



Elk River Municipal Utilities



YEAR IN REVIEW
2023

HOMETOWN SERVICE



A LETTER FROM THE GENERAL MANAGER



As I complete my first full year as ERMU's General Manager, I can't help but feel incredibly fortunate for the opportunity to work with such dedicated staff in support of an amazing community. We take an enormous amount of pride in providing reliable, sustainable, and cost-effective electric and water utilities to our customers. And, as a community-owned municipal utility, we take great pride in sharing our accomplishments with you.

2023 was a big year for ERMU. The Field Services Building project was completed after nearly five years, from planning through construction, and we were thrilled to invite all of you to the open house in August. It was awesome to see hundreds of folks from the community come out to meet our staff, tour the building, ask questions, learn about our programs and equipment, and enjoy the various demonstrations.

The new building wasn't the only big thing to happen in 2023. Also notable for ERMU were national awards and recognition received from the American Public Power Association (APPA) and the American Water Works Association (AWWA). We received the Reliable Public Power Provider platinum designation and the Smart Energy Provider designation. There are over 2000 public power utilities across the nation, but only 5% hold both designations. Our communications team earned an Excellence in Communications award from APPA and ERMU's team was invited to compete at the national level after being the first all-female team to place in the MN AWWA Hydrant Hysteria competition.

We have a lot to be proud of, but we continue to focus on the future to improve services and value for our customers. Yes, 2023 was big, 2024 will be even bigger as we usher in the Advanced Metering Infrastructure (AMI) project which will bring a new era of service - and we are ready!

- Mark Hanson, P.E., General Manager



A NEW ERA OF SERVICE ON THE HORIZON

Elk River Municipal Utilities (ERMU) is about to begin a new era of service in 2024 with the implementation of the Advanced Metering Infrastructure (AMI). This initiative marks a significant milestone in ERMU's commitment to technological innovation and improved service delivery. The AMI project will involve the installation of new electric and water meters throughout its service territory enabling near real-time monitoring and communication between utility infrastructure and consumers. This technology not only enhances the accuracy of meter readings but also empowers customers with valuable insights into their energy usage patterns. The AMI project demonstrates ERMU's forward thinking approach to utility management, efficiency, sustainability, and system responsiveness that addresses the evolving needs of the community. For information and updates throughout the AMI project customers are encouraged to visit ERMU's website at ERMUMN.COM or contact a customer service representative at 763.441.2020 during regular business hours (8:00 a.m.- 4:30 p.m.).



HOMETOWN PRIDE



MAKING HISTORY

ERMU is proud to recognize the achievement of Water Operations Foreperson Katy and GIS/Mapping Technician Angela as they placed third in the Minnesota Section of the American Water Works Association's Hydrant Hysteria competition in Duluth, MN in September. Katy and Angela, who go by the team name "ERMU Riveters," were the first all-female team to compete in Minnesota.

The competition requires teams of two to assemble a hydrant with approximately 40 pieces in less than five minutes, testing their strength, finesse, and speed. Their best time of the competition was one minute 52 seconds. As a result of their third place finish, the ERMU Riveters have been invited to participate in the national competition in June 2024.



ERMU staff compete in the AWWA Hydrant Hysteria competition in Duluth, MN.



NATIONAL RECOGNITION

ERMU's dedicated staff are passionate about providing safe, reliable service and effective communication to the community it serves. In 2023 the outstanding efforts of our team were recognized nationally by the American Public Power Association (APPA) through a variety of awards and designations outlined below.



Powering Strong Communities

- » The Reliable Public Power Provider (RP3) platinum level designation was awarded to ERMU based on industry-recognized best practices in four important disciplines: reliability, safety, workforce development, and system improvement. ERMU joined 271 public power utilities nationwide that hold the RP3 designation.
- » The Certificate of Excellence in Reliability recognizes ERMU for its dependable electric service based on data collected from over five hundred public power utilities. ERMU was one of only 221 utilities to earn this distinction in 2023.
- » The Smart Energy Provider (SEP) designation is awarded to public power utilities for demonstrating leading practices in four key disciplines: smart energy program structure; energy efficiency and distributed energy resources programs; environmental and sustainability initiatives; and customer experience. ERMU joins less than 100 public power utilities in earning the SEP designation.
- » The Excellence in Public Power Communications award recognized ERMU's exceptional work in building a stronger, more personal connection with its customers through a social media campaign featuring staff in the field and in the community. Entries were judged by an outside panel of communications experts with awards announced at the APPA Customer Connections Conference held in San Antonio, TX.

HOMETOWN CONNECTIONS

As your hometown utility, getting involved in the community we serve is important to us. We look forward to participating in local events throughout the year so we can meet and interact with our valued customers. Together we are building a stronger community through these shared experiences.



Summer Safety Camp



Sherburne County Fair Parade



ERMU Field Services Building Open House



Day of the Dozers



Downtown Elk River Trick-or-Treat



ISD 728 Job Shadow Program