

# WE ALL DESERVE A **HELPING HAND!**

Help with your utility bill is within easy reach. Contact us today to learn more.



## **WINTER MORATORIUM ENDS SOON**

The moratorium on residential service disconnection ends April 15th each year. Customers with a past due balance are encouraged to contact Kaukauna Utilities Customer Service Department for payment arrangements. We understand customers have unique circumstances and hardships. *Our goal is not to disconnect*, but to be flexible and work with each individual customer's needs. Our friendly customer service staff is available Monday through Friday, 7:30am – 4:00pm at **920-462-0234**.

## **PAYMENT OPTIONS**

**24/7 automated credit or debit card payments** – call Paymentus @ 1-877-360-3485 (no fees)

**MyAccount online** -  
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.

# BILL PAY ASSISTANCE - AVAILABLE AGENCIES

## 1 Wisconsin Home Energy Assistance Program (WHEAP)

The WHEAP provides assistance for heating costs, electric costs, and energy crisis situations. Operating with federal and state funding, the program provides assistance to approximately 225,000 Wisconsin households annually. Whether you use wood, propane, natural gas, electricity, or fuel oil to heat your home, energy assistance is available if you qualify.

Your household may be eligible for WHEAP services based on a number of different factors, including if your gross household income qualifies for assistance. A Home Energy Plus application must be completed through your local WHEAP agency. **It takes as little as 10 minutes to get started** - call **1-800-506-5596** or visit **energybenefit.wi.gov**. Applications are processed October 1 to May 15 each year.

## 2 Low-Income Household Water Assistance Program (LIHWAP)

The LIHWAP provides financial assistance to low-income households to restore disconnected water services and to pay arrears preventing disconnection of water service. If you have a past due water and/or sewer bill from your utility company, you may qualify for LIHWAP benefits. For more information, please call **833-426-9472**, visit **wisconsinwater.help**, or email **support@wisconsinwater.help**.

## 3 WI Help for Homeowners (WHH)

WHH is a new statewide program that can help with overdue bills like mortgage payments, property taxes, and utilities. The program is open to homeowners in Wisconsin with overdue housing-related bills, both with and without a mortgage, who meet income and other eligibility requirements, and have experienced a qualified economic hardship since January 21, 2020. The application portal is available online at **HomeownerHelp.WI.Gov**. And for additional information, call **1-855-2-HOME-WI**.

## 4 Heat For Heroes

Heat for Heroes is a charitable initiative that was created to give extra assistance to the growing population of Wisconsin veterans in need. No American hero should ever have to make the decision between eating and heating, so Heat for Heroes steps in and provides a critical safety survival net for those veterans. Visit their website for more information - **heat4heroes.org/** - or call **1-800-891-9276**.

## 5 Leaven Fox Cities

Leaven provides limited financial assistance to people who are struggling to meet their basic needs and have nowhere else to turn for help. More information available on their website - **leavenfoxcities.org/** - or by calling **920-738-9635**.