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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.*



CELEBRATING PUBLIC POWER WEEK

This week, we're joining more than 2,000 public power utilities across the country in celebrating the value of community-owned, not-for-profit utilities.

At Kaukauna Utilities, local ownership means local decisions, affordable rates, reliable service, and a focus on the communities we serve. Hear from a few of our employees about what public power means and the value it brings to our customers.

Learn More About Public Power

And don't forget to cast your vote in our Public Power Week Coloring Contest! This year, more than 30 classes from 10 schools across our service territory are participating. Check out their creations and vote for your favorite on our Facebook page.



NEED HELP WITH ENERGY COSTS?

Apply for Energy Assistance in person on Thursday, November 5th, from 8:30am – 3:30pm at the Kaukauna Public Library. An Energy Services rep will be available to assist with applications and answer questions.

Appointments are limited. Call 920-462-0234 to reserve your spot. Walk-ins are welcome as space allows.

First-time eligible applicants will receive a $50 KU gift card, and all eligible applicants can enter to win one of three $100 gift cards (must apply at the event).

Event Details

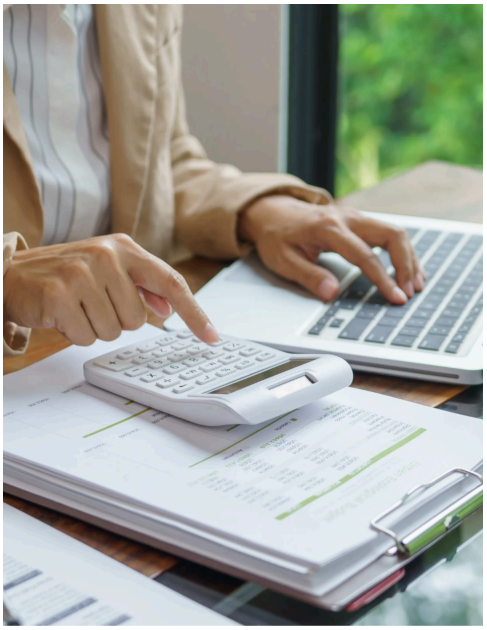


NEW WINDOWS? SAVE UP TO $600 EACH.

Thinking about replacing old windows? Focus on Energy is offering limited-time rebates on qualifying energy-efficient windows, with eligible customers saving up to $600 per window (rebate amount based on income eligibility)!

While you're getting your home ready for cooler weather, take a few simple steps to save energy: seal drafts around windows and doors, adjust your thermostat when you're away, and let the sun help warm your home during the day.

Window Rebate Info



MAKE MONTHLY BILLS MORE PREDICTABLE

With KU's Budget Billing, your energy costs are evened out over the year into a fixed monthly payment, helping you avoid higher bills during high-use months.

Budget Billing is available to residential customers who are current on their account and have at least one year of billing history.

For more info, click the button below or give us a call at 920-462-0234.

Learn More About Budget Billing

UNDERSTANDING + PAYING YOUR BILL

Have questions about the charges on your utility bill? Our Understanding Your Bill resource breaks down the different line items, including your energy and water charges, fixed fees, and the monthly Power Cost Adjustment (PCA).

Understand Your Bill

Pay by credit card with no convenience fee! Make a payment anytime, 24/7, online or by phone using a credit card, debit card, or e-check. Other payment options are also available - visit our website to find the option thats best for you.

View Payment Options

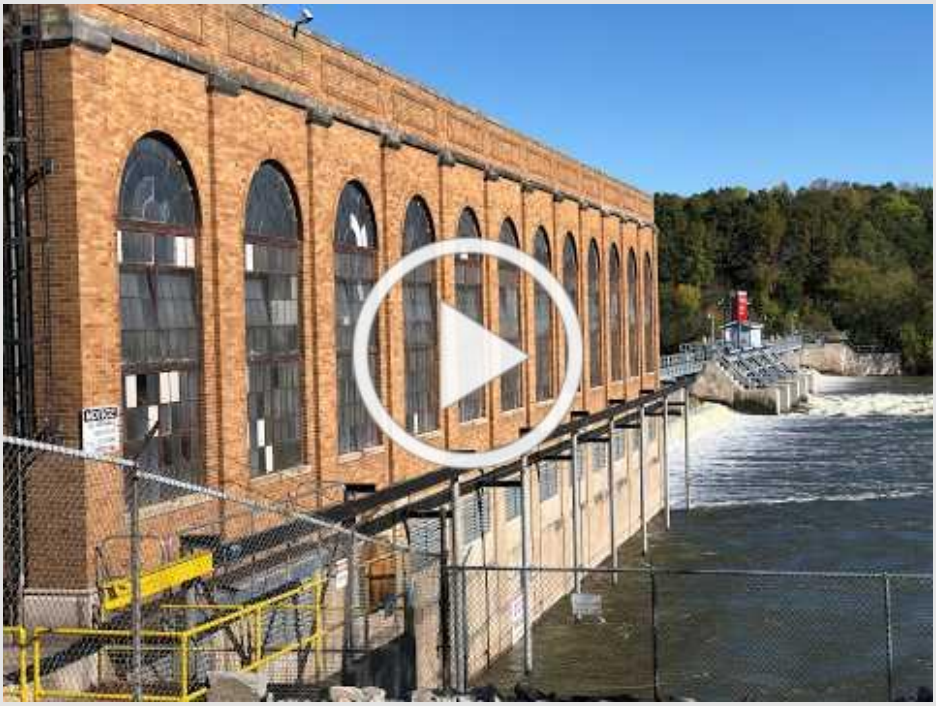
*And don't forget about **MyAccount**! Our customer portal, available via desktop or mobile app, makes it easy to track your electric and water usage, pay your bill, set usage alerts, and manage your account anytime, anywhere.*

WHY IS KAUKAUNA KNOWN AS THE *ELECTRIC CITY*?

The answer is rooted in our long history with electricity and hydropower. As locally generated electricity helped power homes, businesses, and industry, Kaukauna became known for its early embrace of hydropower - helping establish its legacy as the *Electric City*.

Rapide Croche Hydro is an important part of that story. Built in 1926, it has harnessed the power of the Fox River for 100 years. Today, that legacy continues through our seven hydroelectric plants along the Fox River, which provide approximately 30% of the electricity needed to serve our customers.

Watch the 100-Year Anniversary Video Below.



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

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Power Outages/Emergencies
Call (920) 766-5988

Billing/Customer Service
Call (920) 462-0234

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