

2024

Year in Review



A note from the GM

This has been a year with many challenges, but I shouldn't even call them challenges. At Kaukauna Utilities (KU), we see challenges as opportunities. Our employees yet again rose to the occasion time after time to address the challenges head on. This should come as no surprise since that's what we've been doing as a public power utility in Kaukauna for over 112 years. Every challenge is viewed as an opportunity to learn, grow, and embody our value of continuous improvement.

At KU, it all begins with our vision and mission. Even when faced with challenges, we never lose sight of where we're trying to go. While 2024 will be remembered as a year that we faced a few setbacks, there continued to be outstanding achievements by the KU team. We celebrated the 10-year anniversary of the Badger Hydro plant with a well-attended community celebration. In 2024, we kicked off two major projects that will benefit the community for generations to come. Our new water treatment project will enhance the quality of Kaukauna's drinking water and enable our thousands of customers to remove their water softeners when completed. Our federally funded microgrid project will lead to even better reliability and resiliency of our electric system utilizing state of the art technology. These two projects will truly enhance the quality of life for our customers and strengthen the community.

As we move forward and advance as a utility, we never lose sight of doing so affordably and responsibly. We continue to maintain lower electric rates than any community in the Fox Valley. And we do so while maintaining sustainable operations that value our environmental resources.

As another year comes to an end, I would just like to thank our employees and our customers. I'd like to thank our employees for their dedication to serving the community. And I'd like to thank our customers for their patience as we worked through a few challenges this year. The amount of positive feedback that we received from the community gives the KU team renewed inspiration for the upcoming new year.

- Michael Avanzi, General Manager



Customer Driven

KU WINS NATIONAL CUSTOMER SATISFACTION AWARD

For the second year in a row, KU has been recognized by the American Public Power Association with a Public Power Customer Satisfaction Award for providing excellent service! The award is the result of receiving high marks from customers in the areas of customer service, field personnel, communication, reliability, value, outage response, innovation, and overall satisfaction. Here at KU, we value going the extra mile to provide friendly, local service that exceeds expectations!



COMMITMENT TO RELIABILITY

Reliability is a top priority at KU, and we are taking proactive measures to strengthen our system and enhance service resilience. Our efforts include thorough inspections and repairs, upgrading critical equipment, and enhancing monitoring systems to detect and address issues more quickly. Protective device settings are being updated to pinpoint faults and minimize restoration times, while wildlife protection measures are being added to reduce outages caused by animals. Additionally, we offer power quality testing services to assist customers in addressing potential issues on their side of the meter. These initiatives ensure that we provide reliable service while meeting the evolving needs of our growing community.

Looking to the future, we are investing in long-term improvements to further strengthen our distribution system. Infrastructure upgrades, such as underground cable and overhead line replacements, are part of our annual capital budget to ensure continued reinvestment. We are also piloting advanced distribution automation technology, designed to isolate faults and minimize customer impacts during outages. As we implement these enhancements, we remain committed to keeping our customers informed and engaged every step of the way.



GENERATIONAL UPGRADES FOR ENHANCED WATER QUALITY

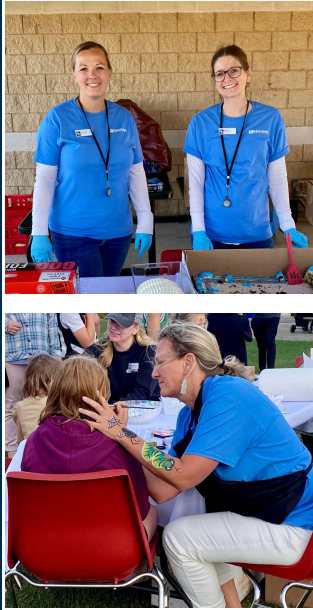
In 2024, the Kaukauna Utilities Commission made a landmark decision to revolutionize the city's water treatment process by adopting state-of-the-art reverse osmosis technology. This project will significantly enhance water quality by reducing water hardness, benefiting residents and businesses alike with less buildup on appliances, longer-lasting fixtures, and improved overall water quality. The project timeline includes a pilot study which began in winter 2024, with construction set to start in winter 2025, and completion anticipated by summer 2028. This generational project represents a major investment in providing cleaner, safer, and more reliable water for our customers.

Community Minded

BADGER BIRTHDAY BASH

This year, we proudly celebrated 10 years of Badger Hydro providing low-cost, clean energy to our community with a special birthday party at Hydro Park. The event was filled with family-friendly fun, including hydro plant tours, delicious treats, face painting, balloon animals, bounce houses, and an exciting magic show.

As a community-minded utility, we believe in celebrating milestones alongside our customers and honoring the strong connection we share with the communities we serve. Thank you to everyone who joined us for this celebration!



HIGH SCHOOL SCHOLARSHIPS

KU awarded a total of \$5,000 in academic scholarships to four deserving seniors in 2024.

- Callista Sniegowski – Kaukauna
- Grant Hermus – Little Chute
- Brandon Janssen – Little Chute
- Matthew Van Den Heuvel - Wrightstown, Lineworker Training Scholarship

LEVERAGING GRANTS TO BENEFIT CUSTOMERS

We actively pursue federal grants to help offset the costs of critical infrastructure improvements, keeping rates affordable for our customers. In 2024, KU secured a \$1 million grant to replace the HVAC system at our main office building with a geothermal system, eliminating the use of natural gas for heating while modernizing our facilities. Over the past couple of years, KU has secured nearly \$5 million in grants, supporting sustainability and affordability.

GIVING BACK TO OUR COMMUNITY

At Kaukauna Utilities, giving back is a core part of who we are. This year, our team came together for a Pantry Pileup competition, collecting an impressive 1,389 pounds of food, paper products, cleaning supplies, and more for the Loaves and Fishes Food Pantry.

We proudly supported the community by sponsoring the annual Library of Lights holiday display, the Heart of the Valley Chamber of Commerce's Shop Local holiday promotion, and numerous area athletic and educational organizations. From festivals, National Night Out, and Make-a-Wish to the Library's summer lunch program, random acts of kindness, and the Live! from Hydro concert series, these efforts reflect our ongoing commitment to enhancing the quality of life and strengthening the communities we proudly serve. Together, we're making a positive impact, one act of kindness at a time!



Environmentally Responsible

PROMOTING ENVIRONMENTAL STEWARDSHIP

At Kaukauna Utilities, we strive to be stewards of the environment. To support proper disposal practices and encourage environmental responsibility, we hosted our first hazardous materials collection event in August of 2024. The event was a success, with approximately 1,300 pounds of hazardous materials and 60 gallons of non-hazardous latex paint collected, helping our community reduce environmental impact.

THANK YOU for helping us keep electronics out of the landfills. At the 2024 Electronics Recycling Event, we collected 20,128 total pounds of recyclable materials in just three hours! Save the date for our next event - Saturday, May 3rd, 2025.

RECYCLING EXCELLENCE AWARD

Kaukauna Utilities is honored to receive the Recycling Excellence Award from the Wisconsin Department of Natural Resources, recognizing our dedication to environmental sustainability and waste minimization. Our waste management plan ensures proper disposal of materials like scrap metal, used oil, batteries, light bulbs, tires, utility poles, concrete, plastic bags/film, and used transformers.

PROGRESS TOWARD A CLEANER TOMORROW

We are committed to reducing our carbon footprint and building a more sustainable future. In 2024, we achieved a 3% reduction from our baseline. This is equivalent to avoiding the burning of 5,500 pounds of coal, saving 11 barrels of oil, or recycling 212 bags of trash instead of sending them to the landfill. We're excited to build on this progress as we strive toward our carbon reduction goals.



DELIVERING RESULTS

This year, KU customers saved 2,063,948 kilowatt-hours of energy through our commitment to energy efficiency. Additionally, over \$230,000 in incentives from Focus on Energy was returned to our customers!

Ready to make your home or business more energy-efficient? Explore our new online rebate tool, designed to make it easier than ever to claim rebates for energy-saving upgrades.

CONTACT US

Don't hesitate to reach out to us with questions, comments, or concerns!



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