart Thermostat
- ✓ ENERGY STAR Appliances
- ✓ Electric Vehicle Level 2 Charger
- ✓ Hybrid Water Heater Incentive

Water Incentives

- ✓ Individual Water Saving Appliances
- ✓ Whole-Home Water Saving Appliances

Power By Battery Incentive

Make the switch and electrify your landscape equipment to help eliminate the environmental impacts from gas-powered equipment including noise pollution, air pollution and CO2 emissions.



For details, incentive forms, and more, visit our website - www.kaukaunautilities.com/residential/incentive-programs/ - or call our Energy Services Manager at 920-462-0251.



Focus on Energy offers statewide programs and incentives designed to promote cost-effective energy efficiency and renewable energy projects.

Visit their website - focusonenergy.com/ - for further incentive applications, deals on energy efficient products, and more!

SAFETY

Kaukauna Utilities takes pride in maintaining the highest standards of safety and efficiency. Employee and public safety is always a top priority! While electricity is a necessary resource for powering our modern lifestyles, it's important to treat it with respect and exercise proper safety practices.

Each year, approximately 2,400 children suffer severe shocks and burns from sticking items into the slots of electrical receptacles. An average of 70 electrocution fatalities are associated with consumer products each year. Electrical failure or malfunction can also lead to house fires. Between 2014 and 2018, U.S. fire departments responded to an average of 34,000 such fires every year. These fires resulted in 470 deaths, 1,100 injuries and \$1.4 billion in property damage.

We encourage customers to [visit our website](#) for safety tips to make your home safer.



DAM SAFETY

While dams are vital to hydroelectric production, they can pose hazards. Remember to always use caution when near dams, and be aware of the surrounding areas. Please stay off dam structures unless an area is clearly marked for public travel. Also, be alert to changes in water levels.

If *on land* near a dam, please follow these tips:

1. STAY OUT OF THE DANGER ZONES, both upstream and downstream of the dam.
2. Stay away from the edge of the water above and below hydroelectric dam facilities. Surfaces can be extremely slippery!
3. Avoid dry riverbed areas. Sudden water discharge from the dam gates can abruptly fill these riverbeds, turning them into rapidly flowing waterways.

STREET LIGHT OUTAGES

We appreciate your assistance in making Kaukauna a safer place for pedestrians, traffic, and the community.

If you see a city street light out, please complete [this form on our website](#). KU will take the appropriate action to make sure the light is replaced in a reasonable amount of time.



SAFETY



TREE TRIMMING

If tree branches touch an electric line, bad things could happen. Children climbing those trees could be shocked or killed. A branch might break and cause a power outage. The wind can whip a limb into the line and break or a branch can merely brush the line and catch on fire.

KU urges homeowners to leave the trimming to us. Never attempt to trim any trees or vegetation growing near power lines. If you have concerns about trees near power lines, contact us at 920-462-0217. For emergencies during non-business hours call 920-766-5988. Being cautious could save your life!

DIGGER'S HOTLINE

Call 811 before you dig!

Kaukauna Utilities would like to remind you that when you are planning projects that require any digging, there may be underground utilities that could be affected. Please plan ahead and call Diggers Hotline before you dig to have utilities located and marked. Calling 811 is a new FCC-designated national N-11 number created to help simplify contacting one-call centers across the country. This quick and efficient service will notify the appropriate utilities, who then send to the requested site to mark the approximate location of underground lines.



POWER OUTAGES

Kaukauna Utilities' outage management systems, or 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. The OMS provides real-time insight into the distribution system. Customers will have access to information straight from our line workers on scene.



Details available on our website - www.kaukaunautilities.com/outages/

HOW TO REPORT AN OUTAGE

Providing reliable electric service is our top priority. However, storms, high winds and other circumstances sometimes knock out power, and, despite our best efforts, service can be interrupted. To most effectively report an outage at your service address, please use one the following options:

- 1 Enroll in our Outage Management System (directions available on our website - www.kaukaunautilities.com/outages/. Once enrolled, text "OUT" to 866-766-5705. *Don't forget to save this number to your phone contacts for future use.
- 2 From the outage map on our website, click on "Report an Outage" (you will need your account number or the phone number tied to your account).
- 3 From our customer portal, MyAccount - myaccount.kaukaunautilities.com/, click on "Report an Outage". Note - you must be logged in to MyAccount to do this. If you are not logged in, you can click on "Report an Outage" on the MyAccount homepage and report the outage using the phone number associated with your account.
- 4 Call our operations center at 920-766-5988. Please note - during major outages, our operations center is unable to answer every call due to the high call volume. Please follow the prompts to properly report an outage at your service address.

UTILITY COMMISSION



The main purpose of the Utility Commission is to manage and operate the Electric and Water Utility. The Commission, appointed by City Council, is made up of seven members, including the City of Kaukauna Mayor and Board of Public Works chairman. Meetings are held the third Wednesday of each month beginning at 4:00pm at the Kaukauna Utilities main office building - Commission Chambers, 777 Island Street, Kaukauna.

Kaukauna Utilities takes great pride in our customer service. If you have any comments or suggestions on how Kaukauna Utilities can serve you better, please feel free to contact us. We invite you to attend one of our monthly Commission meetings and provide public comment or call/email us anytime!

QUICK REFERENCE

General Inquiries – 920-766-5721

Customer Service – 920-462-0234

Report an Outage/Emergencies – 920-766-5988

24/7 Payments - 1-877-360-3485

Email – kumail@ku-wi.org

Website – kaukaunautilities.com

Customer Portal -

myaccount.kaukaunautilities.com/

Address - 777 Island Street, Kaukauna, WI 54130

Business Hours - Monday - Friday, 7:30am - 4:00pm

Lobby Hours - Monday – Thursday, 9:00am – 4:00pm; Friday, 9:00am – 12:00pm

YOUR RIGHTS AS A RESIDENTIAL CUSTOMER

Click on any of the following documents to view on our website.

[PSC Residential Bill of Rights](#) | [Electric Rules](#)

