WATER TREATMENT PROJECT

KAUKAUNA UTILITIES

Fact Sheet

OVERVIEW + CURRENT STATUS

- **2022 - 2024** - Kaukauna Utilities (KU) completed a comprehensive water study that evaluated long-term water system infrastructure and treatment options, including critical components more than 125 years old.
- **May 2024** - The KU Commission selected reverse osmosis as the preferred treatment solution.
- **May 2025** - KU received Public Service Commission of Wisconsin (PSC) approval to proceed with the project.
- **January - March 2026** - Final design completed and contractor bids received. Bids came in higher than anticipated, resulting in an updated project budget. The KU Commission awarded the construction contract to Mid City Corporation.
- **April - May 2026** - Risk identification and mitigation meetings conducted to proactively address challenges and maintain the project schedule.
- **May 2026** - KU received key approvals from the PSC and WDNR, allowing construction to move forward.
- **July 2026** - Groundbreaking ceremony for Water Treatment Plant #1.

WHY MOVING FORWARD MATTERS

FAILING & AGING INFRASTRUCTURE

KU has maximized the useful life of its water infrastructure through decades of overhauls, maintenance, and repairs. With components now more than 125 years old, these facilities can no longer be reasonably overhauled, maintained, or repaired. The new facilities will be constructed outside the floodplain - an investment estimated at approximately $25 million.

Reinvestment is necessary regardless of treatment method.

A GENERATIONAL INVESTMENT

As this infrastructure is replaced, we have the opportunity to invest an additional $10 million in a long-term solution to water hardness and quality. With this investment, customers will no longer need to incur ongoing costs for water softeners and water heaters, salt, bottled/filtered water, and appliance and fixture/faucet wear.

Investing now establishes long-term value and overall customer savings.

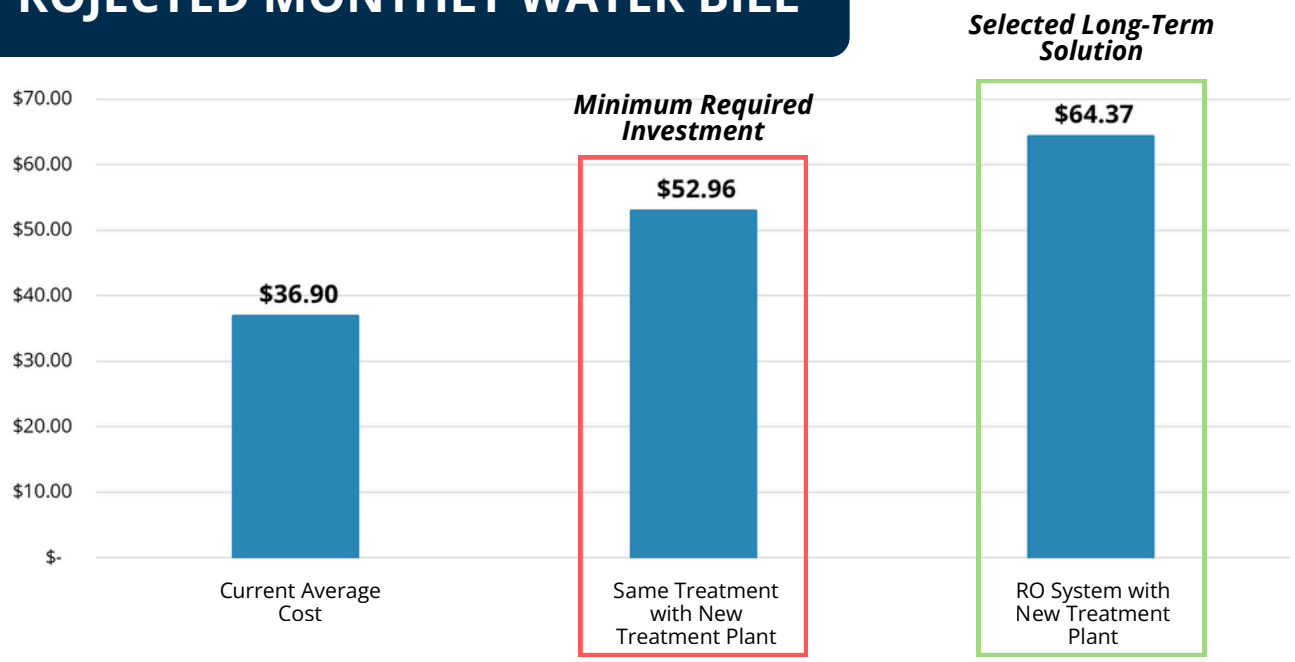
LONG-TERM RELIABILITY

These new facilities cannot be postponed without increased risk to system resiliency and reliability.

Acting now supports long-term stability.

Replacing the failing and aging water treatment system is necessary. Reverse osmosis provides a solution to water hardness and high-quality water for generations to come.

PROJECTED MONTHLY WATER BILL



Estimates are based on typical residential water use (400 cubic feet) + customer charges and reflect projected 2028 costs. Actual rates may vary and exclude other charges on the bill (public fire protection, electric, sewer, etc.)

While reverse osmosis will increase monthly water bills, it eliminates the need for other household water-related expenses caused by hard water.

- The projected cost increase between using the current treatment method and incorporating reverse osmosis treatment is *less than $12 per month* on the typical residential bill.

- According to the 2024 customer and plumber surveys, customers currently *spend between $55 - $75 per month* on softener salt, bottled/filtered water, and appliance maintenance/replacement. Reverse osmosis eliminates the need for these costs caused by hard water.

PLANNED IMPROVEMENTS

MAIN WATER FILTER PLANT
The project includes construction of two new treatment plants to replace failing and aging facilities, including a pressure filter tank installed in 1960 and ground storage reservoirs built in 1899 and 1940. The new facilities will be located outside of the Fox River floodplain, where the current main water treatment plant is located.

ENHANCED WATER QUALITY
The new treatment system will provide soft, high-quality water directly to homes and businesses, eliminating the need for water softening and bottled/filtered water purchases.

SYSTEM RESILIENCY
Backup power generation will be installed at all water treatment and supply facilities to allow continued water pumping during power outages.

ADDITIONAL PROJECT INFO

To review project updates and background information, scan the QR code or visit the project webpage. For questions about the water treatment project, contact Water Superintendent, Andy Vanden Heuvel, at 920-858-9180.

kaukaunautilities.com/reverseosmosis