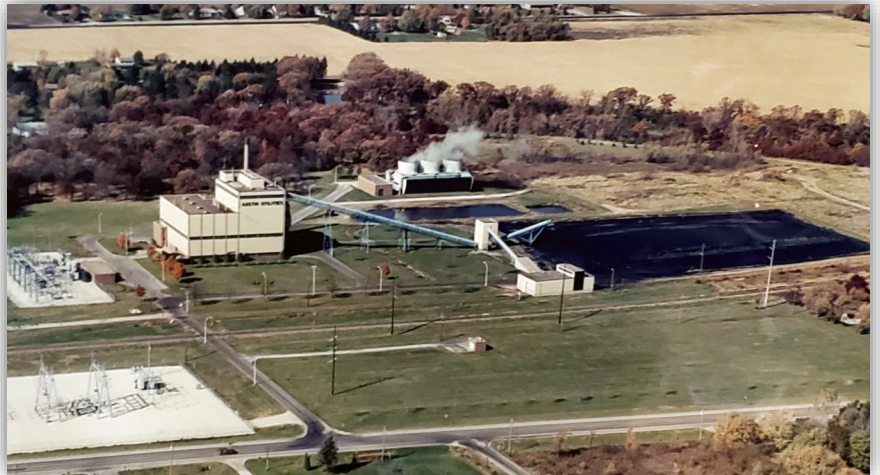


AUSTIN UTILITIES NORTHEAST PLANT DEMOLITION IN PROGRESS

A familiar site on the outskirts of Austin will be gone by the time the snow melts this spring as Austin Utilities completes the demolition of the Northeast Power Plant located in NE Austin at 2901 11th ST NE. Community members will see more activity over the next few months as the demolition phase of the project will begin in January and is expected to be completed in April.



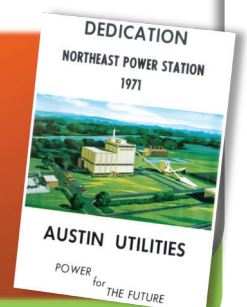
This photo was taken in 1993 and shows the coal pile next to the plant. In 2012 the plant discontinued burning coal and switched to natural gas for fuel.

Veit & Company, Inc. was selected as the contractor for the demolition through a public bidding process. Veit's work started in late November inside the plant removing asbestos and equipment. All useable motors, power plant electric equipment and steel will be refurbished by Veit and reused by others who purchase the recycled items. Other items of value in the plant such as office equipment and miscellaneous items were sold at an online auction held June 2021 by a company that specializes in commercial and industrial equipment auctions. The event brought in \$14,600 in revenue.

The project was originally scheduled to be completed in 2020 but was delayed because of the pandemic. During that time, Austin Utilities was able to use their own staff to start the demolition of some of the out-buildings saving approximately \$100,000 off the cost of the demolition. Veit staff was hired to complete the balance of the project due to the presence of asbestos and the need for specialized knowledge of commercial demolition. The total project cost is \$1.056 million. This does not account for savings from AU staff work, the auction, and anticipated savings from repurposing some materials. One example of this repurposing is the onsite concrete that will be crushed and reused on future Austin Utilities projects as a money saving initiative.

There are no future plans for the site at this time, however, Austin Utilities continues to own a substation and wellhouse located on the property. The site will continue to be maintained by Austin Utilities.

**Check out the
original Northeast
Power Plant
dedication
brochure on our
website.**





Keeping Neighbors Warm

Austin Utilities presented the Salvation Army with a check for \$2,763.32 which represents funds collected from our customers to support the local HeatShare program. HeatShare is a program administered by the Salvation Army that helps those in need survive our long winters by providing funds for heating bills and heating-related repairs.

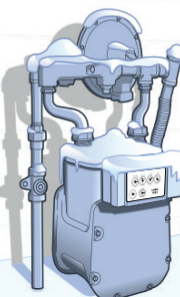
During the month of December, thirty-two customers signed up for our new HeatShare Round Up program. This program allows customers to round up their bill to the nearest whole dollar and contribute the difference to the HeatShare program. Customers can also select a fixed amount to donate. When you participate in a round up program, you never give more than \$0.99 a month and over the course of

the year your total contribution is less than \$12. It's not too late to sign up, just go to our website or talk to one of our helpful customer service representatives.

**BE SAFE, STAY WARM
KEEP GAS METERS CLEAR** **AU** AUSTIN UTILITIES

**Maintain a
PATH TO
METER**

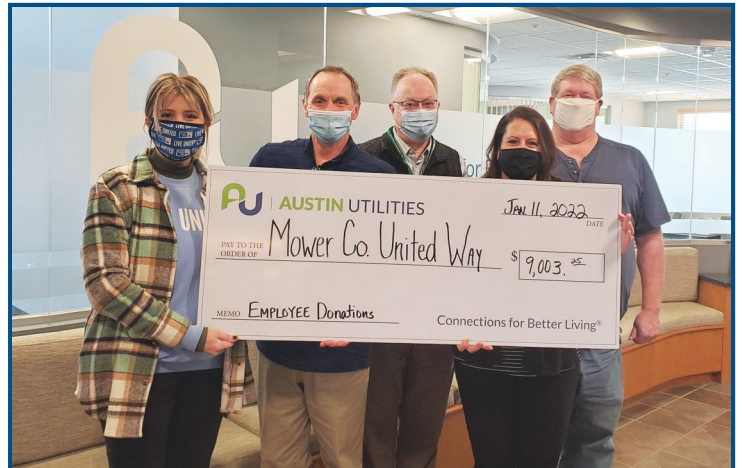
**SHOVEL OR
PLOW
carefully
near meters**



**REMOVE
SNOW & ICE
with hand,
brush or broom**

DO NOT USE:

- sharp objects
- salt or ice melting chemicals
- hot water



Austin Utilities exceeded its \$8,000 United Way fundraising goal and raised \$9,003.25 in November. Funds were raised through the yearly employee pledge campaign and loose change challenge between AU departments. AU is one of the top company campaigns among Austin businesses.

Waking up to a frozen water service can be a nightmare for many customers.

Frozen service lines are the responsibility of the property owner beginning from the connection at the Austin Utilities distribution system water main and up to the property. Austin Utilities offers a water service line thawing service to all AU water customers with 2" and smaller service line sizes. There is no cost to the property owner for the first occurrence each winter season during regular business hours of 7:00 am through 4:00 pm Monday through Friday (not including holidays and other office closures). Any subsequent frozen water service line thawing will be provided at a minimum charge of \$200.00. Outside of regular business hours the property owner will be billed on a Time & Material basis to thaw a frozen water service.



Schedule a House Call Home Energy Audit this Year

The winters are long in Minnesota and you may be wondering how to make your home more comfortable this year. A House Call home energy audit is the perfect place to start looking to solve a wide variety of issues in your home. With an energy audit, you can identify where your home's weak areas are, and find the right projects and services to improve your house. Here are some of the top reasons you should schedule an audit.



- It can be really hard to determine exactly what's causing high energy bills or making your home uncomfortable. Our expert auditor is trained in building science and how the different systems in a house work together.
- Armed with the usage history for your home, an auditor lets you know how you use energy in your home after a thorough assessment.
- An audit can help you eliminate the guesswork on home improvement projects by letting you know which projects provide the best value from your investment.
- Improvement made from an audit can make your home more energy efficient and increase the value of your home.
- An auditor will evaluate your HVAC system for safety and efficiency and help you identify any Conserve and Save rebates you may qualify for.

House Call Energy Audits are valued at \$300 but are provided to AU customers for only \$50. To sign up today, complete a pre-audit questionnaire available on our website or call our office at 507.433.8886.

Employee Spotlight

Wade Nelson

Gas & Water Construction - Pipefitter

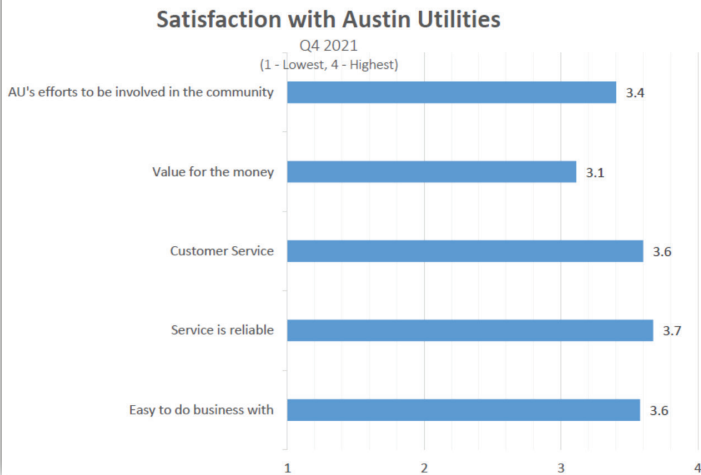
When Wade joined Austin Utilities in 2007 he brought years of experience as a union carpenter with him. He began his AU career as a Light Equipment Operator and was promoted to Pipefitter a little more than 5 years later. He says, "I like the challenge of figuring out each job along with my crew and working together with such a hardworking elite group of co-workers."

Wade has been married to his wife Beth for 31 years. He says the first time he met her he knew she was 'the one'. They have two children. Braiden is 29 years old and Gracie is 17 years old. They also have 3 beautiful grandchildren. Wade enjoys going to the gym, bow hunting, camping with family, and watching motocross racing and hockey games. When he eventually retires he would like to go south for a few months in the winter and take his wife on a vacation every year.



The Annual Results Are In!

Thank you to the customers who participated in our 2021 Customer Satisfaction Survey. We asked customers to rate us on five factors on a scale of 1 to 4. We rank high in all areas. Our lowest area of satisfaction has always been in the "Value for the money" factor. We continue to use the survey responses to find ways to connect and add value for our customers. If you receive our survey in 2022 by email or postal mail, we appreciate your time responding. Your feedback is important to us.



The Austin Utilities Board of Commissioners
Monthly Meeting was held on December 14th, 2021.
Agenda items included:

- Proposed 2022 Budget and rate adjustments.
- AFSCME Labor union contract
- GM contract

Meeting minutes are available at www.austinutilities.com

Austin Utilities Board of Commissioners

Thomas C. Baudler: tbaudler@baudlerlaw.com

Jay Lutz: jkultz@charter.net

Jeanne Sheehan: jsheehan1445@gmail.com

Steve Greenman: greenman@greenmanhvac.com

Kristin Johnson: Johnson.kris2@mayo.edu

AU will be Closed
February 21st, 2022
for President's Day



\$500 AU Scholarship



If you know a graduating senior in Austin, encourage them to apply for our \$500 scholarship. Students who enter should submit an original essay from 500 to 750 words, typed and double-spaced to interpret one or more aspects of the theme, "Municipal Utilities: Good for all of us." Judges will look particularly for originality and the relevance of the theme to the writer and the community of Austin. High school seniors are eligible. Those eligible must be, or have as a legal guardian, a customer of Austin Utilities. Essays are to be original and from 500 to 750 words, typed and double spaced. More information can be found at www.austinutilities.com. Deadline for submitting essays to Austin Utilities is April 8th, 2022. The winner's essay will receive a \$500 scholarship and then be sent to MMUA for entry into the statewide, Tom Bovitz Memorial Scholarship contest with prizes of \$2,000, \$1,500, \$1,000 and \$500.

NOTICE

In compliance with the Code of Federal regulation #49, Part 192.16, Austin Utilities must notify each customer who owns buried natural gas piping after the meter.

1. Austin Utilities does not maintain the customer's buried piping.
2. If the customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.
3. Buried gas piping should be:
 - (a) periodically inspected for leaks.
 - (b) periodically inspected for corrosion if the piping is metallic.
 - (c) repaired if any unsafe condition is discovered.
4. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.
5. Austin Utilities and plumbing and heating contractors, can assist in locating, inspecting, and repairing the customer's buried piping.

Customers with buried natural gas piping should feel free to contact Austin Utilities at 433-8886. You can also find information at www.austinutilities.com.