



SERVING THE FUTURE



A LETTER FROM THE GENERAL MANAGER

While Elk River Municipal Utilities (ERMU) takes pride in past accomplishments, we are constantly sizing up what we need to do today to provide the same superior service in the future. Because of our forward-looking approach, we started many exciting projects in 2021 that will serve our customers well for years to come.

- Our power provider, Minnesota Municipal Power Agency, remains committed to providing cost-effective, renewable energy to create a world that produces electricity economically and responsibly for future generations.
- The planned implementation of an Automated Meter Infrastructure network will support effective and efficient collection of meter information for billing purposes. We can then pass that information on to our customers so they can make smart energy and water choices.
- The construction of a new Field Services Building will allow us to store all equipment and inventory under one roof, maximizing the life of that equipment and maintaining the integrity of our infrastructure.
- This year, the water department began its backflow prevention and wellhead protection programs, two crucial initiatives to help sustain our most valuable resource.
- Finally, all crews have been collaborating with MnDOT on the Highway 169 Redefine project as ERMU continues to evolve with the community.

ERMU's vision is to provide exceptional services and value to those we serve. Our plans keep you – our customers – in focus so that we can better accommodate you today, tomorrow, and into the future.

- Theresa Slominski, General Manager



FIELD SERVICES FACILITY EXPANSION



Melissa Karpinski
Finance Manager



Chris Kerzman
Engineering Manager

In 2021, ERMU took advantage of historically low bonding interest rates and began construction on its new field services facility expansion project, replacing one of the current buildings to make room for its growing operations center. Because ERMU's customer base has increased by 22.4 percent since 2015, enhancements were needed for serving the future and supporting more customers while continuing to provide the standard of service they expect. The new facility will provide secure indoor storage for vehicles and materials to help improve longevity.

SERVING TOGETHER



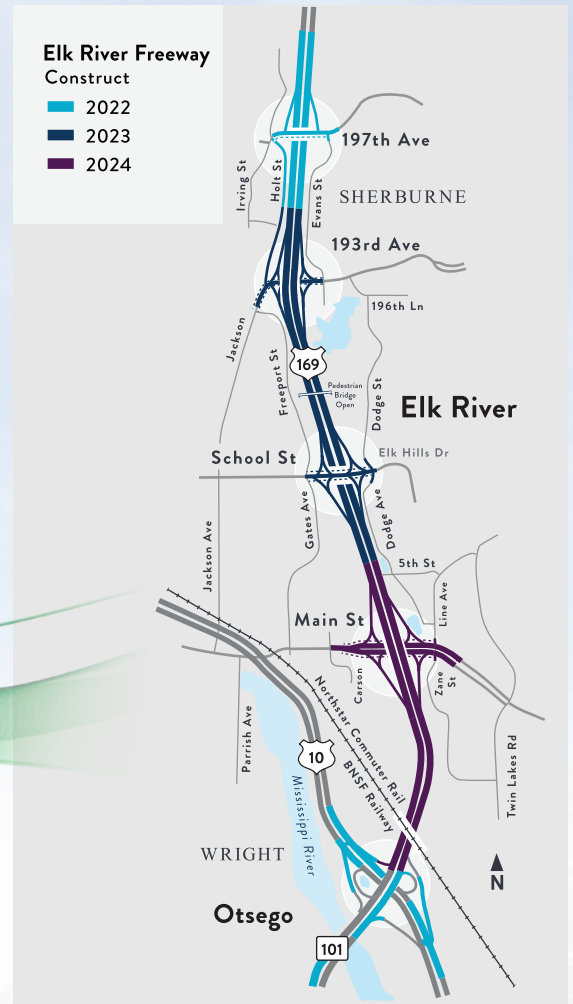
ELECTRIC

ERMU's electric department has partnered with a number of organizations to prepare for the Highway 169 Redefine. This three-year project includes four new interchanges and will serve the future by improving traffic flow through the city of Elk River. Preliminary work included removing and replacing infrastructure as well as installing 15,000 feet of underground line to ready the area for construction. Customers will enjoy easier access for travel within the community once the project is finished in November 2024.



Chris Sumstad
Electric Superintendent

Tom Geiser
Operations Director



Highway 169 Redefine Project
Provided by MNDOT



WATER

Dedicated to providing and maintaining safe and healthy drinking water for its customers, ERMU began implementing its backflow prevention program in 2021. Through this agenda, ERMU's certified staff offers residential customers a free inspection of their backflow prevention device, ensuring that water supplies are protected from non-potable water and other contaminants. Also last year, ERMU began preparations for updating its Wellhead Protection Plan, which manages potential sources of contamination to serve the future by helping to keep drinking water safe.



ERMU's Water Source
Mount Simon - Hinckley Aquifer



Dave Ninow
Water Superintendent



TECH SERVICES

Throughout 2021, ERMU prepared for the future by planning the replacement of its existing meter reading system with modernized smart grid technology. Automated Metering Infrastructure (AMI) is a foundational technology that is fast becoming the standard in the utilities industry. It improves the customers' experience by empowering them to view near real-time data of their metered services and develop a better understanding of their own consumption through an online customer portal. Working in conjunction with our GIS mapping system, AMI provides key tools to optimize operational efficiencies and improve service reliability now and well into the future.



Mike Tietz
Technical Services Superintendent



CUSTOMER SERVICE, CONSERVATION & KEY ACCOUNTS

In June 2021, ERMU once again opened its offices to the public so that we may better serve you. For the second consecutive time, ERMU received the Smart Energy Provider designation. The award recognizes a commitment to and competency in serving the future through energy efficiency and environmental efforts that support the goal of providing customers safe, sustainable, economical, and reliable services. ERMU consistently offers programs to help customers save money while reducing environmental impact. Initiatives for using renewable energy to power facilities as well as working with the City of Elk River on stormwater management and programs for solid waste and organics disposal were also considered.



Tom Sagstetter
Conservation & Key Accounts
Manager



Sara Youngs
Customer Service
Manager