



CONNECTIONS

COMPLETION OF THE MURPHY CREEK SUBSTATION

A new substation at our Murphy Creek location was commissioned in October. The substation is a major infrastructure investment that will enhance electric system reliability. This will be the first substation built by AU in 30 years. In 2021, a comprehensive engineering study was completed and identified the need to improve distribution of electric service in the southwest and northern Austin area to accommodate future load growth. Design work began in 2022 and construction started in 2024. The substation transformer was energized and placed into service in August 2026. Three new distribution feeders, which will enhance reliability in northwest Austin's business district and provide additional capacity for the Creekside Industrial Park, were completed in October 2026. The completion of the Murphy Creek Substation marks another important step in Austin Utilities' commitment to providing safe, reliable, and affordable electric service while preparing for the energy needs of the future.



WHERE DOES OUR POWER COME FROM?

Where Does Our Power Come From?

From generation to your home, here's the journey your electricity takes.



When you flip a light switch, the power automatically turns on, but where is that power coming from? Electricity has already traveled a long journey to reach your home or business by the time you are flipping the switch. Austin Utilities receives power from our wholesale power provider, Southern Minnesota Municipal Power Agency (SMMPA), which supplies electricity to member communities across

southern Minnesota. SMMPA secures power from a diverse mix of energy resources, including wind, solar, natural gas, and coal generation, helping ensure a reliable and affordable electricity supply. That power is delivered over high-voltage transmission lines and routed through substations, where transformers reduce the voltage to a level that can be safely distributed through Austin Utilities' local power lines. From there, electricity flows directly to homes, schools, businesses, and industries throughout our community, providing the dependable service customers rely on every day.

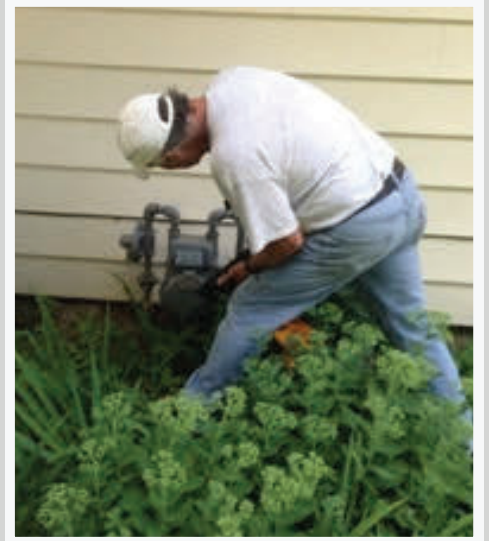
PROGRESSION OF METER READING AT AUSTIN UTILITIES

Do you remember when a meter reader came into your home each month? You may have even known them by name and stopped to chat when they visited. Meter reading has come a long way thanks to advances in technology. Years ago, each meter reader would have routes throughout Austin that they would complete on foot and write the readings from each of the homes' and businesses' electric, water, and natural gas meters. All the reads would be documented in large binders that were coordinated by color for each utility service for every home. At the beginning of every month, meter readers started in the southwest part of town, moved to the northwest and northeast neighborhoods, and finished in the southeast. It took nearly the entire month to read all of Austin's meters.

By 2000, meter readers went into about 60% of homes to check meters, before most meters were moved to be outside. If a customer was not home and the meter reader did not have a key, they would be given a card to fill out on their own with the meter reads and return back to AU.

In the early 2000's, Automated Meter Reading (AMR) was introduced. With AMR, meter readers could collect readings electronically with a handheld device while walking down the street and later by driving through neighborhoods. This greatly reduced the need to enter homes and properties while improving efficiency. The next major advancement came in 2020 with the implementation of Advanced Metering Infrastructure (AMI). AMI provides continuous two-way communication between the utility and the meter. Today, meter readings are collected daily from our office, improving accuracy, enhancing customer service, and allowing Austin Utilities to respond more quickly to potential issues.

From handwritten records and month-long routes to daily automated readings, meter technology has transformed the way Austin Utilities serves our community.



OUTAGE DASHBOARD FROM SEPTEMBER 2026

66
MIN



ELECTRIC

Avg outage duration: 66 minutes
Avg customers affected per outage: 70
Total customers affected: 210

11
MIN



GAS

Avg natural gas emergency response time: 11 minutes

0
WATER
LEAKS



WATER

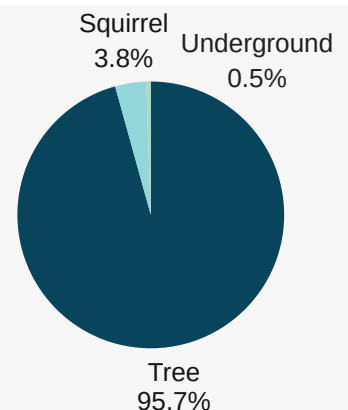
Water leaks: 0
Avg customers affected per leak: 0
Total customers affected: 0
Avg time water was off: 0 minutes

CAUSES OF ELECTRICAL OUTAGES

TREE

SQUIRREL

UNDERGROUND



- Average electrical outage duration in the U.S is 120 minutes, AU's for September was 66 minutes.
- AU's goal for natural gas emergency response time is 15 minutes, September's average response time was 11 minutes.
- Water main breaks are typically repaired within 4-8 hours in the U.S. In September, AU had 0 water leaks.

New Employees at AU:



Maribel Martin

CUSTOMER SERVICE REPRESENTATIVE

Maribel is our new part-time Customer Service Representative. She stays busy with her many hobbies but loves to spend any time with family that she can get. She has a husband, three children, and a golden retriever. Her hobbies include gardening, reading, cooking, and cleaning. Welcome to AU, Maribel!

CUSTOMER SERVICE
REPRESENTATIVE



Dominic Lura

DISPATCH & SYSTEMS OP CONTROLLER

Dominic is the new Dispatch & Systems Op Controller. He went to school in Mankato, MN. At his previous job he was in charge of purchasing and operations. Dominic enjoys disc golf, which he tries to play a couple times a week. Dominic is an overall happy guy and we are lucky to have him. Welcome to AU!

DISPATCH &
SYSTEMS OP
CONTROLLER



Abraham Langager

IT NETWORK & SYSTEMS ADMINISTRATOR

Abraham started at AU as the IT Network & Systems Administrator. He has prior experience in a similar role supporting cybersecurity, networks, and servers. Abraham enjoys working with both technology and people, especially collaborating on projects and support tickets. He enjoys music, time with family, including his wife and two cats, and friends, and watching movies. Welcome to AU, Abraham!

IT NETWORK &
SYSTEMS
ADMINISTRATOR

NISC MEMBER INFORMATION CONFERENCE (MIC)

In September, five AU employees traveled to the NISC Member Information Conference (MIC)! The conference provided valuable opportunities to learn more about the software and technology that help us serve our customers every day. As technology continues to evolve, staying informed, collaborating with industry peers, and learning new tools are essential to providing the best possible service. Thank you to Mike, Derek, Olivia, Melissa, and Audra for representing AU and bringing back knowledge that will help us continue serving our customers and community.



NOVEMBER ENERGY- SAVING TIP

Seal Out the Cold

CHECK WEATHERSTRIPPING AROUND DOORS AND WINDOWS TO KEEP WARM AIR INSIDE AND COLD DRAFTS OUT. REDUCING AIR LEAKS HELPS YOUR HEATING SYSTEM WORK MORE EFFICIENTLY AND CAN LOWER ENERGY COSTS THROUGHOUT THE WINTER.

Turn Smart Technology Into Real Savings with a Smart Thermostat

Benefits of a Smart Thermostat:

- programmable schedules
- remote access
- energy usage insights
- up to a \$100 rebate



CONSERVE & \$AVE™

PUBLIC POWER WEEK AND PUBLIC NATURAL GAS WEEK RECAP

Public Power and Public Natural Gas Week was October 4-10. To celebrate and recognize the importance of public power and natural gas, we had free cookies in our lobby, visited over 130 students with utility trucks and staff, and had our annual White Truck Treasure Hunt where daily clues were posted to help find a small white utility truck. We also had our lobby decorated with department photos to recognize the special faces who make public power and natural gas in our community possible.



THANK YOU VETERANS

We are eternally grateful to all the men and women who have fought and served for our country especially our AU Veterans: Steve Bissett, Corey Kreutzbender, Jeff Martinson, and Kevin Spinler. Your courage, dedication, and sacrifice are deeply appreciated and never forgotten. To our AU retirees who are veterans, we honor your legacy and thank you for your years of service both to our country and to AU. Your contributions continue to inspire us. AU wishes you and your family a happy, safe, and peaceful Veterans Day.



SEWER AVERAGING END DATES



- Bill cycle 1 ended on October 25th
- Bill cycle 2 after November 5th
- Bill cycle 3 after November 17th



Sewer Averaging is the water use for the months of November through April. Those months will be used to calculate the average sewer usage for the months of May through October. This puts a cap on sewer charges for water you may use for lawn irrigation, pools, or other outdoor water use.

ENERGY ASSISTANCE

NEED HELP WITH YOUR ENERGY BILL? WE'RE HERE FOR YOU

If you're facing challenges with your energy bill, you're not alone — and help is available. Our Customer Service Team is your best resource for navigating energy assistance options. They are highly knowledgeable and invested in helping you identify the support that fits your situation.

Here are a few local programs that offer energy assistance:

Semcac
507-433-5889 or
800-944-3281
Online Application
@
<https://energy-assistance.web.commerce.state.mn.us/>

Mower County Health & Human Services
507-437-9701

Salvation Army
507-437-4566



Austin Utilities

Board of Commissioners

Tyler Hulsebus

Geoff Baker

Steve Greenman

Jay Lutz

Kristin Johnson

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

ONLINE
NEWSLETTER
& MORE!



AU WILL BE CLOSED ON WEDNESDAY, NOV. 11TH FOR VETERANS DAY AND ON THURSDAY, NOV. 26TH & FRIDAY, NOV. 27TH FOR THANKSGIVING

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