

KAUKAUNA UTILITIES

Connect

— Business Edition —

QUARTERLY BUSINESS NEWSLETTER

Welcome to the **Kaukauna Utilities Connect** - our quarterly newsletter to keep business customers up-to-date on all things KU - programs, services, incentives, and more. 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.

Business Appreciation BRAT FRY



Thursday, October 9th | 11am - 1pm

To show our appreciation for local businesses, Kaukauna Utilities is firing up the grill and treating you to lunch!



SAVE THE DATE - BUSINESS APPRECIATION BRAT FRY

We're serving up brats - and appreciation!

Join us on Thursday, October 9th for our Business Appreciation Brat Fry. It's our way of saying thanks for being such a vital part of our community. Enjoy a brat, chips, and a cookie on us.

This is a pre-order/pick-up event for KU business customers. Details coming soon!

POWER OUTAGE TEXT ALERTS - STAY CONNECTED

Did you know you can get real-time updates during an outage with our Power Outage Text Alert system? It's a fast, convenient way to report outages and stay informed - right from your mobile phone.

Power Outage Text Alerts



Use these simple keywords:

- OUT – Report an outage at your service address.
- STATUS – Check the status of a reported outage.*
- QUIT – Opt out of outage text alerts.
- HELP – Get information about our text alert program and a phone number for support.

**Please note: STATUS updates may not be available during widespread outage events.*

Only the commands listed above are recognized by our system, so be sure to use them as shown.

- To ensure that you are enrolled in outage text alerts, text STATUS to 866-766-5705.
- Don't forget to save this number to your phone contacts for future use.

Signing up is easy! Visit our website to learn how to enroll and make sure your number is linked to your Kaukauna Utilities business account.

Power Outage Text Alerts

COMPRESSED AIR TUNE-UP

Can you hear it?

Did you know that if you can hear a leak in your [compressed air system](#), it could be costing you up to \$500 a year? And even if you can't hear it, the smallest leaks can be costly:

- 1/64" diameter leak translates to about \$47/year.
- 1/32" diameter leak leads to roughly \$198/year.
- 1/16" diameter one approximates to \$800/year.

Performing an annual leak survey will save energy, money, reduce the need to add another compressor, and extend compressor life. Better yet, Focus on Energy can help you pay for the cost of fixing your leaks. Qualifying businesses who take part in the [Focus Compressed Air Challenge](#) or the [Leak Survey and Repair Program](#) can

recover up 100% of the survey and repair costs. Reach out to your [compressed air contractor](#) or Kaukauna Utilities Energy Services Manager, [Frank Barth](#), to get started.

UPDATE YOUR CONTACT INFO WITH KU TODAY

Updated customer contact information has many advantages, including notification of planned electric or water outages at your service address, meter exchanges, possible promotional offers, and more! Check out this video for step-by-step instructions to update your contact info via our customer portal – MyAccount. If you do not have an account set up in MyAccount, please call our customer service department for assistance - 920-462-0234.

How to update your contact info - Video

SUSTAINABLE SOLUTIONS FOR YOUR BUSINESS

Kaukauna Utilities has undertaken efforts to be more sustainable and consider our impacts to the environment. Recent efforts include infrastructure upgrades to reduce energy consumption, waste management policies to increase recycling and reuse, and water conservation strategies to reduce consumption. Here are several ways that you could increase your sustainable efforts:



- **Switch out traditional light bulbs to LED bulbs.** LED bulbs reduce energy consumption and last longer than fluorescent bulbs. Kaukauna Utilities has [incentives](#) available to business customers for energy efficiency lighting upgrades.
- **Implement a plastic bag/film recycling program.** Items such as plastic bags and plastic packaging film can be recycled at local grocery stores. This material is utilized in composite decking material. More information can be found [here](#).
- **Provide reusable plates, bowls, cups, and utensils to customers and employees.** This will reduce your plastic waste and lower costs.
- **Utilize a smart thermostat.** The temperature can be adjusted when your business is closed resulting in lower energy usage.
- **Install water-efficient fixtures.** [WaterSense products](#) meet EPA criteria as water-efficient. Many of these fixtures can reduce water usage by 30% or more.

There are many other potential opportunities that can be explored. Organize an

employee group at your business to evaluate other potential sustainability efforts. You may realize that some of these sustainability practices can have a positive impact on your bottom line.

Kaukauna Utilities Seeks Input from Local Businesses

Kaukauna Utilities is conducting a survey for the small to midsize businesses it serves, with the goal of gathering insight on overall satisfaction with the utility. The utility will use the information to determine how it can best support the community's development and economic growth while ensuring local businesses receive safe, reliable, and affordable service.

KU business customers may receive an email this month asking for feedback. The utility encourages businesses to complete the survey, which is being conducted through E Source, a nationally respected energy research firm.

Thank you for your time and input!

KEEPING YOU INFORMED

Our dedicated Energy Services Manager is available to assist you and your business.

FRANK BARTH

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

Kaukauna Utilities

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General

Call (920) 766-5721

Power Outages/Emergencies

Call (920) 766-5988

Billing/Customer Service

Call (920) 462-0234



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