



## 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.



## REFLECTING ON 2024

Our 2024 Year in Review is here! This annual report highlights the strides we made to enhance the quality of life for the communities we serve. From innovative projects to strengthening our environmental stewardship, we're sharing all the ways we worked to support you.

Here's to another year of being customer driven, community minded, and environmentally responsible.

[2024 Year in Review](#)



## ONLINE REBATE PAGE

Great news! We've made it easier than ever to submit your rebates with our NEW online rebate form.

This new feature is designed to enhance your experience and make saving money more convenient. Whether it's for energy-efficient upgrades or water-saving devices, you can now submit everything online in just a few clicks!

[Rebate Form Available Here](#)



## STRUGGLING WITH ENERGY COSTS?

When energy bills feel overwhelming, Kaukauna Utilities is here to lend a hand. Through our partnership with the [Wisconsin Home Energy Assistance Program \(WHEAP\)](#), we help homes in our community stay warm and keep the lights on. The average household that qualifies gets about \$650\* a year in direct payments to their utilities.

Applying for WHEAP is quick and easy - it only takes about 10 minutes!

[Take the first step - apply today!](#)

## CHARGE YOUR WAY TO SAVINGS!

Take control of your energy costs with our Nighttime EV Charging Plan!

By shifting your electricity use to off-peak hours (12:00am to 5:00am), you can benefit from lower rates and significant savings. Originally designed for electric vehicle owners, this new plan



is available to all residential customers. Maximize your savings simply by using electricity when demand is lower.

Typical EV owners can save on average \$29/month on the Nighttime EV Plan just by charging during off-peak hours!

[More info on our website](#)

## MAKE SENSE OF YOUR UTILITY BILL

Ever wondered what each charge on your utility bill means? We're here to help! Visit the *Understanding Your Bill* page on our website to get a detailed breakdown of every section on your bill, from account information and statement activity to electric and water usage comparisons. Learn more about different charges like the power cost adjustment, the refuse/recycle fee, and the commitment to community fee.

Our goal is to keep you informed and confident in what you're paying for. Plus, discover how to access 24/7 automated payment options to make managing your bill even easier. Take a moment to explore this valuable resource and gain a better understanding of your utility charges!

[Understanding Your Bill](#)

Kaukauna Utilities is a community owned and operated electric and water utility, serving over 16,000 customers in the Kaukauna area.

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