



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.



Water Treatment System Improvement Project Reaches Major Milestone

Kaukauna Utilities has reached an exciting milestone in the Water Treatment System Improvement Project. After receiving approval for key portions of the project, construction is officially moving forward on the new reverse osmosis water treatment system.

Construction on Water Treatment Plant #1, located adjacent to the Kaukauna Aquatic Center, is scheduled to begin in July, keeping the project on a timeline similar to what was originally planned, with completion expected in summer 2028.

To celebrate this important milestone, we invite the community to join us for a groundbreaking ceremony on **Tuesday, July 7th at 10am**. Please [RSVP here](#) so we can plan accordingly. Event details, including parking information, will be provided to registered attendees.

Learn more about the project and RSVP by visiting the link below.



TREE TRIMMING KEEPS YOU SAFE

Trees add beauty to our community, but branches growing too close to power lines can create safety hazards and cause power outages. To help keep our customers safe and maintain reliable electric service, Kaukauna Utilities regularly trims trees near overhead power lines using industry-approved practices.

Never trim trees near power lines yourself. If you have concerns about trees growing near power lines, contact us and let our trained professionals handle the work.

[More Info](#)



KEEP COOL + SAVE WITH AN AC TUNE-UP REBATE

During periods of extreme heat, your air conditioner works overtime to keep your home cool. A professional tune-up can help your system run more efficiently, keep your home comfortable, and reduce the risk of costly repairs.

KU offers a \$25 rebate for qualifying central air conditioner tune-ups. Contact a professional service technician to complete a 12-point inspection, then submit your rebate form to start saving.

[Apply for a Rebate](#)



SAVE WATER THIS SUMMER

A few simple changes can help conserve water and lower your utility bill this summer.

- Water lawns early in the morning to reduce evaporation.
- Set your mower higher to help grass retain moisture.
- Fix dripping faucets and running toilets to prevent wasted water.

Did you know? Kaukauna sewer customer bills are automatically adjusted May through September to account for increased outdoor water use. Sewer charges are capped based on your average winter water use.

[More Summer Water Saving Tips](#)



BE STORM READY

Storms and high winds can sometimes cause power outages. If you see a downed power line, stay far away, never touch anything in contact with it, and report it to Kaukauna Utilities immediately. Your safety always comes first.

Stay informed during outages by signing up for KU's Power Outage Text Alerts. Receive timely text alerts so you can stay informed about outages impacting your service address.

- Text *STATUS* to 866-766-5705 to ensure you're enrolled.
- Text *OUT* to 866-766-5705 to report an outage.
- Save 866-766-5705 in your phone contacts for future use.

[Power Outage Text Alerts Info](#)

UNDERSTANDING OUR DISCONNECTION PROCESS

Wondering what happens if a utility bill becomes past due? Kaukauna Utilities follows a structured disconnection process governed by Wisconsin Public Service Commission regulations. Before service is disconnected, customers receive multiple notifications and opportunities to make payment arrangements.

Our website provides information on:
The step-by-step disconnection process
Payment arrangements and assistance options
Critical medical need protections
Customer rights and responsibilities
How to restore service after disconnection

If you're having difficulty paying your bill, we encourage you to contact us as early as possible to discuss available options. Learn more by clicking below.

[Service Disconnection Information](#)

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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General

Call (920) 766-5721

Power Outages/Emergencies

Call (920) 766-5988

Billing/Customer Service

Call (920) 462-0234



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