



**NEWS RELEASE  
FOR IMMEDIATE RELEASE**  
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## **Austin Utilities Announces Retirements, Advancements**

AUSTIN, Minn. June 23, 2023 - Austin Utilities today announced the retirement of Kelly Lady, Marketing and Energy Services Manager with 30 years of service effective August 11, 2023. "Thank you to Kelly for her long-term career at Austin Utilities. We greatly appreciate her leadership to better serve our community. We wish her the best in her retirement," said Mark Nibaur, General Manager at Austin Utilities.

Lady joined Austin Utilities in 1993 as credit and collections secretary. She moved to operations administrative assistant in 1998 and in 2000 added the gas buying responsibility to her duties. She held the energy services consultant role until her promotion as marketing/energy services manager in 2013.

On the gas side of the business, Kelly was part of a team that introduced a gas hedging strategy to Austin Utilities. It benefits customers by protecting customers from price spikes and smoothing out the highs and lows of supply and demand.

In 2000, Kelly collaborated with representatives from Rochester Public Utilities and Owatonna Public Utilities to launch the residential Conserve and Save Rebate Program that incentivizes customers to save money by purchasing energy saving equipment. In 2015, Kelly, partnering with Riverland Community College, installed the first Electric Vehicle (EV) charger in Austin.

Kelly's contributions in customer outreach will be lasting. She founded the EV Owners Club and the Customer Advisory Panel. Both groups help Austin Utilities gain knowledge and feedback to better serve our customers. She was the first at Austin Utilities to use social media to communicate with our customers. Most recently, she implemented online rebate processing, making it easier for customers to submit rebates when it is convenient for them.

Kelly also spent time serving on many local, state and national boards. Most recently, she was the Chairperson for the American Public Gas Association Marketing Committee and received the J. Hardie Johnson Service Recognition – an award given to individuals retiring after serving 25 years in the gas service business and participating as an APGA member system representative.

The following advancement will take place as a result of the retirement:

- Melissa Swenson, Customer Service Supervisor, advanced to the position of Communications and Energy Services Manager, effective June 2023.

“Congratulations to Melissa on her advancement,” Nibaur said. “We look forward to her leadership.”

Swenson began her Austin Utilities’ career in March 2010 as Customer Service Representative. She was promoted to Customer Service Supervisor in 2014.

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Austin Utilities is a municipal utility serving approximately 12,300 electric customers, 10,300 natural gas customers, and 9,000 water customers. Their mission is to offer utility products and services in a safe, reliable and responsible manner in order to enhance the quality of life in our community. Austin Utilities’ Board of Commissioners are elected by the consumer-owners of Austin to represent their best interest. For more information on Austin Utilities visit their website at [www.austinutilities.com](http://www.austinutilities.com).