

SEASONAL SEWER ADJUSTMENT

Residential Customers

Throughout the summer, many residents use extra water for lawns, gardens, or pools. Sewer consumption is adjusted automatically from May to September to account for this increased water consumption. During these months, sewer consumption is capped at 120% of your average water usage from October to April.

WATER LEAK DETECTION

The KU Billing & Customer Service Department reviews water leak detection reports for higher-than-normal customer water usage. If your service address is listed in the report, a representative may contact you to check if you're aware of the increased use. Common causes include leaking toilets, water heaters, water softeners, or inside/outside faucets.

Please contact the Billing & Customer Service Department at 920-462-0234 if you're watering your lawn, filling a pool, or if you discover a leak. It can save you money!

If high water usage during summer (May through September):

1. Customer service staff notes your utility account and will see there is no need to reach out to you when higher use is alerted.
2. Seasonal sewer bill adjustment is automatic May through September billing statements.

If high water usage October through April:

1. Customer service staff notes your utility account.
2. Next billing statement is submitted for a sewer bill credit.
3. Usage for month(s) that receive a sewer bill credit will not be included in your next seasonal sewer bill adjustment calculation. This saves you money by keeping the average lower.

Understanding Your Bill

Ever wondered what each charge on your utility bill means? We're here to help!

Scan the QR code to visit the *Understanding Your Bill* page on our website for a detailed breakdown of every section on your bill.



Payment Options

- Pre-Authorized Payment - automatic withdrawals from your checking or savings account (no fees)
- 24/7 automated credit or debit card payments - call Paymentus @ 1-877-360-3485 (no fees)
- MyAccount customer portal - myaccount.kaukaunautilities.com/ (no fees)
- Mail check or money order to: Kaukauna Utilities, PO Box 1777, Kaukauna, WI 54130
- Payment drop box located at the north end of the parking lot. We are located at 777 Island Street in Kaukauna.

Rate Detail

Kaukauna Utilities is a regulated public utility. Rates are regulated and approved by the Public Service Commission of Wisconsin.

For further details on water rates and rules, scan the QR code to visit the *Rates* page on our website.



WATER RATE SUMMARY

Effective 08/01/2025



Customer Driven | Community Minded | Environmentally Responsible

777 Island Street PO Box 1777
Kaukauna, WI 54130-7077

Business Hours:

Mon - Fri, 7:30am - 4:00pm

Lobby Hours:

Mon - Thurs, 9:00am - 4:00pm;
Fri, 9:00am - 12:00pm



920-462-0234



kumail@ku-wi.org



www.kaukaunautilities.com



Kaukauna Water Rates

General Water Service - Metered - Mg-1

Monthly Service Charges

Water Meter Size (inches)	Customer Charge	Public Fire Protection Charge F-1
5/8	\$12.98	\$16.02
3/4	\$12.98	\$16.02
1	\$20.60	\$40.17
1 1/4	\$27.81	\$59.74
1 1/2	\$35.02	\$81.37
2	\$51.50	\$129.78
3	\$85.49	\$242.05
4	\$126.69	\$399.64
6	\$201.88	\$795.16
8	\$298.70	\$1,272.05
10	\$430.54	\$1,908.59
12	\$563.41	\$2,549.25

Monthly Volume Charges (cubic feet used)

First 1,400 Cubic Ft	BLK 1	\$5.98/100 Cubic Ft
Next 12,000 Cubic Ft	BLK 2	\$5.54/100 Cubic Ft
Over 13,400 Cubic Ft	BLK 3	\$4.39/100 Cubic Ft

Cubic Feet conversion to gallons formula:
Total Cubic Feet X 7.48 = Total Gallons.
Example: 100 cubic feet X 7.48 = 748 gallons

Private Fire Protection - Upf-1

Monthly Service Charges

Water Meter Size (inches)	Customer Charge
2 or smaller	\$10.00
3	\$20.00
4	\$30.00
6	\$60.00
8	\$96.00
10	\$144.00
12	\$192.00
14	\$240.00
16	\$288.00

General Water Service - Unmetered - Ug-1

Temporary Unmetered Water

Customer Charge	\$12.98
Public Fire Protection	\$16.02
Volume Charge - 400 Cubic Feet (\$5.98/100 cubic feet)	\$23.92

City of Kaukauna Rates

The following charges are authorized by the Kaukauna City Council. *Kaukauna Utilities is a billing and collection agent for the City of Kaukauna.* Collections are remitted monthly to the City Treasurer.

Sewer Rates - Effective 07/01/2023

Sewer User's Fee	\$8.75/100 Cubic Ft of metered water consumption
Plus Customer Charge/Meter	\$3.00/month
Summer Sewer Adjustment	Residential customers will not pay more than 120% of their prior winter's consumption. Winter months are defined as October through April.

Storm Water Rates - Effective 01/01/2025

User's Fee	\$11.00/Equivalent Runoff Unit (ERU) on impervious surfaces
Single Home	1.0 ERU
Duplex/Side	0.6 ERU
Other	1.0 ERU/2,944 square ft of impervious surfaces

Refuse/Recycle Fee - Effective 05/01/2013

Customer Charge/Refuse Container	\$5/month
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OTHER CHARGES

Reconnection	
During Regular Business Hours	\$40.00
After Regular Business Hours	\$60.00
Missed Appointment	
During Regular Business Hours	\$25.00
After Regular Business Hours	\$35.00
Payment Not Honored By Financial Institution	\$25.00

PROMPT PAYMENT OF BILLS

1% per month will be added to bills not paid within 20 days from the date of issuance. The late payment charge shall be applied to the total unpaid balance for utility service, including unpaid late payment charges. This charge is applicable to all customers.

WATER CONSERVATION REBATES

Even though we use it every day, there's only so much clean water to go around. Using less helps make sure we have enough for the future. Kaukauna Utilities offers rebates to encourage the installation of water-saving appliances. Together, we can protect this valuable resource. Rebates for each measure shall not exceed 50% of the purchase price:

- Kitchen Sink Faucet – \$75
- Bathroom/Laundry Sink Faucet – \$50
- Showerheads – \$50
- Toilets – \$100
- Dishwasher – \$200
- Clothes Washer – \$275
- Water Softener (limited time offer) – \$300
- Whole Home Bonus (must pre-qualify equipment to receive bonus) – \$1,750

Details and application available on our website - www.kaukaunautilities.com/residential/rebate-programs/.