

MPW NEWS

VOLUME 2021 • ISSUE 1

SPECIAL EDITION: 2020 YEAR IN REVIEW

PREVIEW OF the MPW 2020 ANNUAL REPORT • Look for it this April at mpw.org/AnnualReport

Challenging Times: Strategic Solutions

It certainly was not 'business as usual' in 2020. Like the rest of the world, COVID-19 created anxiety and stress for our community and for our families. Yet, during these challenging times, our work was never so critical.

We changed the way we did business to ensure our team members and customers were safe, while keeping the power on and the water and information flowing. We provide essential services to our community, especially to the most vulnerable – the elderly and sick. Our community depends on MPW and our dedicated staff takes the responsibility very seriously.

Despite these unusual circumstances, MPW staff did what they've always done; provide extraordinary service. As in the past, MPW has been there for moments big and small – whether it's supporting infrastructure and services

so families could stay connected; providing up-to-date community pandemic information so our customers could stay safe; or providing temporary relief from rate adjustments and disconnections.

We were also especially proud to participate in a community solution to provide internet access to families in need to ensure that every student in our service area had access to remote learning tools.

Read on for details on all we accomplished in the midst of all that 2020 threw at us and how we pressed on with plans for the Utility's future to benefit our community.



GAGE HUSTON
GENERAL MANAGER

Fiber Conversions Hit 96% by EOY

The Fiber to the Home project gained momentum and finished the year with over 96% of homes and businesses fully converted to the all-fiber system – providing our community with the most advanced communication services available. We will begin shutting down the Legacy system February 1, 2021.

The fiber infrastructure sets Muscatine apart from many other communities of similar size and provides an edge in attracting business and industry, while providing internet speeds residents have come to rely on.



Here to serve you for decades to come.

Planning Completed in 2020 for New 161kV Transmission Line

Maintaining our award-winning reliability, despite continued changes in how power is generated and transmitted across the grid, is no accident and MPW partnered with Central Iowa Power Cooperative (CIPCO) in 2020 to jointly develop a new 161kV transmission line.

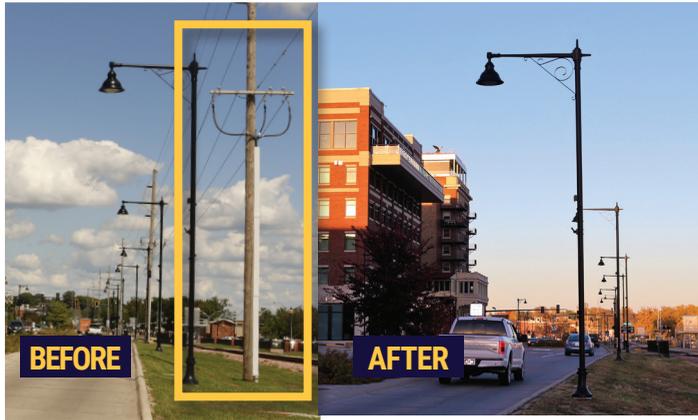
This new asset is a critical addition to our electric system. It provides a new path to the grid from the north, adding transmission redundancy.

Construction is set to begin in Fall 2021 with anticipated completion in 2022. The new transmission line ensures reliability and voltage support for our area – for customers of both MPW and CIPCO.



Collaborative Efforts Lead to Real Progress

MPW continued to push community betterment projects ahead in 2020. The following projects exemplify MPW's strong partnership with the City of Muscatine and our commitment to do what's right and necessary for our community. Although COVID-19 precautions turned many of our collaborations into electronic meetings, phone calls and emails, our perseverance led to successful completions.



Mississippi Drive Corridor Project – In the final phase of this multi-year collaboration with the City of Muscatine, transmission/distribution lines and poles were removed along the riverfront, providing unobstructed views. With power and communications infrastructure securely underground, 11 poles were removed, enhancing the river views and aesthetics of the area.



MPW also participated in the successful completion of the Mulberry & 2nd Street roundabout; undergrounding more utility infrastructure, and joined in a community effort with Musco Sports Lighting to install event lighting, supporting riverfront activities.



PHOTO BY: MARK WASHBURN

Norbert Beckey Bridge Lighting – Musco also developed and installed a new lighting system for the Beckey bridge to replace the original system damaged during the bridge repainting. As before, MPW programs the light shows and takes public requests for specific themed displays.

Our community's unique lighted features truly make Muscatine a 'must-see'. MPW is proud to provide the power and to collaborate with the city and citizens.



West Hill Sewer Separation – This multi-year collaboration with the City of Muscatine provides MPW an opportunity to evaluate and replace, as needed, aging valves, hydrants and water mains while the streets are excavated for sewer work.

Lead or galvanized service lines are also replaced as needed.

Derecho: Expecting the Unexpected

We learned a new word in 2020 – **Derecho**, but regardless of its name, MPW was prepared.

No stranger to storm response, Utility crews restored power to over 3,600 customers affected by downed lines, uprooted trees and high winds.

Preparedness is the keystone of reliable utility service delivery and all the advanced planning and training along with our team members' skill and commitment, led to quick restoration within hours, not days.



The Electric Vehicle Era Begins

Leading by example, the Utility added its first electric vehicle, a Chevy Bolt, dubbed EV-1 or 'Evie', to the fleet – signaling the beginning of a new era of programs designed to support and encourage EV ownership and ready the community as electric vehicle adoption continues to grow.



LEARN MORE ONLINE



Scan QR Code to view MPW's **EV Playlist** including episodes 1, 2 & 3 of **EV Riders** and **Fireside Chat Ep. 20-01** on the topic of Electric Vehicles



Mid-year, a Level II public charging station was installed at the MPW offices at 3205 Cedar Street.

MPW's EV strategy was developed with the guidance of our Electric Vehicle Stakeholder Group which helped develop an EV rebate program including a **\$1,500 Early Adopter rebate** for new Battery Electric Vehicles (BEV) now through March 31.

mpw.org/special-offers

A Towering Achievement

In one of the most public-facing projects in 2020, our water tower received an incredible 'make-over' thanks to community engagement, the Iowa Finance Authority (IFA) and artist Laura Palmer.

In 2019, Muscatine and friends worldwide helped us win IFA's 'It's in the Water' hometown pride contest. The first prize provided funds to place a unique design by Palmer.

After 20+ years of service, the water tower was scheduled for refurbishing to extend its useful life and over spring and summer, contractors sandblasted and repainted the tower inside and out, then added the new design. In 2021, Musco will be installing permanent light fixtures to showcase our unique water tower in a splash of color, adding one more icon to Muscatine's landscape.



Powering the Future

One of the most significant projects of 2020 was the completion of a power supply study. Such studies help utilities plan for the future and stay in-step with industry best practices – benefiting our customers.



While the study recommendations are still being vetted, the direction is clear – MPW will continue to expand its portfolio of renewables and has set aggressive targets for carbon emission reduction. A 30 MW, utility-scale solar farm is currently being investigated. We will evaluate the economics of a new gas-fired Combined Heat & Power (CHP) resource and begin planning the retirement of coal-fired Units 7, 8 and 8A in 2023, and Unit 9 by the end of the decade.

This transition will allow for customer choice, by providing increased opportunities to participate in the Choose Green Muscatine program, while keeping rates as low as possible for all residents.



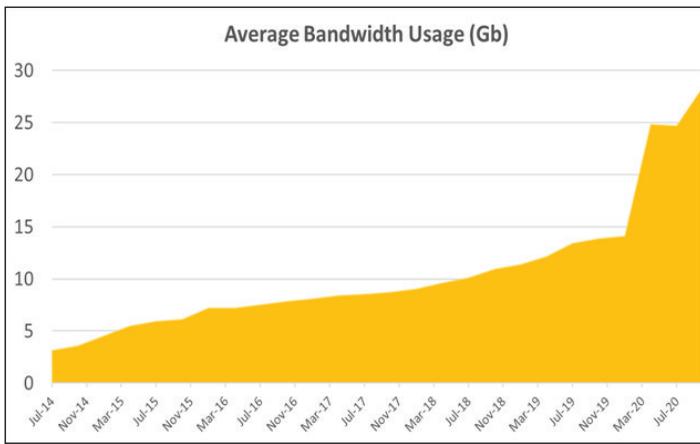
Super Sub Gets Some TLC

Oregon St. Substation, which carries **25.2%** of MPW's annual electric load went through a major replacement of breakers and switches back near the beginning of the pandemic. Using social distancing when possible and PPE, the project went as planned with no incidents or power interruptions.



Keeping Up with Bandwidth Demand

Internet bandwidth demands have shown steady growth for years, and in February 2020, MPW added a 4th bandwidth path to provide more reliability and increase overall bandwidth from 30 GB to 40 GB. Server infrastructure was upgraded, adding more capacity for our corporate and ISP networks.

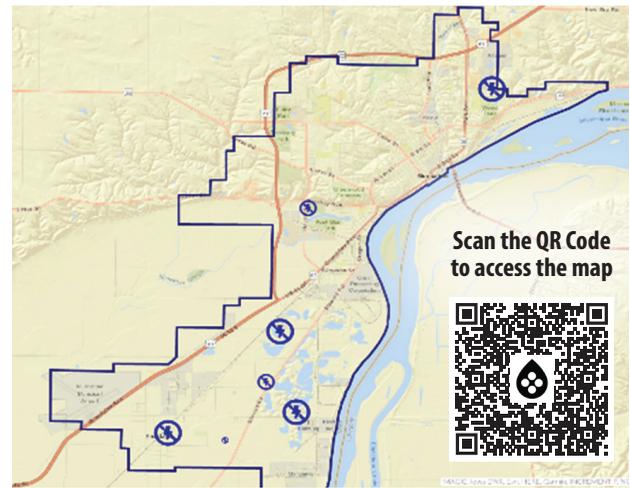


Then, COVID hit. As you can see, we experienced a 66% increase in bandwidth usage in 2nd quarter when workers and students went remote. Throughout the year, our team worked on balancing the load on our internal network and planning for an increase in external bandwidth. In Q1 2021, another 100 GB bandwidth path will be added in anticipation of ever-increasing demand.

New Interactive Map

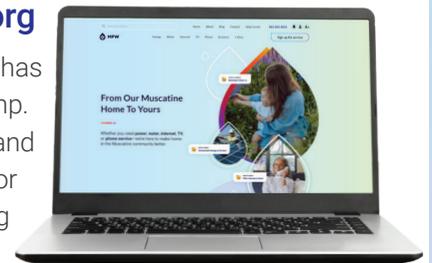
In late 2020, MPW launched an improved public-facing electric outage map on mpw.org, giving customers real-time access to see if there is a power outage and how widespread it is. Enhanced functionality allows customers to drill-down to street level to see the status of their neighborhood. Using

the map may save customers time reporting outages MPW already knows about and frees phone lines for urgent calls like down or sparking lines. Customers may also report incidents directly from the page or by calling 263-2631.



New Look for MPW.org

Throughout 2020, mpw.org has undergone a massive revamp. We have reduced the copy and organized the information for easier navigation. Launching in Q1 2021.



Strategic Plan: Solid Foundation. Strong Future

Having a plan to guide MPW through uncertain times is essential to our success. 2020 was a powerful reminder of that reality.

During this past year, our Board of Trustees and Senior Leadership Team endeavored to deliver a blueprint to provide focus in our efforts. MPW's new Strategic Plan will serve as a map to navigate the changing landscape of technologies and customer needs. It builds on our great utility's solid foundation and drives toward a strong future, ensuring Muscatine's utility and communications infrastructure is sound and capable of supplying ample, consistent service for decades to come. The plan outlines how we will continue to provide value to our community and live our mission statement.

The strategies outlined below will ensure MPW is always ahead of the curve by keeping abreast of industry trends and anticipating customer needs. Our full plan contains objectives and initiatives that will drive the daily work plans of every MPW team member.

<p>BUILD GREAT EMPLOYEES & LEADERS</p>	<p>GIVE CUSTOMERS REASONS TO LOVE MPW</p>	<p>INVEST RESPONSIBLY IN RELIABILITY</p>	<p>POWER THE FUTURE</p>	<p>GROW OUR SERVICES</p>	<p>Scan the QR Code to view the Strategic Plan video from the 2020 Power Breakfast</p>
<p>Establish a culture that develops great employees and leaders, leveraging tools and programs to make them most effective.</p>	<p>Every experience is an opportunity to delight a customer; take the initiative to add value.</p>	<p>Invest in our utility infrastructure to ensure we deliver exceptional reliability to our customers.</p>	<p>Evolve our power supply to maintain reliability, reduce environmental impact, optimize cost & risk and meet customers' evolving needs.</p>	<p>Pursue opportunities to expand service areas, offerings and usage in ways that add value to our customers.</p>	



Address: 3205 Cedar St. • Muscatine, IA 52761 **Visit our website:** www.mpw.org
Business Hours: 8:00 AM – 5:00 PM, Mon - Fri. **HelpDesk:** 6:00 AM – 12:00 Midnight, 7 days a week.
Utility Emergencies: 263-2631, opt 0 (Phones answered 24/7) • **HelpDesk:** 263-2631, opt 2 ((6:00 AM - Midnight)
Customer Services: 263-2631, opt 3 • **Pay by Phone:** 263-2631, opt 1 • **24-hour payment drop box available**

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