

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.

Join us for our

WATER DEPT OPEN HOUSE!

Tuesday, April 16th; 3:30pm - 6:00pm | Water Filter Plant



We're excited to announce a community open house to engage with our valued customers! This event will provide insight into potential enhancements to the water system and shed light on aging water infrastructure.

Join us on **Tuesday, April 16th between 3:30pm – 6:00pm** at our water filter plant, located at 304 Elm Street, Kaukauna. KU staff will be available to answer questions and offer a firsthand look at the intricate water filtration process that ensures the delivery of safe and high-quality water.

Thank you to everyone who took the time to share thoughts and feedback in the recent water quality and customer satisfaction survey. Your input is appreciated as we continue to evaluate potential water system enhancements. Detailed survey results available [here](#).

EVENT DETAILS

AWARD OF EXCELLENCE



KU is proud to announce that we've earned the American Public Power Association's Safety Award of Excellence - Diamond Status - for safe operating practices in 2023!

Entrants were ranked based on the most incident-free records and overall state of their safety programs and culture during 2023.

At KU, we put safety FIRST: in everything we do in our organization and community.

[PRESS RELEASE](#)



SMART THERMOSTAT REBATE

Unlock cost savings with a smart thermostat - saving you up to \$120 every year, with a typical payback in just two years. A smart thermostat learns when you like your home warm or cool and changes the temperature to save energy. It even knows the weather outside and makes your home comfy without wasting energy. So, if you want to be efficient without spending too much, think about getting a smart thermostat today.

Visit our website to find out how you can get up to a \$75 smart thermostat bill credit!

[REBATE DETAILS](#)

HYDRANT FLUSHING

The Kaukauna Utilities Water Department began residential spring hydrant flushing on Monday, April 8th.

Flushing will be done during daylight hours from 7:30am to 3:00pm and will take approximately three weeks to complete.

We attempt to keep inconveniences to a minimum and very much appreciate the



cooperation of the public during this flushing program.

[FURTHER DETAILS](#)



RECYCLING EVENT

Save the date – Kaukauna Utilities, along with the City of Kaukauna, will hold the annual Electronics Recycling Event on **Saturday, April 20th** from 8:00-11:00am at the Kaukauna Utilities Warehouse.

Click the button below for further information, including detailed lists of free and chargeable items, traffic flow map, and more.

[EVENT INFO](#)



BILL PAY ASSISTANCE

The moratorium on residential service disconnection ends April 15th each year. Customers with a past due balance are encouraged to contact Kaukauna Utilities Customer Service Department for payment arrangements. We understand customers have unique circumstances and hardships. *Our goal is not to disconnect*, but to be flexible and work with each individual customer's needs. Our friendly customer service staff is available Monday through Friday, 7:30am – 4:00pm at 920-462-0234. Further information on payment options available [here](#).

DID YOU KNOW

Did you know Diggers Hotline is free?

Spring is here, which means its time for outdoor projects. A quick phone call could save your life. Diggers Hotline is a free, easy-to-use service to help you identify and mark dangerous utility lines that can be buried beneath the surface of your yard. Call 811 or visit diggershotline.com so you can dig safely without worry.

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

