

MPW NEWS

VOLUME 2025 • ISSUE 1

SPECIAL EDITION: 2024 YEAR IN REVIEW

PREVIEW OF THE MPW 2024 ANNUAL REPORT • Look for the full report this March at mpw.org/AnnualReport

A message from the General Manager

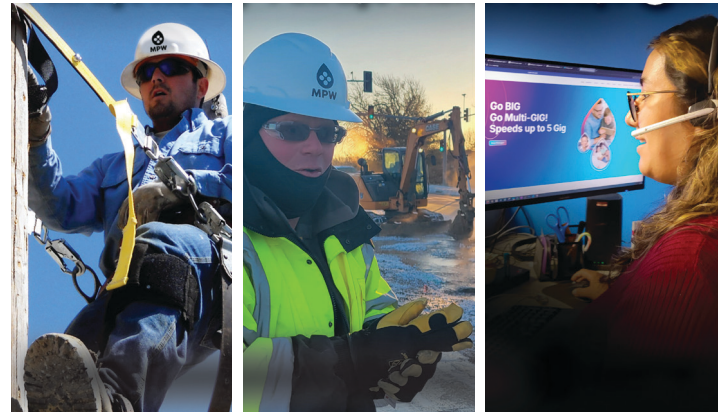
As a municipal utility, MPW is responsible to our customers, first. At the end of each year, we begin assembling an annual report to our stakeholders. As the full report is being compiled, we also provide this Year in Review to all customers. It highlights the previous year's activities and accomplishments.

As 2024 began, we could look back on significant progress toward the initiatives of our 2021-2023 Strategic Plan. Rather than rest on our laurels, leadership, with input from team members across the Utility, worked over several months to update that plan with new and modified initiatives for 2024-2026. We were well prepared.

However, less than a month into 2024, that preparedness was tested, as our cyber-security measures and systems were seriously challenged by an attempted ransomware event on January 26. Thankfully, a swift and thorough response by our own IT professionals, working around the clock, prevented any lasting impact. We're proud to say our critical systems were up and running the next business day!

That's the kind of dedication and tenacity, we see across the three utilities, every day. At the heart of MPW are hundreds of local people you probably know, using their vast knowledge and skills daily to make sure we're always ready, always there, and our services are always on.

In these pages, we'll take a quick look at the progress we made in 2024 and the benefits our community received day in and day out from your local, not-for-profit provider of power, water and communications services.



Always Ready • Always There • Always



Gage Huston, GM

STRATEGIC PLAN 2024-2026

- DEVELOP GREAT EMPLOYEES & LEADERS
- GIVE CUSTOMERS REASONS TO LOVE MPW
- PURSUE OPERATIONAL EXCELLENCE
- POWER THE FUTURE
- GROW OUR SERVICES

Turning customer feedback into action

After conducting a comprehensive customer survey in the fall of 2023, MPW hosted several customer focus groups in 2024 to gather additional insights, to dig deeper into survey feedback, and personalize the results in a first-person setting.

We appreciate the dozens of customers who gave up an evening to participate and share. Our team has now integrated these customers' thoughts and suggestions with the detailed results and comments from the main survey. MPW didn't just set the survey results aside. Our team dedicated countless hours to review and interpret the feedback, embedding it into our processes and directly responding to over 250 free-form comments to address any concerns. These forums allowed MPW staff to engage directly with customers in a candid conversation to better understand their needs, and identify opportunities to improve services. Through open discussions, we not only learned the things customers like about MPW, but they freely voiced valuable suggestions that have already helped shape MPW's priorities and action plans moving forward.

Seeking your feedback is an ongoing activity and we encourage customers to reach out to us any day in person, by phone or the "Contact Us" form on MPW.org.



Customer focus groups helped shape the Utility's path forward

Pursuing operational excellence

One thing last year's customer survey confirmed was that affordability and reliability are the two key things that drive your satisfaction with MPW. We continued our quest for outstanding reliability throughout 2024, through strategic investments in infrastructure improvements and ongoing maintenance of our systems to keep them robust and responsive.

An Ounce of Prevention: Preparation is the key

A major storm ripped through the community on the evening of June 25, dropping a slew of trees and limbs onto or against power and communications lines and poles. Even MPW's own administrative/operations (AO) center was affected by the resulting outages. As with the cyber-event 5 months earlier, prior preparedness made all the difference in restoring services as quickly as possible. Nearly 100 field, technical and office team members were immediately on scene and worked through the night and following day at the AO and across the community.



As this storm highlighted, overhead lines are susceptible to high winds and other natural hazards. The Electric Utility continued its long-term plan to move more infrastructure underground where warranted, feasible and cost-effective, such as the recently completed Grandview Avenue reconstruction. Statistics and experience here and in other communities have taught us that undergrounding not only helps ensure consistent service for customers, but can also create a more appealing streetscape by eliminating visual clutter overhead.

A key focus for the Electric Utility in 2024 was planning for the "sectionalizer and remote re-closer" program, where advanced equipment is installed to isolate faults and re-route power during outages. This innovative technology minimizes disruptions by dividing circuits into smaller sections. This sectional isolation reduces the potential number of customers impacted and keeps power on for others nearby.

MPW is actively pursuing grant opportunities to help offset the multi-million-dollar costs for these and other critical upgrades. The Utility was awarded \$4.25 million in 2024 (74.7% of funds sought).



APPA honors MPW

The American Public Power Association (APPA), recognized MPW with multiple awards in 2024, including their **Century Award**, given to utilities that have provided their communities' electricity for 100 years or more. We also received the **E.F. Scattergood Achievement Award**, honoring municipal utilities whose sustained achievement and exceptional customer service have enhanced the prestige of public power.



APPA also acknowledged MPW with the association's **Safety Award of Excellence** for outstanding safety practices. Over 160 utilities with the most incident-free records and robust safety programs competed and MPW achieved **Diamond Status** for safely working 494,313 hours in 2023.

Keeping each other safe is a key MPW Core Value and the Utility also received yet another **Award of Excellence in Public Power Communications** for our locally-produced video PSA promoting public safety around ground-mounted electric transformers.

MPW also received two commendations for power restoration efforts in Winter Park and New Smyrna Beach, Florida following hurricanes Helene and Milton. During widespread outages, APPA's Mutual Aid Network coordinates with utilities nationwide to lend additional equipment and manpower.

Closer to home, MPW teams conducted comprehensive disaster management training of our own throughout 2024, simulating various emergency scenarios and walking through response strategies in a controlled environment. Cross-functional groups focused on a potential train derailment scenario and a Market Capacity Emergency Drill. Both scenarios represent real threats. Such exercises are invaluable for identifying potential weaknesses in response plans and fortifying overall preparedness, ensuring the safety and reliability of essential services for the community.

Sustaining Community Water Supply

The Water Utility continued its significant investments in our water infrastructure to ensure a safe, steady and reliable flow of high quality water for residents, business, and industry, but also their critical fire protection. The recent California wildfire response, where reservoirs serving hydrants were found empty, underscores the critical role water supply plays in public safety. MPW has invested over \$8.2 million in water infrastructure upgrades over the past five years alone.

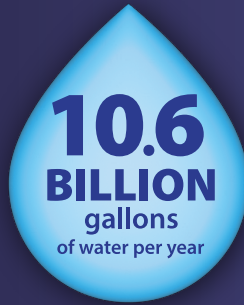
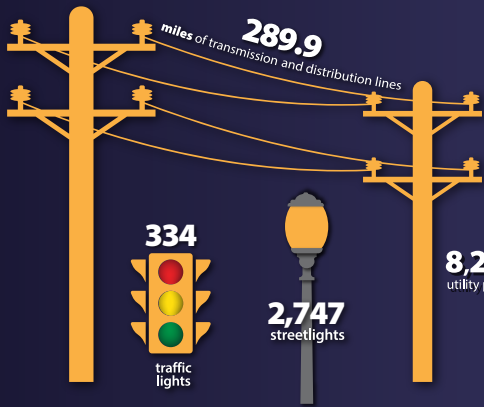
Regular maintenance is key to trouble-free service, and we work daily to keep wells, reservoirs, treatment facilities, pumps, mains, valves and hydrants in tip-top shape. Major 2024 projects include a new water main on Sheridan Street and ongoing replacement of valves and hydrants.



MPW

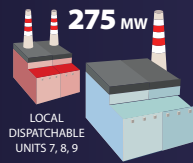
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FUN FACTS ABOUT YOUR UTILITY

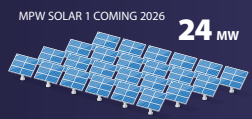


3000+ VALVES

158 miles of water main



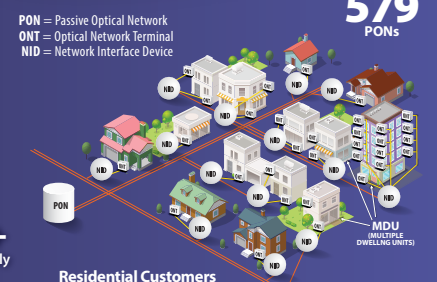
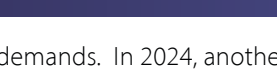
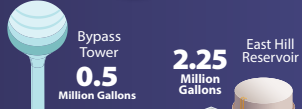
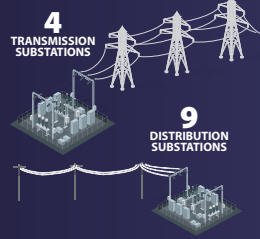
288 Megawatts nameplate generation capacity



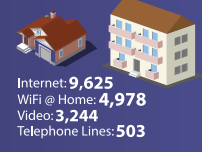
99.99% ASAI - Average Service Availability Index

0.33 TIMES SAIFI - System Average Interruption Frequency Index

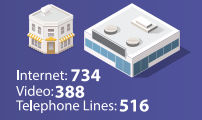
16.26 MIN SAIDI - System Average Interruption Duration Index



Residential Customers



Business Class Customers



Enterprise Customers



Although there is significant newer infrastructure, portions of MPW's water system can be quite old and/or susceptible to breakage due to temperature and ground shifting.

In 2024, as always, MPW water crews were quick to respond to main breaks, working tirelessly day and night, through all kinds of weather, to restore service, including five separate breaks during the week of Christmas.

Muscatine is blessed with a plentiful underground water supply. But it requires continual reinvestment in our 26 active wells to get water flowing at rates to meet our customers'



demands. In 2024, another \$489k was invested to rehabilitate seven of our drinking water wells.

With the cost of constructing new wells becoming increasingly expensive, MPW's approach of rehabilitating existing wells to restore production to their normal range is a more economical and efficient approach to keeping the water flowing.

Lead and Copper Rule Compliance

In 2024, MPW and all water utilities across the country worked actively to comply with the EPA's Lead and Copper Rule by conducting a thorough inventory of lead and galvanized water service lines within their service area by mid-October.

Initially, all water customers were contacted to help identify their service line material, followed by door-to-door visits by MPW to inspect and confirm them. MPW continues to monitor the regulations and impacted customers will be informed of next steps.

Keeping customers informed

MPW launched a new text and call notification system in 2024 to keep customers informed about important updates, such as communication services installation appointments and hydrant flushing alerts in their area.

By leveraging iVue, the Utility's billing system, and GIS technology,

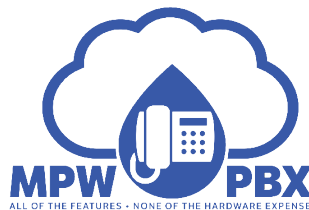
MPW can now send targeted notifications directly to customers affected by specific work, and reminders about appointments. This tool enhances customer communication and satisfaction. Since the system's launch, MPW has seen a 65% reduction in calls related to flushing.

MPW also continued to partner with the City of Muscatine on the multi-year West Hill Sewer Separation Project, taking advantage of street excavations to inspect and maintain water infrastructure.

Meeting the Needs of a Connected World

MPW continued its communications services expansion in 2024, bringing high-speed internet to more households and businesses across our community. A major extension east on IA-22 (NOFA 6) was completed, as was the mainline construction phase north of the US-61 Bypass (NOFA 7). New customers in both build areas are now enjoying MPW Fiber services. The remainder of NOFA 7 will be completed in early 2025, thanks in part to support from the Empower Rural Iowa Broadband Grant Program, American Rescue Plan and Muscatine County.

MPW launched a new telephone service for businesses which need multiple extensions. **MPW PBX** is a new cloud-based, hosted phone system that manages a business' external and internal calling but does not require the expense of PBX hardware on site.



Community Collaboration and Partnership

One of the greatest advantages of a municipal utility is that it's run by local people who share a vision with other organizations and institutions. That leads to beneficial partnerships. MPW and its staff are actively involved in Collaborate Muscatine, United Way, as well

as local school districts, churches and clubs working to improve our quality of life.

For example, MPW, partnered with the City of Muscatine, and the Greater Muscatine Chamber of Commerce this year to bring new holiday lighting and decorations to the downtown area, creating a more vibrant and welcoming atmosphere for residents and visitors alike.



Knowing that our own kids and our future workforce are now in our local schools, MPW is active in the classroom, providing ongoing educational opportunities, particularly related to STEM and STEAM curriculum, as well as safety. The Utility also welcomes student interns to work with us each summer along with "externs" — local teachers seeking to bring real-life work experiences to their students.

MPW is also deeply committed to investing in its employees through continuing education and professional development. In fact, more than 50% MPW employees have participated in career development courses, seminars, conferences, certification and licensing trainings.

Powering the Future

In June 2024, MPW reached a significant milestone in its Power the Future initiative as the Board of Trustees approved the purchase and installation of a state-of-the-art, 35-megawatt, combined heat and power (CHP) unit. By year's end, MPW had also received the required "Certificate of Public Convenience, Use and Necessity" from the Iowa Utilities Commission (IUC), paving the way for construction to begin.



Site preparation has begun for MPW Unit 10



Nicknamed "EcoGen 10", the natural gas-fueled unit, capable of co-firing up to 10% hydrogen blends, will be located on approximately five acres of MPW's generation site. It's anticipated to be one of the most efficient power generation resources available, with a nearly 75% efficiency. Unit 10 will also generate an average of 320,000 pounds per hour of processed steam, which will be sold to an adjacent industrial customer. MPW will utilize a portion of the infrastructure supporting retired generation units to support Unit 10, ensuring a seamless transition and further enhancing the efficiency of its operations.



Muscatine Solar 1, the Utility's planned 250-acre, 24-megawatt solar array has faced a significant 30-month delay due to the Midcontinent Independent System Operator's (MISO) definitive planning process (DPP), a process crucial for evaluating the interconnection between new generation sources and the existing power grid. Despite these setbacks, MPW has been diligently researching and evaluating ways to expedite the DPP process to avoid further delays. Solar 1 is a key component of MPW's ambitious sustainability goal of reducing carbon emissions by 65% by 2030.

Always



MPW

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