

FINANCIAL HIGHLIGHTS

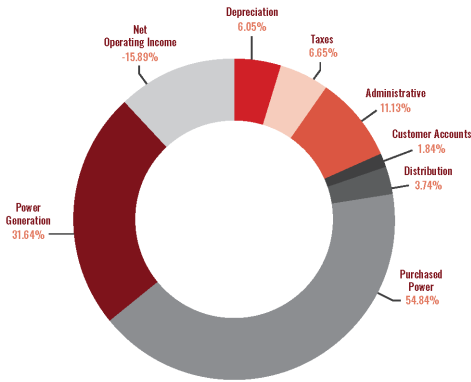
ELECTRIC

WATER

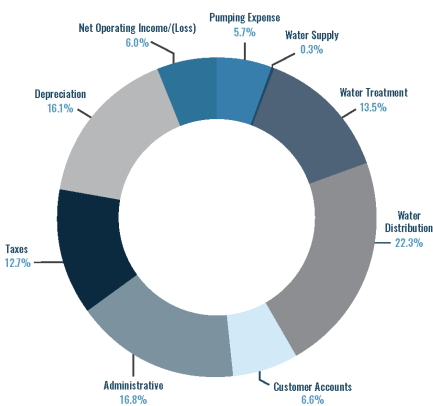
WASTEWATER

	2024	2023	2022
Electric Revenues - Retail	\$44,427,022	\$43,002,811	\$40,488,117
Electric Revenues - Wholesale	\$4,719,979	\$10,018,454	\$27,037,246
Number of Electric Customers	18,529	18,511	18,473
Megawatt-hours Sold - Retail	511,057	514,574	524,467
Megawatt-hours Sold - Wholesale	106,665	168,030	298,248
Peak Electric System Demand	104	110	103
Miles of Distribution Line	237	240	238
Average Net Plant Investment	\$93,514,772	\$92,719,565	\$85,130,437
Water Revenues - Retail	\$5,655,535	\$4,841,694	\$4,730,873
Water Revenues - Wholesale	\$2,419,489	\$2,208,571	\$2,069,951
Number of Water Customers	14,111	14,063	13,962
Gallons of Water Sold ( X 1000) - Retail	1,640,085	1,703,586	1,657,263
Gallons of Water Sold ( X 1000) - Wholesale	2,833,974	2,598,808	2,482,482
Miles of Water Main	193	192	192
Number of Hydrants	1,387	1,380	1,345
Average Net Plant Investment	\$47,476,728	\$47,746,075	\$45,307,564
Wastewater Service Revenues	\$5,991,346	\$6,256,218	
Gallons Treated ( X 1000)	2,686,400	2,430,900	
Average Net Plant Investment	\$21,180,267	\$19,297,266	
Outstanding Facility Debt Balance	\$8,980,543	\$7,187,255	
Natural Gas Consumed (CCF)	91,410	128,120	Historical data not displayed until future years.
Methane Consumed (CCF)	268,428	200,594	
Methane Flared (CCF)	86,680	115,060	
Total Methane Produced (CCF)	355,107	315,653	
Natural Gas Consumed/Methane Consumed	34.10%	63.90%	
Natural Gas Produced/Methane Produced	25.70%	40.60%	

ELECTRIC



WATER



2025 PLANNED ACTIVITIES

OPERATIONAL EXCELLENCE

As a public service provider of electric, water, wastewater treatment, steam and broadband, MPU is intentional about embarking on projects that add value to the community. A few of our top projects for 2025 are:

- Fuel Handling System Upgrades
- LED Street Light Conversion
- Water Treatment Plant Capacity
- Private Lead Service Line Replacement Program
- Wastewater Treatment Facility Stack Filter & Clarifier Rehab Project

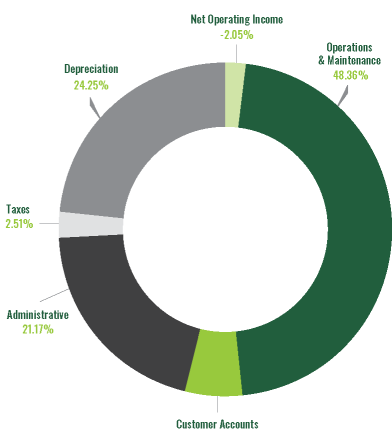
FINANCIAL EXCELLENCE

- **Electric Rate Case:** Due to rising inflationary and power supply costs, staff will be submitting an electric rate case to the Public Service Commission of Wisconsin requesting an increase. An effective date is expected in early 2026.

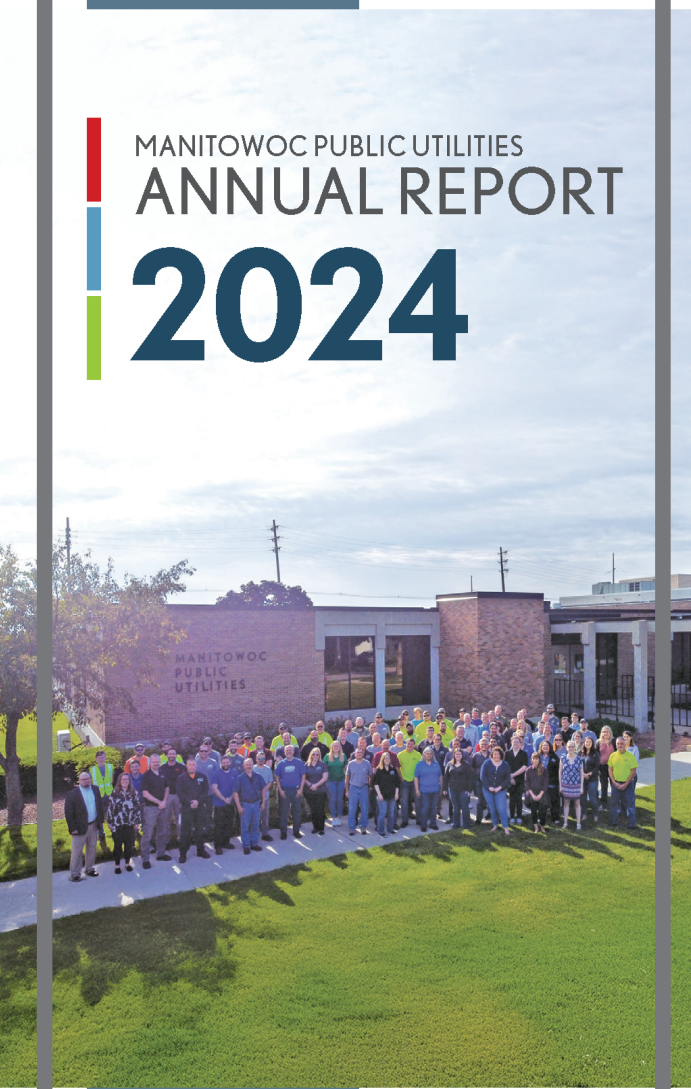
CUSTOMER'S EXPERIENCE

- **Online Customer Portal Transition:** A new “My Account” portal will provide customers an opportunity to download an app, which will provide customers with easy access to their usage, bill history, and quick payment options.
- **Outage Management System:** Staff is researching platforms that will provide a customer-facing outage map and improved communication.

WASTEWATER



COMMUNITY OWNED.  
CUSTOMER FOCUSED.





## MISSION, VISION, VALUES

In 2023, the MPU Commission adopted a comprehensive Commission Policy Manual which documents purpose, governance style and role, and relationship between governance and management. One of the policies outlines MPU's Organizational Purpose; our mission, vision, values, and fundamental objectives. These statements are our 'True North' guiding policy and decision making throughout the organization. As part of the creation of the Commission Policy Manual, and during annual strategic planning, the Commission revised these statements to reflect our evolution and growth as an organization. These statements were thoughtfully crafted to embody who we are, what we do, and how we do it.

*Community* is at the heart of our mission and vision. We're proud to be our community's utility service provider and we look forward to continuing to provide competitive, safe, and reliable services for years to come.

### MISSION:

We deliver competitive, safe, and reliable utility services, supporting the communities we serve.

### VISION:

We are the trusted partner of our community, the future for our employees, and the leader in our industry.

### VALUES:

Integrity, Visionary, Collaboration

## ELECTRIC MUTUAL AID

The Public Power industry is one of sacrifice and service when others are in need. Ahead of Hurricane Milton's landfall, four MPU lineworkers, along with 23 other utilities organized by the Municipal Electric Utilities of Wisconsin, traveled to Florida to provide relief for another Public Power utility affected by the hurricane. Amongst sinkholes, flooding, and alligators, they assisted Lakeland Electric in restoring power to about 62% of their 82,000 electric meters that were out of power. We're proud to be a part of the Public Power community where even hundreds of miles doesn't stop utilities from lending a helping hand.



## FUEL PELLET STORAGE FACILITY



As part of our power plant refueling project, MPU secured dry storage for the renewable fuel pellets that are being burned in our two boilers. These pellets are made from local industrial paper and plastic waste that would otherwise be landfill-bound.

The 84,000 square foot facility is leased and will provide MPU the storage capacity needed to hold 30,000 tons, or one a half months' worth, of fuel to operate both boilers. This is an important milestone in MPU's refueling project, which has many customer benefits: Cost control, grid resiliency, local control, and sustainability.

## 2024 KEY ACCOMPLISHMENTS

### OPERATIONAL EXCELLENCE

While many significant projects were completed this past year, here's a few highlights:

- **Community Solar Garden:** MPU's first community solar garden facility went live in December 2024!
- **Private Lead Service Line (LSL) Replacement Program:** MPU was awarded funding to assist in private LSL replacements within seven census tracts throughout the City. MPU staff assisted with 547 replacements in 2024.
- **Manitowoc Refuel Renewable Project:** MPU reached a significant milestone related to securing enough renewable fuel pellets for both of our power plant boilers. Two Long-Term Supply Agreements were executed with our suppliers.

### FINANCIAL EXCELLENCE

- **Sewer Treatment Rate Model:** To effectively analyze treatment rates, a sewer rate model was created to review rates internally. A 12% increase to the treatment portion of the rate was implemented April 1, 2025.

### CUSTOMER'S EXPERIENCE

- **After-Hours Call Center:** MPU transitioned to a new after-hours call center who provides limited customer service options after-hours as well as outage/emergency dispatching.
- **Net Promoter Score:** A customer feedback survey tool was rolled out to help us understand how best we can serve our customers.

## LETTER FROM MANAGEMENT

On an annual basis, Manitowoc Public Utilities (MPU) engages in strategic planning. The Executive Leadership Team and members of the Commission meet to establish a rolling 5-year roadmap of outcomes and supporting action plans. The roadmap of outcomes is adopted annually by the Commission preceding the annual development of a rolling 5-year business plan and annual budget. This culture of strategic planning provides the Commission opportunity to focus the organizational efforts and resources while allowing the flexibility to evolve as need be.

Through this process the Commission has consistently reaffirmed a focus on workplace culture and investing in the development of employees. They see that the sustainable success of the organization does not come through the assets that we own, but rather through the people we employ.

With workplace culture as an area of focus, the Commission adopted roadmap included the development of a MPU Academy. At the core, the Academy is about investing in our employees and developing future leaders. The Academy includes both soft-skills development as well as MPU and industry specific learning opportunities. Academy graduates develop a holistic understanding of MPU and appreciation for how all the pieces fit together to provide value to our community; additionally, they learn through participation the values and characteristics to be an everyday leader.

We know that when our employees grow, the organization grows. We are so proud of our employees for the many ways in which they contribute to the success of our community-owned utility. And we are excited to intentionally and proactively build the workplace culture that invests in our future through our employees today.



Troy Adams, P.E.  
General Manager