



MPW NEWS

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SPECIAL EDITION:
2025 YEAR IN REVIEW

Preview of the MPW 2025 Annual Report
Look for the full report this March at
mpw.org/AnnualReport

A Message from the General Manager

Reliable service, responsible planning, and continued value for Muscatine

Across the country, utilities continued to work through familiar challenges in 2025 — keeping systems reliable, adding capacity, responding to changing regulations, and doing it all in a way customers can afford. At MPW, those challenges reinforce what has always guided our work: provide dependable service, manage costs responsibly, and deliver real value to the community we serve by keeping our focus local.

Regulatory changes and national industry trends continue to impose changes on utilities like MPW. Over our 125-year history, we've always been good at adapting to big changes by keeping our eye on the big picture while keeping our focus close to home. Our local leadership ensures that we're making decisions based on what's best for Muscatine.

Listening to customers remained an important part of that work. Feedback from our recent customer surveys helped shape improvements in how we communicate about service interruptions and planned work. The result was clearer information, fewer surprises, and a smoother experience for homes and businesses.

We also focused on delivering more value where customers see it most. In 2025, customers on our lowest internet service tiers were next-leveled at no additional cost, WiFi@Home pricing was reduced, and MPW committed to no residential internet rate increases through 2028. At the same time, our electric and water rates continued to remain below state and national averages — helping keep essential services affordable for our community.

Behind the scenes, work continued on major infrastructure projects. Progress on Advanced Metering Infrastructure, significant water system improvements completed by our own crews, and continued development of the Powering the Future initiative all moved forward. These long-term investments are designed to keep service reliable and costs stable for decades to come.

Through it all, our focus didn't change. MPW remains committed to reliable service, careful stewardship of customer dollars, and continuous improvement. Thank you for your trust, your feedback, and the opportunity to serve Muscatine.

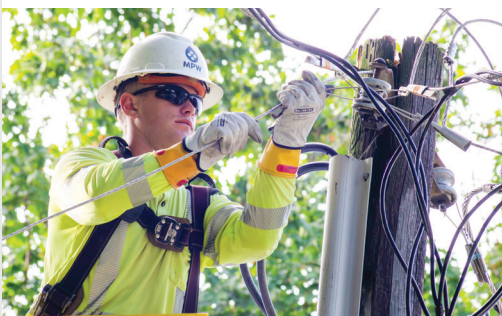


Gage Huston, GM

 **99.99%**
% time power available



When the lights go out, so do they.
Our dedicated local line crews made repairs in August 2025, restoring service after tree damage brought down electric lines.



Focused Work. Proven Results.

Reliability stayed front and center in 2025. Delivering strong performance takes steady attention and ongoing investment. Day in and day out, MPW crews focused on maintaining systems that can handle disruption, identify issues quickly, and restore service efficiently when problems arise.

That focus shows up in constant system improvement. Investments in automation, monitoring, and infrastructure continued to strengthen the electric system's ability to respond when outages occur and limit the number of customers affected. Much of this work happens behind the scenes. But it makes a real difference when conditions aren't ideal.

Work also continued to modernize how service is measured and managed. In 2025, MPW advanced the rollout of Advanced Metering Infrastructure (AMI) across the service area. These meters provide precise usage data, improve billing accuracy, and eliminate estimated readings. They also create room for new tools down the road, giving customers insight into how they use energy.

Operational excellence goes beyond electricity. Throughout the year, MPW's Water Department stayed focused on proactive maintenance and targeted upgrades. Crews replaced water mains, valves, and hydrants in key areas to strengthen reliability and protect water quality.



By coordinating work with City projects such as the West Hill Sewer Separation Project, improvements were completed while streets were already under construction — reducing disruption for residents and making the most of every dollar invested.



MPW Water crews replace a water main on Roscoe Street, coordinating with the City's West Hill Sewer Separation Project to minimize disruption and maximize efficiency.

Being resourceful with customer dollars is part of how MPW approaches every project. In 2025, that mindset was on full display during the in-house redrilling of Well 27. Rather than contracting the work out, MPW staff handled the project themselves. The result was a fully operational well producing more than 2,000 gallons per minute—up from less than 200 gallons per minute—completed while saving approximately \$200,000. It's a practical example of in-house expertise delivering dependable results while keeping costs in check.

Keeping Muscatine connected remained another priority. MPW's fiber network continued to deliver secure, high-reliability internet service for homes and businesses. From remote work and cloud-based tools to online learning and everyday use, the system performed the way customers expect — consistently and without interruption.



To improve the in-home experience even further, MPW began upgrading customer equipment with newer, smarter WiFi routers. These upgrades provide faster speeds, better coverage, and stronger performance as the number of connected devices continues to grow. Through MPW's managed WiFi@Home service, systems are monitored proactively, allowing many issues to be resolved before customers ever notice a problem.

Safety remained a constant priority. In 2025, MPW earned three major safety awards recognizing its 2024 performance. These awards reflect a culture built on preparation, training, and

continuous improvement—from daily safety practices to the expanded use of tools like drones for inspections. Preparation also took a broader focus. MPW participated in GridEx, a nationwide exercise designed to test responses to large-scale cyber and physical threats. Working through realistic scenarios allowed teams to review response plans, strengthen coordination, and fine-tune communication—an important part of keeping essential services resilient.

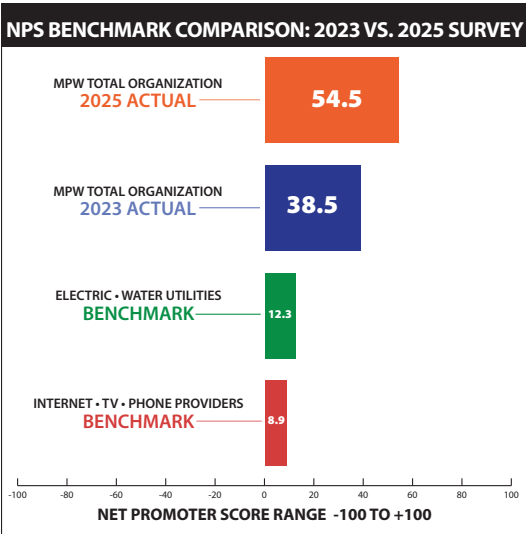


MPW employees took part in GridEx training in November 2025.

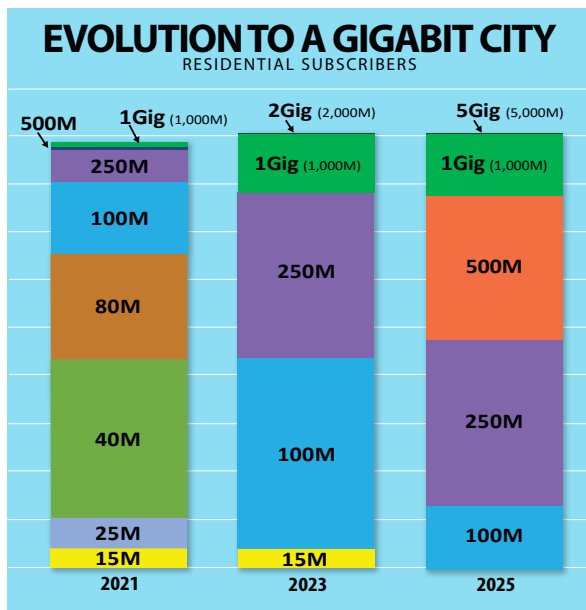
That forward-looking approach was reinforced by \$1.96 million in state grant funding secured late in the year for electric system reliability and resilience. The funding will support projects such as fault indicators, system sectionalization, and demand meter deployments. In practical terms, that means shorter outages, faster restoration, and a system better prepared for the future. All of this steady work has earned national recognition for reliability — recognition that reflects years of consistent effort and continued focus on keeping service dependable for the community.

Listening to Customers. Delivering More Value.

Listening remained a key part of how decisions were made in 2025. Feedback from surveys and day-to-day conversations helped drive customer satisfaction in initiatives.



Customers on our lowest internet tiers were next-leveled at no additional cost on September 1, giving households faster speeds without a change in price. These upgrades built on earlier service restructures designed around how households actually use bandwidth. At the same time, MPW reaffirmed that residential internet rates will remain the same through 2028, offering cost stability in a time when many services continue to rise.



Internet speeds keep climbing — what was sufficient in 2021 is now outpaced by 250 Mbps and 500 Mbps packages in 2025.

Community engagement was front and center in June when MPW welcomed more than 600 community members to our annual Customer Appreciation Day. It was a chance to connect, share information, and say thank you—with activities for all ages, and plenty of opportunities to talk with MPW staff about services and upcoming projects.



That spirit of connection continued throughout the year. MPW staff shared energy-efficiency expertise with Habitat for Humanity, met with local seniors to talk through online safety and phishing concerns, and contributed to the installation of RAGBRAI bicycle sculptures at Duncan Park—adding a lasting reminder of an event that brought riders and residents together along Muscatine's riverfront and trails.



Growth That Benefits Muscatine

Growth continued in ways that support the whole community. In 2025, MPW worked to expand access to reliable, high-speed connectivity to our rural neighbors with grants covering most construction costs.



MPW Communications Techs use fiber splicer machines to create the precise fiber connections needed as new homes and rural expansions come online.

Housing development stayed active throughout the year. MPW coordinated early with the City and developers to make sure electric, water, and communications services were ready as new homes came online. Projects such as Clarabeck Lane, Lumber Lofts, and MCSA units moved forward with utility infrastructure in place — helping new residents settle in without delays.



Local businesses saw continued expansion of services as well. Hosted Phone, introduced at the end of 2024, rolled out to more organizations looking for a reliable, cloud-based phone system without the cost and upkeep of on-site equipment. Backed by MPW's fiber network, the service offers steady performance and the flexibility to grow as needs change.

Powering the Future

Planning for the future continued in 2025 as MPW advanced its Powering the Future initiative—building a generation portfolio that adds flexibility, efficiency, and lower-carbon resources. Progress moved forward on EcoGen 10, a natural gas-powered combined heat and power facility designed for high efficiency and long-term cost stability. Site grading began at MPW's generation campus, setting the stage for a unit that will produce electricity and thermal energy at the same time — making better use of fuel and reducing emissions. Renewable projects advanced alongside EcoGen 10, including key equipment secured for Muscatine Solar 1 and planning for Muscatine Solar 2. Together, these resources will diversify the power supply and complement existing generation.



Through it all, MPW remains committed to Powering the Present. Recent work at our generation site included refurbishing a 40-ton Circulating Water Pump (CWP) and its 600-horsepower motor—equipment essential to keeping Muscatine's power supply reliable. After steam spins the turbine to make electricity,

it must be cooled and turned back into water. That's where the CWP comes in, moving river water through a heat exchanger to pull heat away so steam becomes pure water again. That water is reused in the boiler, keeping the cycle going. These systems have been in service since the 1980s, and this investment helps improve efficiency and reliability for years to come.



In November 2025, a Circulating Water Pump is lifted for refurbishment, part of MPW's commitment to reliable, efficient power for years to come.

Investing in People

Delivering reliable utility services 24/7 takes a dedicated, highly skilled team. MPW invests in employees through ongoing training and career development, making sure they stay current with the latest technologies and best practices. That commitment shows up in the reliability, responsiveness, and customer service our community counts on every day.

It is our pleasure to be *neighbors serving neighbors.*



Address: 3205 Cedar St. • Muscatine, IA 52761 Visit our website: www.mpw.org.
Lobby Hours: 8 AM - 4 PM; Drive-thru: 8 AM - 5 PM, Mon-Fri. HelpDesk: 6 AM - Midnight, 7 days a week.
Utility Emergencies: 263-2631, opt 0 (Phones answered 24/7) • HelpDesk: 263-2631, opt 2 (6 AM - Midnight)
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