KAUKAUNA UTILITIES

2027 - 2028 Water Rate Proposal



ABOUT

Kaukauna Utilities (KU) filed a rate proposal with the Public Service Commission of Wisconsin (PSC) on September 30th, 2026 to set 2027 - 2028 rates for the water utility. This insert provides details of our request.

Rates are set through a transparent process with the PSC. The PSC will review the proposal to ensure that KU has the financial resources needed to operate the utility while considering your interests as a ratepayer. After reviewing the application, the PSC will hold a virtual public audio/visual hearing, with the date and time to be announced. If the proposal is approved, the new water rates are expected to take effect early 2027 and mid 2028.

OUR REQUEST

The result of the rate proposal is a requested overall increase of 99.7%, implemented in two phases. The first increase would be approximately 38.9% in Q1 2027. The second increase would be an additional 43.8% in Q3 2028. KUs last water rate increase of 3% was implemented on August 1st, 2025.

Residential

An average residential customer that uses 400 cubic feet would see a $14.35 monthly increase in 2027 and an additional $22.45 monthly increase in 2028.

Commercial

An average commercial customer that uses 1,400 cubic feet would see a $37.47 monthly increase in 2027 and an additional $58.60 monthly increase in 2028.

Note - The requested increase may affect your bill differently based on your rate class and the amount of water you use.

920-766-5721

www.kaukaunautilities.com

REASONS FOR REQUEST

Estimated residential rate impact and key drivers of the water rate increase include:

- *$14.71* - Construction costs associated with building two new water treatment plants to replace failing and aging facilities.
- *$13.43* - Capital investment in new reverse osmosis water treatment technology and equipment, which will eliminate the need for customer water softening.
- *$1.97* - Increased borrowing and financing costs associated with the overall water treatment system improvement project.
- *$6.69* - Continued investment in water main replacements and infrastructure to support the goal of removing all lead service lines by 2031.

TIMELINE

Customer bills will continue to be calculated using current rates until new rates are approved by the PSC. Next steps include:

- The PSC conducts a thorough review of our rate proposal. A public hearing will be held - date, time, and location TBD.
- After reviewing information in our docket, including public testimony, the PSC will set new rates for KU customers. The approved rates may be higher or lower than the requested amount.
- Once approved, new rates will take effect in two steps (anticipated early 2027 and mid 2028).

RESOURCES

Project Info

For more information about the Water Treatment System Improvement Project, including past updates and project details, visit kaukaunautilities.com/reverseosmosis.

Understanding Your Bill

Ever wondered what each charge on your utility bill means? Visit the *Understanding Your Bill* page on our website for a detailed breakdown of every section on your bill. Learn about different fees like public fire protection, refuse/recycle, and commitment to community.

MyAccount

Take control of your utility usage with MyAccount! Track electric and water usage, set alerts, and manage your account. Get started today! Access MyAccount online or download the mobile app by searching “Kaukauna Utilities” in your app store.

GET INVOLVED

Visit psc.wi.gov or call 608-266-5481 to learn more and stay up-to-date on our rate proposal and hearing schedule . Refer to the Kaukauna Water Rate Application under Docket # 2800-WR-111.

In lieu of testifying at the public hearing, customers can submit comments online by going to the “Commission Actions” section of the PSC website.

QUESTIONS?

As always, please contact us with any questions or concerns.

920-766-5721

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