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Kaukauna Utilities receives national achievement award

Orlando, Florida, June 22, 2021 — Kaukauna Utilities in Kaukauna, Wisconsin, received an American Public Power Association E.F. Scattergood System Achievement Award during APPA's National Conference in Orlando, Florida. The award honors APPA member systems that have enhanced the prestige of public power utilities through sustained achievement and customer service.

At Kaukauna Utilities (KU), innovation is a strategic priority. During the COVID-19 pandemic, KU implemented a new outage management system, as well as an interactive voice response system that enabled customers to easily report outages and receive text alert updates. The utility decided it was time to incorporate modern technology that would ultimately help all customers as well as staff. This dual system allowed KU staff to connect with customers across multiple channels. Updates on outage status and restoration time are among the top demands of customers, and this system allowed for improvements in these areas. Since implementation, KU now has more than 11,000 customers enrolled in the outage management system, which represents 72 percent of its customers. These systems have helped KU be a more dependable service provider to its customers – enhancing the public power image of a community-owned asset.

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The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. We represent public power before the federal government to protect the interests of the more than 49 million people that public power utilities serve, and the 93,000 people they employ. Our association advocates and advises on electricity policy, technology, trends, training, and operations. Our members strengthen their communities by providing superior service, engaging citizens, and instilling pride in community-owned power.