



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.



GENERATIONAL WATER ENHANCEMENTS



In a landmark decision at the May 23rd, 2024 meeting, the Kaukauna Utilities (KU) Commission voted unanimously to revolutionize the city's water treatment process in a move that will fortify the city's water supply for generations to come. This transformative project will see the construction of state-of-the-art water treatment plants employing reverse osmosis or nanofiltration technology. The decision comes after an extensive two-year process of studying the water system and engaging the community.

Reverse osmosis and nanofiltration are proven water treatment processes utilized throughout the world including in many homes in Kaukauna. The enhanced treatment process will significantly reduce water hardness for residents and businesses in the city.

The benefits for KU customers are many. With the adoption of reverse osmosis or nanofiltration, customers can anticipate a marked improvement in water quality, translating to reduced buildup on appliances and fixtures, as well as prolonged appliance lifespans.

The project kicks off this summer with engineering design and permitting. Anticipated completion is fall of 2028.

[FULL PRESS RELEASE HERE](#)



HAZARDOUS WASTE RECYCLING EVENT

To encourage KU customers to focus on environmental responsibility, we are hosting a hazardous waste collection event for KU residential customers. This event is on **Thursday, August 15th** from 8AM until 11AM and is limited to the first 60 customers (must sign up for a time slot in advance). For more information, and to reserve your spot, click the button below.

[EVENT DETAILS](#)



SEWER ADJUSTMENT

On your monthly utility statement, you will see a sewer consumption charge. This charge is for Kaukauna sewer customers and is based on water consumption (water consumption x sewer rate/100).

Throughout the summer, many residents use extra water for lawns, gardens, or pools. Did you know your sewer bill is adjusted automatically from May to September to account for this increased water consumption? During these months, your sewer charges are capped at 120% of your average water usage from October to April.

[MORE ON SEWER ADJUSTMENT](#)

TAKE OUR SURVEY

As part of our ongoing commitment to the customers we serve, we invite you to participate in our *customer satisfaction*

survey.



Your opinion truly matters to us. By taking just a few minutes to complete this survey, you will play a vital role in helping us identify areas for improvement. The survey is quick and confidential.

SHARE YOUR FEEDBACK

DID YOU KNOW

Did you know energy costs more in the summer?

Because of increased air conditioning use, overall customer demand for electricity is at its highest in the summer months—and our cost to serve you is also the highest in the summer. Due to higher costs across the electric system, your bill is likely to increase during this time of year.

However, there are some simple tips to help you save energy and lower your bills this summer. Click the button below to start saving!

SUMMER SAVING TIPS

Kaukauna Utilities is a community owned and operated electric and water utility, serving over 16,000 customers in the Kaukauna area.

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