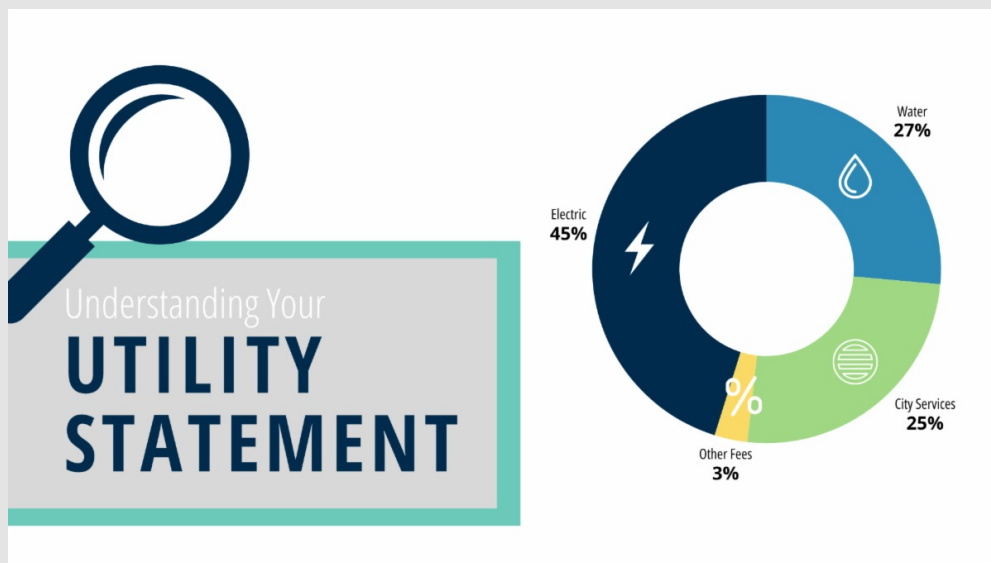




QUARTERLY NEWSLETTER

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.



UNDERSTANDING YOUR UTILITY STATEMENT

Ever wonder where your monthly utility dollars go? There's more to your bill than just electricity - it may also include water service, city-related fees, and other shared community costs.

To help bring clarity, we've created a visual breakdown of your bill. Our *Understanding Your Utility Statement* bill insert makes it easy to see how your payment supports a range of essential services that help keep our community running smoothly.

[See what's on your bill](#)

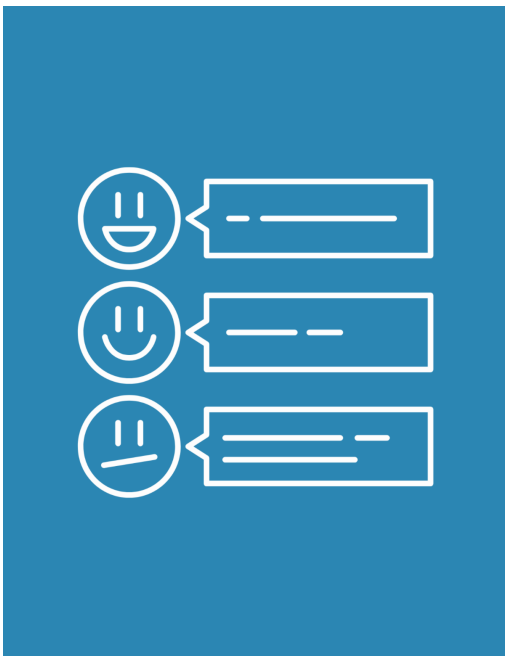


REVERSE OSMOSIS PROJECT MOVES FORWARD

We're making exciting progress on our reverse osmosis water treatment project - a long-term investment in providing high-quality, softer water to our community. With pilot testing complete, sustainable design features in place, and facility renderings approved, the project is full steam ahead.

Learn more in our latest press release and explore detailed updates anytime on our [project page](#).

[Read the update](#)



TELL US WHAT YOU THINK

At KU, we're always striving to deliver top-notch customer service - and your feedback helps us do just that.

If you haven't taken our customer satisfaction survey yet, now's the perfect time! It's quick, anonymous, and super easy. Your input helps us understand what we're doing well and where we can do better.

We truly appreciate your time and feedback!

[Take the survey here](#)

SANITARY SURVEY RESULTS

The Wisconsin DNR recently completed a thorough inspection of the Kaukauna Utilities water system - and we are proud to report that there were no deficiencies!



This inspection is referred to as the Sanitary Survey and is completed every three years. This confirms that our team is meeting the highest standards for safe, reliable drinking water.

Further details, including access to past survey results, are available on our website.

[See the full update](#)



SAVE WITH OUR NIGHTTIME RATE

Looking to lower your energy bill? Our Nighttime EV Charging Plan (RG3) offers reduced electric rates from 12:00am to 5:00am - and it's not just for EV owners!

Whether you're charging your car, running appliances, or scheduling other energy use overnight, shifting to off-peak hours can lead to real savings.

Bonus for EV drivers: Don't forget - KU offers up to a [\\$400 rebate](#) toward the purchase and installation of a qualifying Level 2 EV charger!

Simple changes. Smart savings.
Available to all residential customers.

[Learn more and start saving](#)

SAVE THE DATE FOR KU COMMUNITY NIGHT!

We're powering up the fun for our annual *Community Night* - a celebration of public power and family fun!

We'll have something for everyone: bounce houses, food trucks, an electric vehicle

car show, and more. Come meet the team behind your electric and water services while exploring what makes our community-powered utility unique.

Wednesday, September 24th - 4:00pm - 6:00pm
Hydro Park, Kaukauna

More details coming soon.

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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