

Winter Recap and Summer Focus

Winter Recap:

This winter was one for the history books. We saw record-high temperatures one day and heavy snowfall the next, creating challenging conditions throughout the season. The most significant event was Winter Storm Fern, which occurred from January 23–26.

Extreme cold across much of the United States during Winter Storm Fern caused natural gas prices to rise sharply and increase demand on the electric grid. To help reduce strain on the system, a MISO Emergency Action Request was issued, encouraging electricity conservation during these extreme conditions.

As a result, the Purchased Gas Adjustment (PGA) and Power Cost Adjustment (PCA), which are tools used by public utilities to manage cost changes, were applied to help address higher-than-normal expenses while maintaining safe, reliable service.

Summer Focus:

As we get into Minnesota's busy construction season, please help our crews by slowing down and steering clear of our vehicles and workers when we are at work. We want to keep you and all AU staff safe.

Upcoming Major Street Construction Projects:

- Oakland Ave (1st St NW – 12th St NW)
- 6th Ave NE (17th St – 19th St)
- 8th St SE (8th Ave – 15th Ave)
- 9th Ave NW (Blu Line Alley – 11th St)
- 5th St NW (12th Ave – 15th Ave)
- 7th St NW (13th Ave – 15th Ave)



Advanced Metering Infrastructure (AMI) Update:

Our focus in 2026 is to complete 100% of AMI water meter installations by early summer, while crews continue upgrading gas meters throughout the year with full completion expected in 2027. The electric AMI project is now fully complete, water meters are at 99% completion, and gas meters are currently 66% complete. We have received positive feedback from customers throughout the project and appreciate your continued cooperation as we work to finish these upgrades.

Drinking Water Week



Drinking Water Week is May 3-9, 2026. This annual event, organized by the American Water Works Association (AWWA), aims to emphasize the

importance of healthy drinking water and to acknowledge the dedicated efforts of water professionals. To learn more about your local water quality, please check AU's annual Water Quality Report, which is available online or in our lobby.

AHS Career Fair

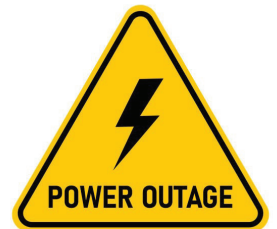
On March 27th, members of our crews attended Austin High School's Career Fair! It's always a great opportunity to connect with the next generation and share the many career paths available in the utility field.



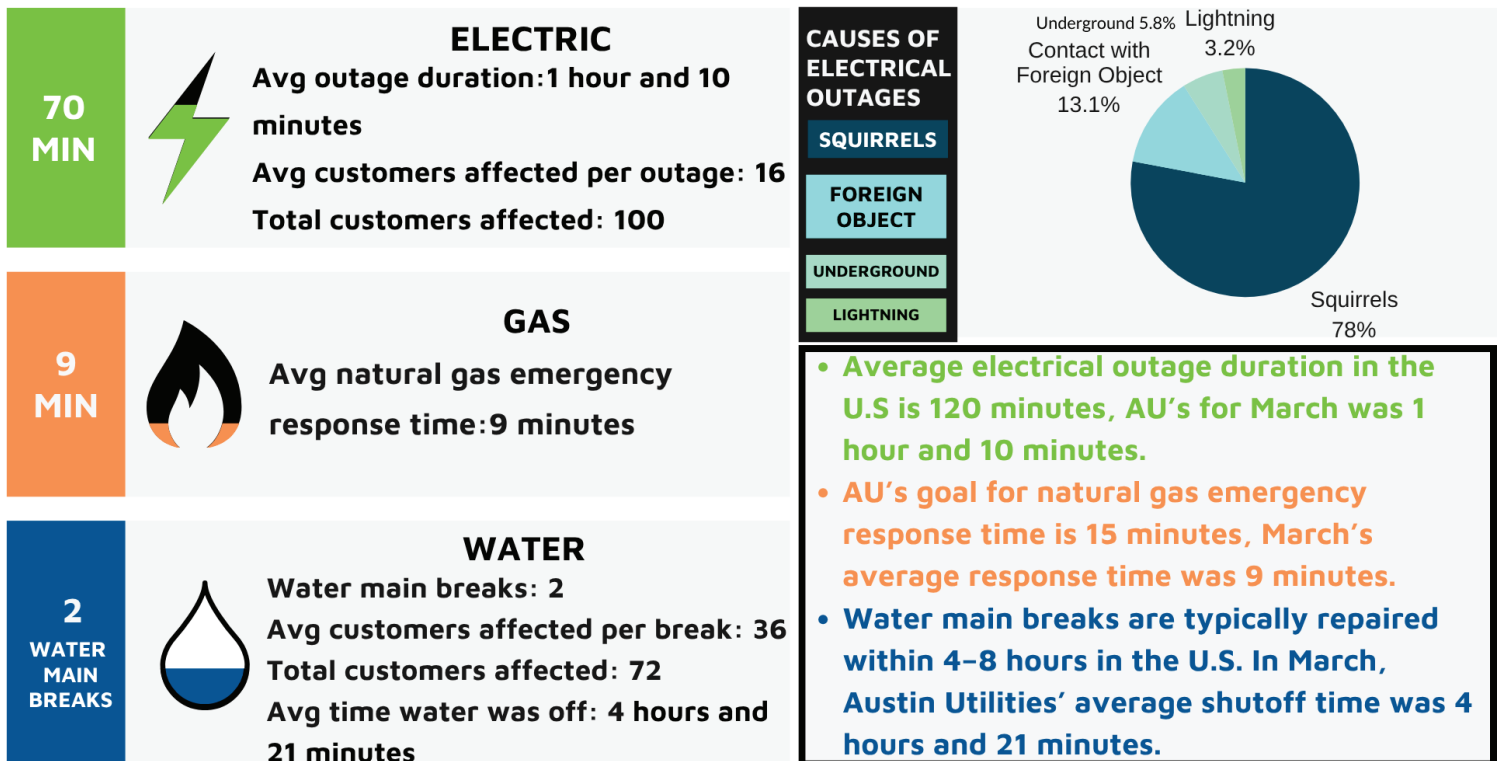
What Happens During an Electrical Outage?

When an electrical outage occurs, it's typically detected through our Advanced Metering Infrastructure (AMI) system or reported by a customer calling dispatch. Our dispatch team gathers details about the outage and works to assess the situation. They then notify line crews or on-call line workers if the outage happens after hours.

Crews review the service order, prepare the necessary equipment, and travel to the site. Once on scene, they begin by checking the reported address and work their way back through the system to identify the source of the problem. After the issue is found and the area is made safe, repairs are completed. Many outages are caused by common issues, such as squirrels, and can often be resolved quickly.

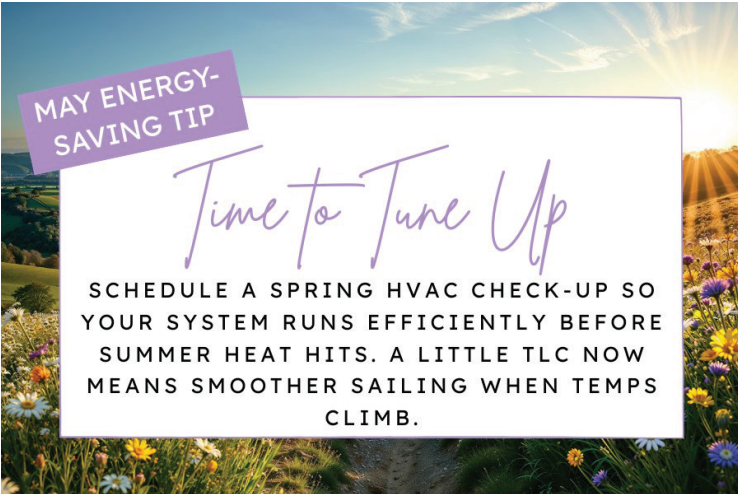


OUTAGE DASHBOARD FROM MARCH 2026



Cold Weather Protection Ended on April 30th

Cold Weather Protection has ended for the season. If you are past due on your account or concerned about making upcoming payments, please stop by the utility lobby or call Customer Service as soon as possible. Our team is happy to work with you to set up a payment plan and discuss options that can help you stay on track and avoid service disconnection.



Behind the Scenes– Horizontal Directional Drilling

Garrett Gilster and Hunter Yocom are AU's Lead Horizontal Directional Drill Operators, a newly established position introduced this year. This role brings new capabilities in-house and expands opportunities for AU.

Their responsibilities include managing the drill, safely boring around existing underground utilities, interpreting and leading job maps, and precisely installing gas, water, and electric communications. Their work requires a high level of accuracy and efficiency to ensure projects are completed safely and correctly.

The position requires at least one year of underground utility experience, along with hands-on knowledge of horizontal directional drilling, excavating, and boring. Garrett and Hunter also work closely with multiple departments across AU, helping to make it easier for others to do their jobs effectively. In the past, this work was often contracted out, but having this expertise on the team improves efficiency and coordination.

One of the biggest challenges of the role is working within spaces where there is little to no room for error. Underground work is complex and crowded with existing utilities, making precision essential at every step.

For AU customers, this position provides benefits such as system upgrades that are less invasive to yards and property. Both Garrett and Hunter are excited to continue growing in their new role and look forward to the opportunities ahead as AU continues to expand and strengthen its infrastructure. Thank you, Garrett and Hunter, for the hard work you put in every day behind the scenes to keep projects moving safely and efficiently.



TIME OF USE RATE

now available



What is it?

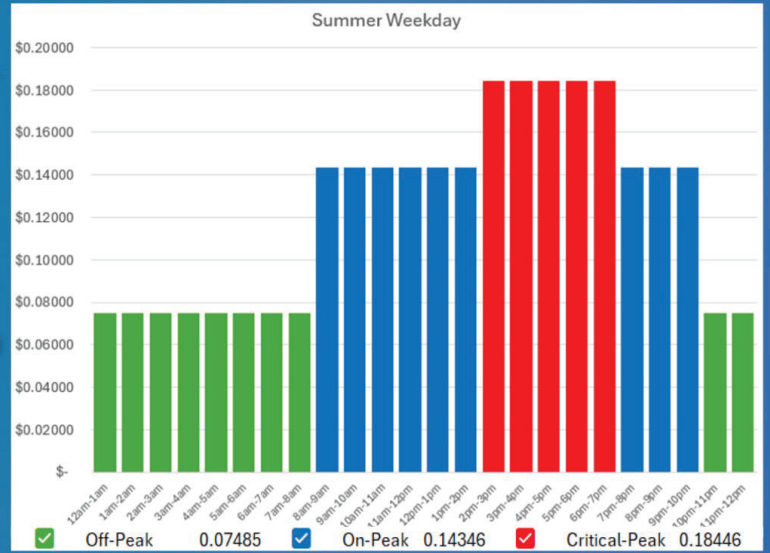
Time-of-Use (TOU) is a residential rate plan where rates vary according to the time of day, season, and day type (weekday or weekend/holiday). Time-of-Use pricing encourages the most efficient use of the system and can reduce the overall costs for both the utility and customers.

What are rate times?

- Critical-Peak - 2pm to 7pm during weekdays. The energy during this time costs the most of all the periods. The rate will be higher June-September.
- On-Peak - 8am to 2pm and 7pm and 10pm weekdays. The energy during this time costs more than our standard residential rate.
- Off-Peak - 10pm and 8am weekdays and all day during the weekends and holidays. The energy during this time costs less than the standard residential rate.

How to sign up?

Signing up is simple, free, and no special equipment is required! At this time, solar and electric heating customers are not eligible. Apply on our website or contact Austin Utilities for an enrollment form.



Notification to Customers

In compliance with Austin Utilities adopted rules relating to cogeneration and small power production, Austin Utilities is obligated to interconnect with and purchase electricity from cogenerators and small power producers that satisfy the conditions as a qualifying facility. Austin Utilities is obligated to provide information regarding rates and interconnection requirements free of charge to all interested customers upon request. All interconnections require an application and approval to become a qualifying facility. Any disputes over interconnection, sales, and purchases relative to qualifying facilities should be brought to Austin Utilities Board of Commissioners for resolution, per Austin Utilities Distributed Generation Rules adopted February 13, 2018. Interested customers should contact Austin Utilities at 1908 14th St. NE, Austin, MN 55912 or call 507-433-8886.

Keep an Eye Out: Survey Alert

Be on the lookout for our **Customer Engagement Survey** in your mailbox or email! Your feedback is valuable and allows us to continue to improve and offer better service to the Austin community.

**AUSTIN UTILITIES
WILL BE CLOSED
MONDAY, MAY 25TH**



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



ONLINE
NEWSLETTER
& MORE INFO
ON OUR
WEBSITE

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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