

Our 2025 Annual Report and Water Quality Report are now available on our website with copies in our lobby as well. The 2025 Annual Report helps showcase our previous year and what we have done as a utility focusing on our monumental anniversary of 125 years. The yearly Water Quality Report shares our water information so our customers can see the care, work, and behind the scenes of quality water.



AU Connections

June 2026
Customer Newsletter

Save \$10, Go Green, and Stay Informed!

Go Paperless – Get a \$5 Bill Credit

While most places automatically enroll you in paperless billing, we still have both paper and paperless billing options. With sustainability on our minds, we are offering a \$5 bill credit for anyone who is currently on paper billing to make the switch to paperless! Going paperless also helps reduce the need for paper, ink, and postage, significantly cutting down on waste and lowering your carbon footprint. It's a small change that delivers both personal savings and environmental benefits.



Switch to AutoPay – Earn Another \$5 Bill Credit

You can also earn yourself another \$5 in the month of June by switching to our convenient AutoPay option—just enroll in automatic payments directly from your bank account for hassle-free billing! This option helps ensure your bill is paid automatically each month, eliminating the risk of missed or late payments.



SmartHub: Your One-Stop Account Hub

SmartHub is another great tool to utilize. By signing up for it, customers can easily manage their account 24/7 from anywhere, whether on a desktop or mobile device. SmartHub gives you the ability to view and pay your bill, do a deeper dive into your usage, see history and prior comparisons, and update your information right at your fingertips. The mobile app and desktop version have many quick links for you to get information such as our newsletter, outages page, rebates, and social medias to help you stay informed easily.

Keep Your Account Information Up to Date

With peak alerts season here, it is important to keep your information as up to date as possible. Accurate phone numbers and emails help us get information to you in a timely manner. To update your information please stop in our lobby or make the adjustments on your SmartHub account.

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.

CONGRATS!
CLASS OF 2026

Maxwell Robinson- Son of Kory Robinson
Micah Peterson- Son of Justin Peterson
Nathan Martinson- Son of Jeff Martinson



**AUSTIN UTILITIES
WILL BE CLOSED
FRIDAY, JUNE 19TH**

**AUSTIN UTILITIES
WILL BE CLOSED
FRIDAY, JULY 3RD**



ONLINE
NEWSLETTER
& MORE INFO
ON OUR
WEBSITE

**Watch for us in the Fourth of July
Parade!**

Austin Utilities Board of Commissioners

- Steve Greenman Geoff Baker
Kristin Johnson Jay Lutz
Tyler Hulsebus, 2026 President

To contact or find more information on AU's elected Commissioners visit www.austinutilities.com/pages/board



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Office: 507-433-8886
Email: talk2au@austinutilities.com
Website: www.austinutilities.com



Backpack Packing

AU employees headed downtown to the Austin Aspires Building to help pack 800 bags of food for Austin students through the United Way of Mower County's Backpack Program in 30 minutes! Together as a crew, a lot of fun was had and we are eager to go back to help. We're thankful for the opportunity to give back!



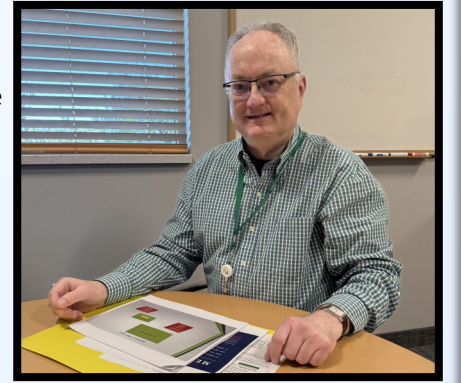
AU-SMMPA Scholarship Winner

Noah Dunlap, Austin High School Senior, was our 2026 \$1,000 AU-SMMPA Scholarship winner! Our General Manager, Tom Dankert, presented Noah his scholarship at Austin High School's Scholarship Ceremony. An essay was the determining factor of the scholarship. Congratulations, Noah!



Behind the Scenes- Employee Relations Director

Dan Ulland serves as Austin Utilities' Employee Relations Director, a vital role supporting employees and the organization as a whole. He oversees health, welfare, and retirement benefits, along with training and development, employee engagement, safety, and other key HR functions.



With years of HR experience, Dan balances supporting employee success while meeting organizational goals, budgets, and Board priorities. He works closely with all departments, providing guidance on employee growth, improvement plans, and, when needed, navigating difficult situations.

Experience needed for this position includes lots of experience in Human Resources or related fields, as well as an advanced degree. Experience in the public-sector industry helps!

Each situation comes with multiple perspectives. The goal is to always do the right thing and create a win-win outcome, while aligning with organizational policies, legal requirements, and fairness for all parties involved. Managing those sometimes-competing priorities thoughtfully and consistently can be challenging, but it is also a responsibility Dan takes very seriously. What he enjoys most is making a positive difference in people's lives and contributing to a strong, supportive workplace culture.

As a major employer in Mower County, Austin Utilities relies on human resources to responsibly invest in its workforce while remaining mindful of ratepayer dollars. Dan's dedication helps ensure AU remains a great place to work and serve the community.

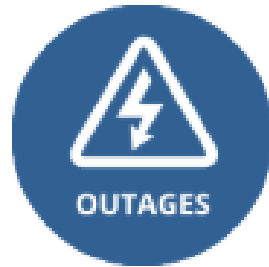
Thank you, Dan, for your commitment and dedication in ensuring that Austin Utilities is a great workplace!

Where to Find Outage Information

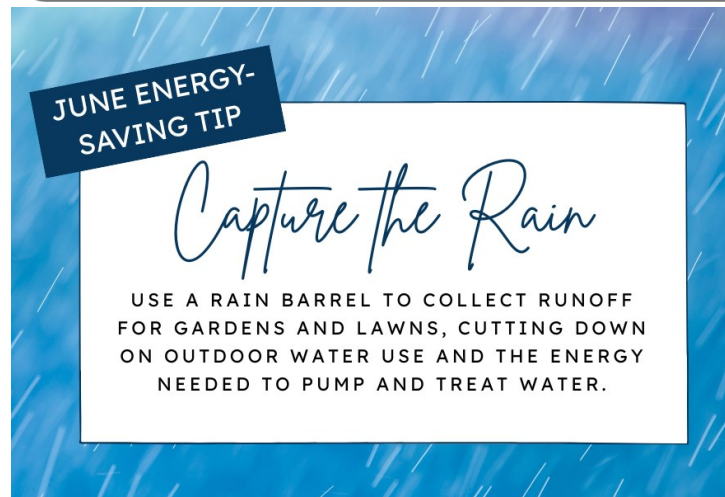
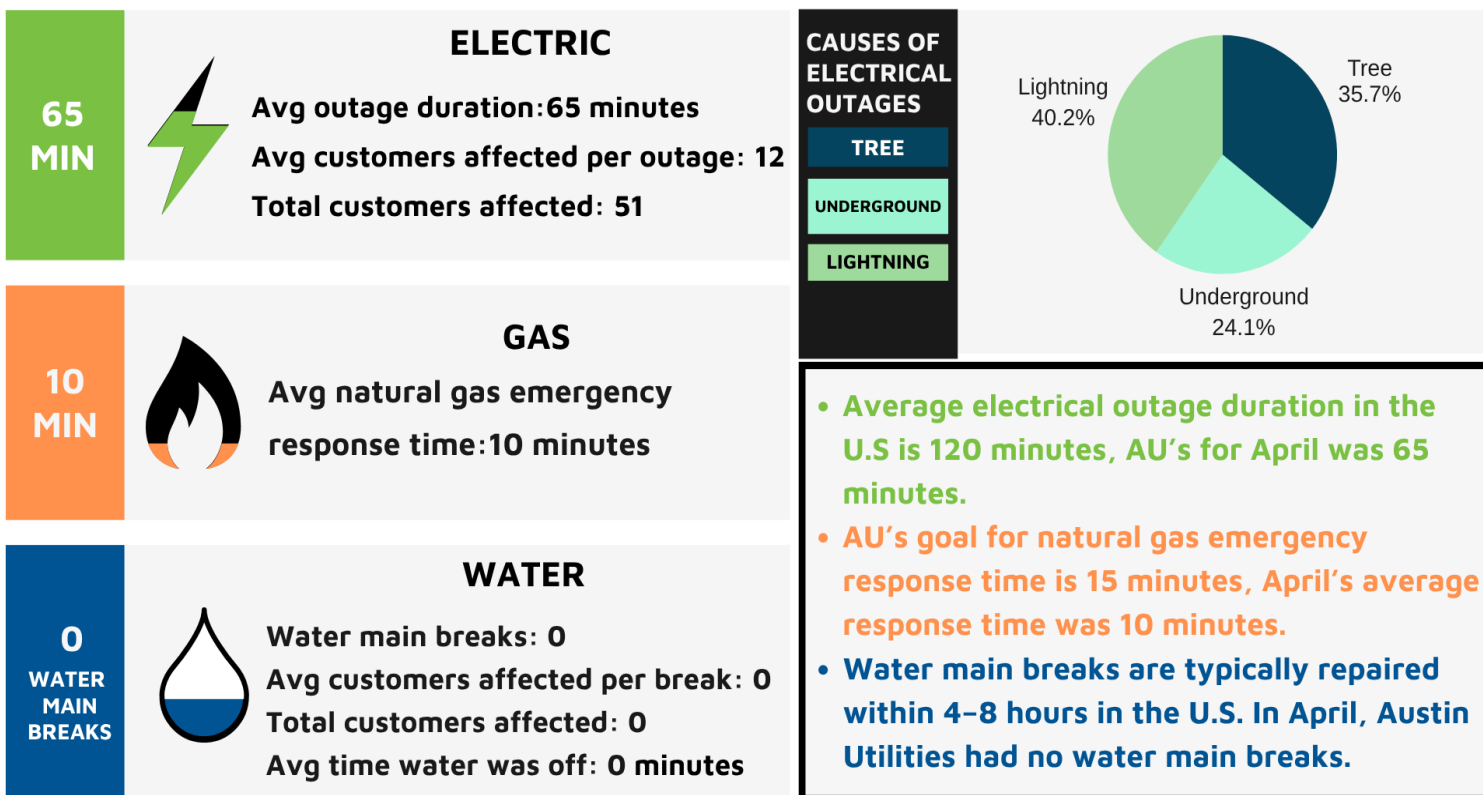
When an outage occurs, we want you to be able to know and receive updates. With our monthly outage dashboard (below), we want to be as transparent as possible and state the facts. For real-time updates, we want you to have access in just a few clicks.

Where to Find Our Outage Page:

- Outage page on the homepage of our website
- SmartHub (Desktop Version) on the left hand side bar
- SmartHub (Mobile App) on the buttons across the top



OUTAGE DASHBOARD FROM APRIL 2026



Load Control

Did you know you can check the status of when load controllers are being used on our website? This gives you another access point to see when it is in use. The other being the color indicated on the device.

- The GREEN LED is for Power Status. GREEN LED ON-Indicates the unit is receiving power. GREEN LED OFF-Indicates the unit is not receiving power.
- The RED LED is for Load Status. RED LED ON- Indicates load is being controlled. RED LED OFF- Indicates load is not being controlled.



Load control is a program that helps manage energy use during peak demand. Austin Utilities uses a small device installed near your central air conditioner to briefly interrupt power to the outdoor condenser while keeping your indoor fan running, so comfort is maintained. Load control operates for short periods, typically just a few minutes each hour, and usually only a few times during the summer months.