



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.



We're making a generational investment into the future of Kaukauna's water system.

Replacing our failing and aging water infrastructure is necessary, and it also creates an opportunity. Incorporating reverse osmosis, an enhanced water treatment method, will address water quality and hardness concerns and position our water system for the long term.

While reverse osmosis treatment will increase monthly water bills, this cost may be offset by eliminating or reducing the need for water softeners, salt, and bottled or filtered water, as the treated water will be of similar quality to bottled water. It also reduces wear and tear on appliances, water heaters, fixtures, and faucets, helping extend their lifespan and lower maintenance and replacement costs.

Learn what this means for your monthly bill and the future of our community's water system.

[Read the Project Update](#)



MANAGE YOUR ACCOUNT ANYTIME

With MyAccount, our customer portal, managing your utility account is fast and simple. Track your usage, pay your bill, set up alerts, enroll in paperless billing or auto-pay, and more - all in one convenient place.

Access your account anytime on desktop, or download the mobile app by searching "Kaukauna Utilities" in your app store.

[Access MyAccount](#)



ELECTRONICS RECYCLING EVENT

Old electronics taking up space? Kaukauna Utilities (KU) and the City of Kaukauna are once again hosting the Electronics Recycling Event on Saturday, April 25th from 9:00am to noon at the KU Warehouse.

From old TVs and computers to small household devices, this event makes it easy to recycle items responsibly - helping protect our environment and keep harmful materials out of landfills.

[Event Details](#)



BILL PAY ASSISTANCE

The winter moratorium on residential disconnections is ending soon. Local and state assistance programs are available to help manage utility costs, offering financial support and payment assistance for those who qualify.

KU can help connect you with these agencies and work with you on payment arrangements that fit your situation.

If you or someone you know could benefit from assistance, we encourage you to explore available resources and share this information with those who may need a hand.

[Explore Payment Assistance](#)



STAY ALERT FOR SCAMS

Scam attempts are becoming more sophisticated, with some even using AI to mimic the voices of family members. Scammers may also pose as utility workers by phone, email, or in person.

KU will never ask for credit card or banking information over the phone. If something doesn't feel right, contact us at 920-462-0234 to verify.

Please share this information with family, friends, or neighbors who may be more vulnerable.

GET UP TO \$14,000 IN REBATES FOR HOME IMPROVEMENTS

Thinking about upgrading your home? New Inflation Reduction Act (IRA) programs - Home Efficiency Rebates (HOMES) and Home Electrification and Appliance Rebates (HEAR) - can help cover the cost of energy-efficient improvements like insulation, heating and cooling equipment, and electric appliances.

These programs are designed to lower upfront costs and make it easier to improve comfort and efficiency - especially for income-qualified households.

You can also combine these rebates with other programs to maximize your savings.

[IRA Rebate Details](#)

Kaukauna Utilities is a community owned and operated electric and water utility, serving over 17,000 customers in the Kaukauna area.

Kaukauna Utilities

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