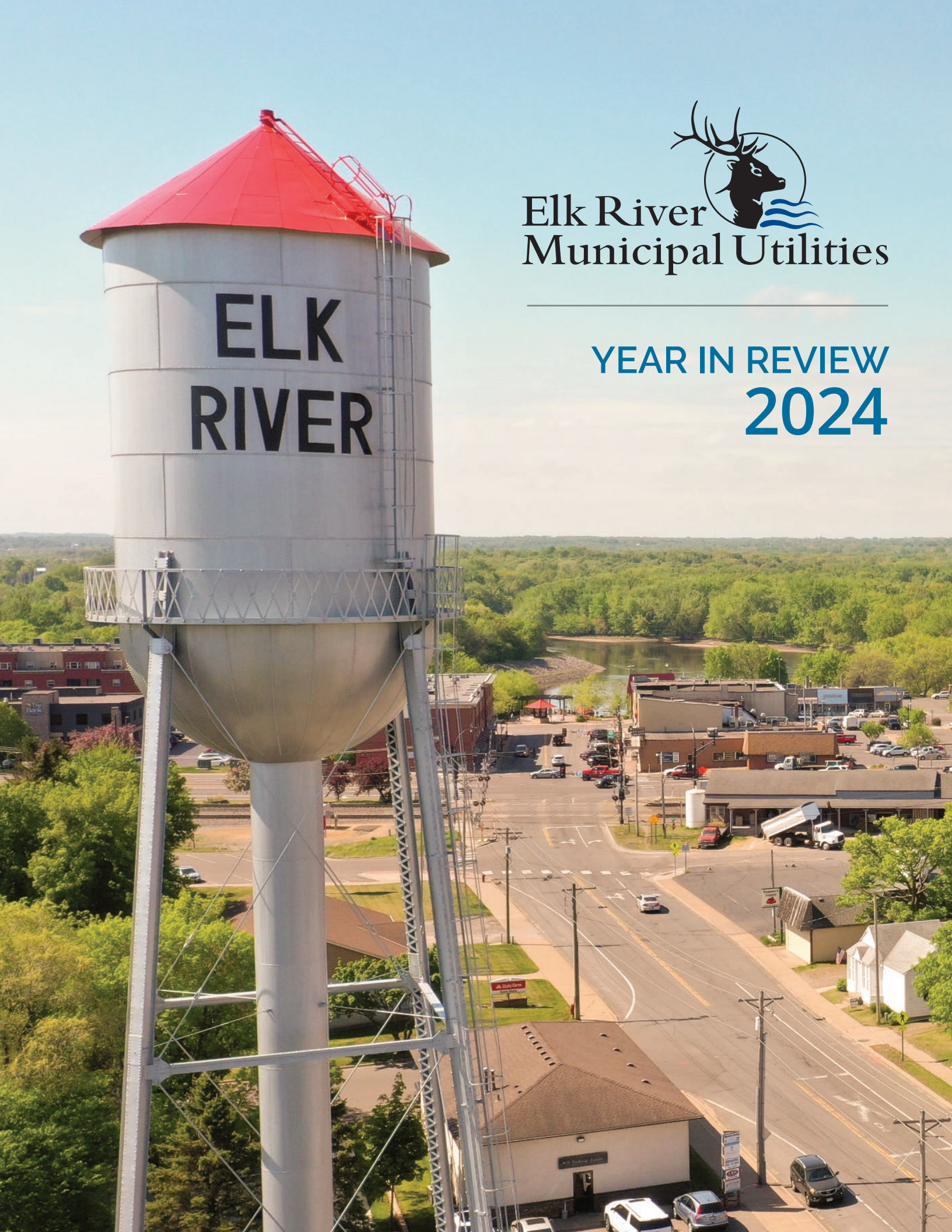




Elk River
Municipal Utilities

YEAR IN REVIEW
2024

COMMUNITY CONNECTIONS



A MESSAGE FROM THE GENERAL MANAGER

As I reflect on 2024, one central theme stands out: **connections**. From collaborating with peer utilities to advancing our infrastructure and engaging with our community, these efforts underscore our commitment as your hometown, locally operated, public utility.

In 2024, we supported mutual aid efforts with publicly owned hometown utilities in Anoka, MN, Kissimmee, FL, and Orlando, FL; and with Connexus Energy, a cooperative utility in Ramsey, MN. While incredibly important for those receiving the support, these initiatives also offered our crews invaluable experience in managing real-world, large-scale storm response. This hands-on training has strengthened our safety protocols, operational procedures, and communication strategies - ensuring we're ready to restore essential services when needed most.

In 2024 we saw the completion of the 169 Redefine project that required a significant team effort over a three year period. Additionally, our multi-year Advanced Metering Infrastructure (AMI) project took a big step forward in 2024. By November, over half of the 5,800 water meters in town were upgraded, and the replacement of nearly 13,000 electric meters commenced after overcoming supply chain delays. These upgrades enhance how we connect with customers, providing near real-time usage insights accessible via your SmartHub account - empowering you and our customer service team with actionable information.

This year, we prioritized outreach through educational programs in schools, community events, and digital platforms like social media and our website. Our focus was on linking you with money-saving rebates, conservation tips, and opportunities to participate in our Clean Energy Choice program which fosters sustainability and renewable energy use.

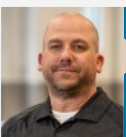
It is clear that 2024 has been a year of growth and meaningful progress. Every effort reflects our dedication to building and maintaining strong connections with you, our valued customers. Thank you for trusting us in all that we do to serve you and keep our community connected.

- Mark Hanson, P.E., General Manager

169 REDEFINE PROJECT SUCCESSFULLY COMPLETED

As stated in a recent news release from the City of Elk River, the ambitious 169 Redefine project, a three-year, \$124 million transformation of Highway 169 into a freeway, has been successfully completed, marking a significant milestone for the community. It delivered four new interchanges, enhanced pedestrian access, upgraded essential underground infrastructure, and improved access points for the Elk River community.

ERMU worked closely with city staff, the Minnesota Department of Transportation, Ames Construction, and WSB Engineering on this project. The transformation required significant electric relocation and water infrastructure upgrades.



"Staff did an amazing job meeting project deadlines throughout the entire process." - **Tom Geiser**, Director of Operations, ERMU



"In 2021, we replaced 2,800 feet of water main while MnDOT's contractor handled the

remaining 1,400 feet during the roadway reconstruction. Our crew coordinated closely with theirs on shutdowns, customer notifications, inspections, and testing, ensuring the project was well-organized and successful. Replacing the water main addressed pipe relocation needs from changes in road elevation and infrastructure, improved water distribution, and enhanced system redundancy for better flow in the system."

- **Dave Ninow**,
Water Superintendent,
ERMU



"In 2021, before road construction began, we completed most of our work, thanks to the

teamwork at ERMU. The road project itself went smoother than expected, a testament to MnDOT and the contractors collaborating effectively to solve problems and keep the project on track."

- **Chris Sumstad**,
Electric Superintendent,
ERMU

COMMUNITY SUPPORT

ERMU ANSWERS MUTUAL AID CALL IN RESPONSE TO HURRICANES

Mutual aid is at the heart of what public power does. At its core, it's about neighbors helping neighbors - even when our neighbor is a fellow utility hundreds (or thousands) of miles away. The American Public Power Association (APPA), together with state and regional public power utilities and organizations, coordinates the mutual aid network for the nation's public power utilities. Utilities like ERMU that want to give and/or receive help for power restoration after a disaster sign up for this network. When (and even before) a major disaster hits a utility's territory and the utility knows that its own crews and equipment won't be enough to restore power quickly, it calls for mutual aid.

After Hurricanes Helene and Milton devastated much of Florida this past year, ERMU was proud to answer the call and be a part of the APPA mutual aid effort. A crew from ERMU was part of a larger contingent that departed from Rochester, MN to Kissimmee, FL and later moved on to assist lineworkers in Orlando. Helping other communities during challenging times is a true privilege.



ERMU LENDS A HELPING HAND ASSISTING LOCAL UTILITIES

On August 26 and 27, severe thunderstorms caused power outages for residents in our service area and nearby communities. Once power was fully restored to ERMU customers, crews were dispatched to assist Connexus Energy and Anoka Municipal Utilities, where outages were more extensive. In one unique instance, ERMU lineworkers had to row their way to a Connexus pole that needed repair for a downed line.

In 2024 the strength of our systems were tested, and our customers can take comfort in knowing they are served by a robust and resilient network of utilities.



Connexus Energy
August 31

...

Who can relate to the difficulties of rowing a boat sometimes? Well, that's what this past week has felt like for our members, and well, all of us quite frankly.

As we head into the morning, our crews as well as guest crews, are out to finish up the outages left from storms last week. Broken pole replacement is the name of the game today. We have 64 members left, with around 20 separate incidents. We are very hopeful all of these will be wrapped up today.

All 7,000 members that were newly affected by outages last night have been restored. A very large tree decided to give way in the middle of the night and take out a Great River Energy transmission line. Our staff was able to back feed from other substations to get all 7,000 members back in about 4 hours. Grateful for that - but the timing could not have been worse - like rowing a boat upstream.

As for the picture, this is actually a guest crew from Elk River Muni helping us out this week. Another demonstration of the level of effort and dedication it takes to repair downed lines (hard to see in the photo).

We are extremely grateful for all of the support, patience, generosity and kindness members and the community has given to us this week. Thank you doesn't seem like enough - but THANK YOU.

Connexus Energy Facebook post from Aug. 31, 2024



COMMUNITY EVENTS

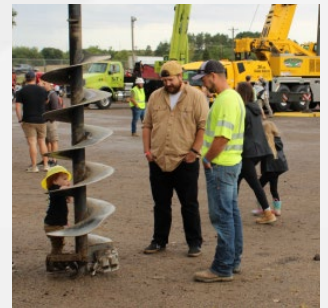


"THINK! ENERGY" PROGRAM ENLIGHTENS STUDENTS

In the spring of 2024, Elk River Municipal Utilities (ERMU) collaborated with the National Energy Foundation to present an engaging educational program for fourth graders in the ERMU service area, including Meadowvale, Lincoln, Parker, and Twin Lakes Elementary Schools. With materials designed by teachers for teachers to align with Minnesota science standards, this initiative ensured an interactive and practical learning experience. The program explored different energy types, how energy reaches homes, and ways to use it efficiently. Students received take home energy-saving kits to apply what they learned and share conservation tips with their families.

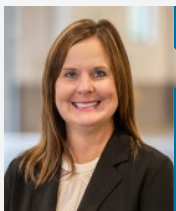
BUILDING COMMUNITY CONNECTIONS: ERMU'S EVENT HIGHLIGHTS 2024

ERMU continued to foster meaningful community connections, taking part in a variety of events throughout 2024. From the Sherburne County Fair Parade and Night to Unite to the Downtown Trick-or-Treat and Day of the Dozers, ERMU demonstrated its commitment to being a community partner. As a customer-owned public power utility, there is a strong sense of pride being able to give back to the community ERMU serves.



AMI PROJECT TAKES CENTER STAGE IN 2024

ERMU took a major step forward in the multi-year Advanced Metering Infrastructure (AMI) project with the assistance of ERMU's approved AMI installation vendor, Allegiant Utility Services. Installation of the new AMI water meters began in March 2024. To date, half of the ERMU water service territory's meters have been upgraded. In November 2024, installation of the AMI electric meters began. The new AMI meters offer near real-time data that improves service responsiveness, supports operational efficiencies, and provides detailed, accurate billing information. These enhancements empower customers with greater insight into their utility usage. As the project continues into 2025, customers are encouraged to visit our website at ERMUMN.COM for project information and FAQs.



"AMI improves customer service by giving near real-time, accurate data that helps ERMU respond faster and provide more accurate billing. It's all about providing customers with more transparency and an improved experience."

- Sara Youngs, Administrations Director, ERMU