

**MINUTES OF THE
MANITOWOC PUBLIC UTILITIES COMMISSION MEETING
MONDAY, SEPTEMBER 8, 2025**

The scheduled meeting of the Manitowoc Public Utilities Commission was called to order by President Allie at 4:00 p.m. on Monday, September 8, 2025. In attendance were Commissioners Diedrich, Hornung, McMeans, Roberts, and Sitkiewitz. Also present were Cindy Carter, Jeremy Fischer, and Carissa Grimm - MPU; Troy Adams - General Manager; and Attorney Andrew Steimle - Steimle Birschbach, LLC. Commissioner Nickels was excused.

CALL MEETING TO ORDER: Annual Governance Agenda distributed.

OPEN FORUM: None

RECOGNITION OF CUSTOMER SERVICE WEEK: The U.S. Congress designated the first week of October National Customer Service Week. In a supporting proclamation, the President noted "...businesses will do a better job of providing high quality goods and services by listening to its employees and by empowering them with opportunities to make a difference. Customer service professionals work in the front lines where a firm meets its customers; where supply meets demand. With responsive policies and procedures and with simple courtesy, customer service professionals can go a long way toward ensuring customer satisfaction..." MPU's mission statement promises "We deliver competitive, safe, and reliable utility services, supporting the communities we serve." The Commission recognizes that excellent customer service is essential in achieving our mission and recognizes October 6-10, 2025, as Customer Service Week.

RECOGNITION OF PUBLIC POWER WEEK: Public Power Week will be celebrated October 5-11, 2025. In MPU's 111th year of operation, the Commission recognizes Public Power Week 2025 and joining more than 2,000 other public power systems in the United States in this celebration of Public Power. Commission recognized MPU and its staff for its contributions to the community and to make its consumer-owners, policy makers, and employees more aware of its contributions to their well-being

MINUTES: The Minutes from the Regular Session Meeting on August 11, 2025 were presented for approval.

APPROVAL OF CLAIMS: Claims List dated August 26, 2025; Claims List dated September 9, 2025; and Wires dated September 3, 2025 were presented for approval.

FINANCIAL REPORTS FOR JULY 2025: The financial reports for July 2025 were previously distributed to the Commission for review and discussion.

MISO ANNUAL ACTIVITY SUMMARY: The following highlights of MISO activity were presented to Commission for MISO 2024-2025: MPU's actual peak demand is 104.4 MW; peak demand forecast error is 3.4%; 13 MW load of MPU is served through GLU contract; annual load forecast error was 4.35%, a slight decrease from PY 2023-2024. No major departures from the current strategy are anticipated for MISO PY 2025-2026.

Maintaining current FTR strategy with self-scheduling and selective purchases to hedge Dairyland contract; fundamental approach remains intact.

QUOTATIONS/BIDS: None.

MOTION: A Motion was made by Commissioner Diedrich and seconded by Commissioner McMeans to approve the Regular Session Minutes from August 11, 2025; Claims List dated August 26, 2025, check nos. 108923 through 109044 totaling \$2,598,684.42; Claims List dated September 9, 2025 check nos. 109045 through 109155 totaling \$1,638,171.31; Wire Transfers dated through September 3, 2025 totaling \$4,523,838.11; and to place on file the Financial Reports for July 2025, and the MISO Annual Activity Summary Report. Motion carried unanimously.

The Commission moved to remove Personnel Committee Report from the Closed session and discuss in Open session.

PERSONNEL COMMITTEE REPORT: Personnel Committee Chair Diedrich reported on the Lockton Wage Study discussed at the Personnel Committee meeting held immediately prior to the Commission meeting. The highlights of the study included that overall the wage study exhibited that MPU remains on track with the compensation scale with only a few positions requiring adjustments to bring to market. The anticipated budget impact is estimated at approximately \$80,000, which will be presented for approval as part of the budget in November. This does not include a cost of living adjustment, which has not yet been finalized.

CONVENE MEETING TO CLOSED SESSION: Notice had been previously given that Manitowoc Public Utilities Commission will adjourn into a closed session during the September 8, 2025 meeting pursuant to Section 19.85(1)(c) to discuss the approval of the minutes of the August 11, 2025 Closed Session Meeting, and HB Pellets Update. The Personnel Committee Report was moved to Open session.

MOTION: A Motion to convene in closed session was made by Commissioner Sitkiewitz and seconded by Commissioner Roberts. Motion carried unanimously. Accordingly, the Commission convened in closed session at 4:08 p.m.

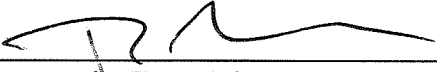
The meeting was reconvened to open session at 4:16 p.m.

APPROVAL OF ITEMS FROM CLOSED SESSION: None.

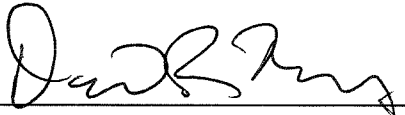
GENERAL MANAGER'S REPORT: The report was distributed for review. The Commission discussed MPU's Net Promoter Score (NPS). This is a globally used customer satisfaction metric that measures how likely a customer is to recommend a company to others. The recent NPS had 98 responses for a 96 NPS, 96.9% Promoters, 2.1% Passives, and 1% Detractors. Generally speaking, for utilities an NPS above 50 is considered excellent. There was discussion on MPU's amazing NPS score and the activities and behaviors influencing these results. This indicator shows how customers feel about MPU. And every touch point affects this.

NEXT MEETING: Monday, October 13, 2025 at 4:00 p.m.

ADJOURN: A Motion was made to adjourn the meeting by Commissioner Roberts.
Meeting adjourned at 4:22 p.m.



Approved: Troy Adams, General Manager



Approved: Dan Hornung, Secretary