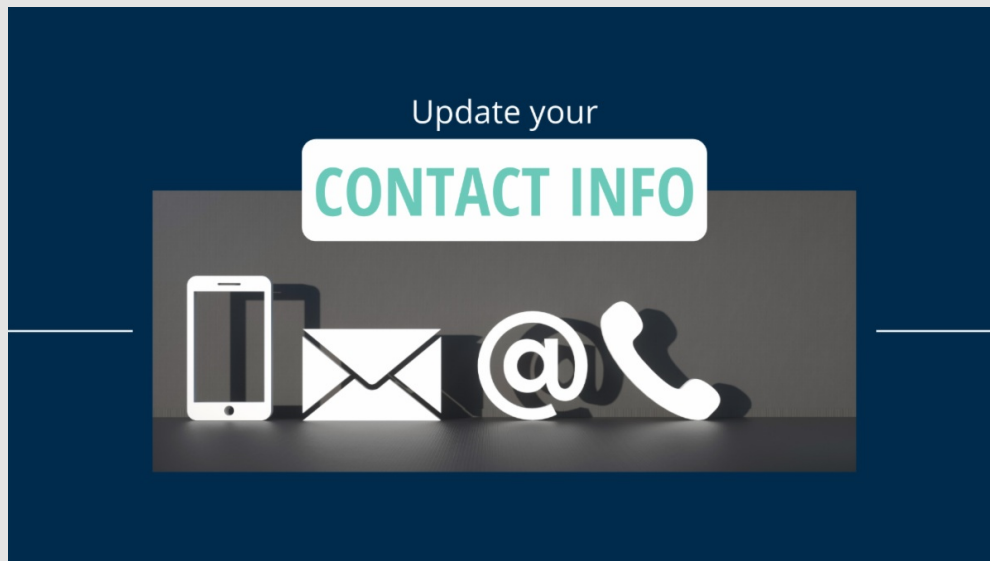




## QUARTERLY NEWSLETTER

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.



## STAY CONNECTED - ESPECIALLY DURING OUTAGES

When the power goes out, being informed matters. That's why it's important we have your most up-to-date contact information, especially your cell phone number. With accurate info on file, we can send you real-time text alerts during power outages and other important service updates.

If your contact details have changed, or you're not sure what we have on file, please take a moment to update them. It only takes a minute, and it helps us serve you better.

Email us at [kumail@ku-wi.org](mailto:kumail@ku-wi.org) or call [920-462-0234](tel:920-462-0234) (Monday – Friday, 7:30am – 4:00pm).



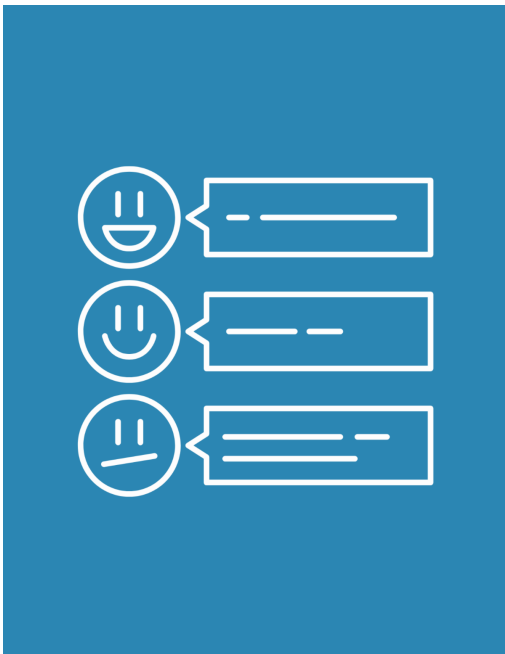
## SAVE ENERGY AND MONEY WITH KU REBATES

Get ready for warmer weather with energy-saving rebates from KU! Schedule a professional tune-up for your central air conditioner and earn a \$25 rebate - it helps your system run more efficiently and keeps your home comfortable.

We also offer rebates on battery-powered landscape equipment - a cleaner, quieter alternative to gas-powered tools.

One easy form covers all rebates. Visit our website for details.

[Start saving today!](#)



## WE'D LOVE TO HEAR FROM YOU

At KU, providing great service and support to our customers is what we strive for every day.

Please take a few minutes to complete our customer satisfaction survey. Your input helps us understand what we're doing well and where we can improve - so we can continue to serve you better.

The survey is quick, easy, and confidential. We truly appreciate your time and feedback!

[Take the survey here.](#)

## AVAILABLE ASSISTANCE



The moratorium on residential service disconnections ends April 15th, and we want to remind customers with a past due balance to reach out to us. We're here to help!

At KU, we understand that everyone faces challenges from time to time. Our goal isn't to disconnect service - it's to work with you. We offer flexible payment arrangements and can connect you with local bill assistance resources to help you stay on track.

If you're behind on your bill, please don't wait. Give our friendly Customer Service team a call at 920-462-0234, Monday through Friday from 7:30am – 4:00pm.

[Bill Pay Assistance](#)



## MARK YOUR CALENDARS

Kaukauna Utilities and the City of Kaukauna are teaming up once again for our annual Electronics Recycling Event on Saturday, May 3rd, from 8:00am – 11:00am at the Kaukauna Utilities Warehouse.

It's a great chance to responsibly recycle your old electronics! Click the button below for all the details, including a list of accepted items, which items have a fee, and a traffic flow map to make drop-off quick and easy.

[Recycling Event Details](#)

## BE AWARE OF SCAMS!

Scams targeting utility customers are unfortunately becoming more common, so it's important to stay alert. Scammers may pretend to be from Kaukauna Utilities and try to trick you into giving up personal or financial information.

Here's what to remember:

- KU will never ask for credit card or banking information over the phone.
- If you get an unexpected call, email, or visit from someone claiming to be from KU, don't hesitate to check with us first.

If you're ever unsure, give us a call!

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](http://kaukaunautilities.com)

[kumail@ku-wi.org](mailto:kumail@ku-wi.org)

**General**

Call (920) 766-5721

**Power Outages/Emergencies**

Call (920) 766-5988

**Billing/Customer Service**

Call (920) 462-0234



Kaukauna Utilities | 777 Island Street bsimonson@ku-wi.org | Kaukauna, WI 54130 US

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