

# THE HOMETOWN CONNECTION

## IN THIS ISSUE

### Rooted in Community

From welcoming neighbors into our new Operations Center to lighting up Broadway for the holidays, this issue celebrates the moments, partnerships and traditions that connect ALP to the community.

### People Behind ALP

Get to know the people who keep Alexandria running every day. This issue features stories from across ALP, highlighting experience, care and commitment behind our electric, water and customer service teams.

### Progress With Purpose

Big investments are moving forward. We're sharing updates on two new wells at Discovery Middle School, the progress of Alexandria's next water tower and the behind the scenes work supporting projects across town.

### Service You Can Trust

Public power means local decisions, reliable service and people you can count on. Learn more about what sets ALP apart and how being community-owned makes a difference for Alexandria today and into the future.

### Power in Knowledge

From helping schools save energy to sharing 2026 home rebate opportunities, this issue highlights how information and smart upgrades help customers save energy, lower costs and plan ahead.



## A MESSAGE FROM TED

As I reflect on the past year at ALP one thing that stands out clearly: everything we do comes back to serving the Alexandria community.

From welcoming neighbors to our new Operations Center during our Public Power Week celebrations, to supporting local schools, investing in infrastructure and helping families through programs like HeatShare, this year has been a reminder of the many ways a community-owned utility can make a difference. These efforts aren't about headlines or milestones, they're about showing up, listening and doing the work that keeps our community strong.

You'll see throughout this newsletter how our teams continue to plan ahead. Whether it's drilling new wells, building new water towers, maintaining equipment or helping customers understand rebate opportunities, each project is part of a larger commitment to reliable service and long-term stability. We don't take that responsibility lightly.

Most importantly, none of this happens without the people behind ALP. Their dedication is what keeps the lights on, water flowing and our systems ready for whatever comes next.

Thank you for your trust, your support and the opportunity to serve you. We're proud to be your hometown utility, today and for generations to come.

Sincerely,  
Ted Cash  
General Manager, ALP Utilities

# THE PEOPLE BEHIND ALP



## Meet Travis

Travis has been part of ALP for 23 years, working behind the scenes to help deliver safe, reliable water to the Alexandria community. His path to the Water Department began part-time, painting hydrants and light pole standards, before an opportunity opened to join the team full time, a transition that led him into the career he continues today.

Each day starts with a team discussion to review priorities, followed by a wide range of work that can include water meter maintenance, service calls for plumbers, hydrant repair, valve operations and responding to system leaks. Travis also supports water treatment plant operations and contributes to ongoing projects like mapping water infrastructure and updating system records.

One project that stands out is the upgrade to the AMI water meters, which now provides real-time usage information and improves system monitoring. Travis takes pride in upgrading infrastructure for the future, including maintaining hydrants, some of which date back to 1914, helping ensure high quality water for generations to come.

**ALP** UTILITIES

# SUPPORTING HANDS-ON LEARNING AT THE HIGH SCHOOL

This fall, Alexandria High School launched its first-ever Heavy Equipment course. A hands-on program designed to introduce seniors to career pathways in skilled trades, surveying, mechanics and equipment operations.

When the class needed a dump truck to practice loading and unloading materials, ALP gladly stepped in. Duane, Water Department Lead, brought an ALP truck out to the training site and spent time working with the students, offering tips and guidance as they learned to safely operate a skid loader.

The pilot course welcomed 24 students this year and is already showing great promise. Students are gaining real-world skills using skid steers, mini excavators, surveying tools and more, thanks to support from local partners.

For ALP, this was a small but meaningful way to give back. Whether it's helping build career confidence for students or supporting the community in big infrastructure decisions, we're proud to be a part of shaping Alexandria's future one step at a time.



WINTER 2026

# TWO NEW WELLS AT DISCOVERY MIDDLE SCHOOL



Sometimes the most important work happens quietly, below the surface.

Earlier this fall, ALP and our partners at Klimek Bros. Well Drilling completed two new wells at Discovery Middle School, an important investment in Alexandria's growing water system. These wells will help strengthen our supply, improve system reliability and ensure we have the capacity to serve our community into the future.

Before drilling could begin, crews carefully prepared the site, studied soil conditions and set

up specialized equipment. It takes careful planning and technical expertise to drill a well safely and correctly, because once it's built, it becomes part of the system Alexandria depends on every day.

The wells themselves are now drilled and ready. This spring, once the ground thaws, crews will connect them to the main water lines so they can be brought fully online.

It's one more way ALP is planning ahead: investing today so clean, reliable water is always there when our community needs it.



## 2026 HOME REBATES

At ALP, we believe small upgrades can make a big difference. That's why we offer home energy rebates through our Bright Energy Solutions program, to help customers make smart, practical improvements that increase comfort, lower energy use and save money over time.

Whether you're replacing an appliance,

upgrading your heating and cooling or making efficiency improvements around your home, rebates are a simple way to make those projects more affordable.

Scan the QR code to learn more about how the program works, then explore the available rebates below to see what might be a good fit for your home in 2026.

SCAN TO  
LEARN MORE



# NEW WATER TOWER: FROM THE GROUND UP

Back in August, ALP broke ground on Alexandria's newest water tower along County Road 82. When it's complete, this site will be home to a brand-new 1,000,000-gallon water tower designed to support our growing community for decades to come.

From the road, it might not look like much has changed, but below the surface, a lot of work has already happened. Crews, alongside our project partners at AE2S, carefully excavated the site, poured the massive concrete footing and installed critical underground piping that will connect the tower to Alexandria's water system.

One of the biggest milestones came this fall, when 20 concrete trucks and more than 220 yards of concrete were used to create the foundation that will support the tower itself. Just before winter set in, crews also connected the underground piping to the main lines, setting the stage for the next phase of construction.



When spring arrives, work will resume above ground and the tower begins to rise, bringing Alexandria one step closer to increased water storage, better water pressure and an even more reliable system for the future.

This is what progress with purpose looks like: careful planning, steady investment and infrastructure built to serve our community for generations to come.

## THE PEOPLE BEHIND ALP

### Meet Eric

Before any digging starts in Alexandria, Eric is usually the first one on the scene. As ALP's Electric Locator, his job is to find and mark underground power lines so contractors, homeowners and crews can dig safely without hitting something they shouldn't.

After seven years as a contract locator in the area, Eric was glad to finally make ALP his home, a place where he could put his experience to work for his own community.

Year around, Eric manages thousands of locate requests across the city, carefully planning each day so every ticket is completed on time. A missing mark isn't just a mistake, it can lead to



outages, costly repairs or serious injuries. That's why precision and focus matter so much in his role.

When Eric does his job right, most people never notice, and that's exactly the point. He works behind the scenes to protect Alexandria's power system, keeping projects moving and the lights on.

# SHOWING UP FOR PROJECTS ACROSS ALEXANDRIA

When you think of ALP and infrastructure work, it's easy to picture big projects: new electrical substations, water towers and major upgrades across the system. But just as important are the everyday projects that keep Alexandria running smoothly.

Our electric crew regularly work behind the scenes to support construction and improvements happening all around town. From laying new underground cables and installing meters at new apartment buildings, to everything in between, if a project needs power, our team is there to make it happen.

One recent example is the new development along County Road 11, where our team installed brand new underground electric lines ahead of anything being built on the site. By getting the infrastructure in place early, we help prevent future disruptions and make sure new developments are ready for safe, reliable service from day one.

Closer to town, crews were also out on 34th Ave as street construction wrapped up. Once the road work was complete, our team moved in to install the new streetlights. From carefully leveling anchor bolts to guiding the light poles into place, it takes teamwork, precision and communication to get everything just right.

Whether it's a major build or a final detail, ALP is proud to be part of the projects that keep Alexandria moving forward, lighting the way, one street and one neighborhood at a time.



## THE PEOPLE BEHIND ALP



### Meet Jessica

If you've ever called ALP with billing questions or needed help setting up service, you've likely interacted with the team led by Jessica, Customer Service and Billing Manager. Jessica joined ALP in May 2024, drawn by a desire to serve the community she calls home.

Her days are a mix of reviewing customer inquiries, overseeing billing processes and supporting her team as they help customers navigate questions about accounts, payments and service. She also works closely with other departments across ALP to ensure issues are resolved quickly and accurately.

Jessica plays a key role in making sure customers feel heard and supported, especially when questions are complex. While balancing detailed billing work with strong customer service can be challenging, she finds it rewarding when customers leave a conversation feeling confident and reassured.

By helping keep billing accurate and communication clear, Jessica helps build trust and keeps Alexandria connected.

# CELEBRATING COMMUNITY AT OUR OPERATIONS CENTER OPEN HOUSE

In early October, we had the pleasure of opening our doors and welcoming more than 550 guests to our new Operations Center for an Open House celebration for Public Power Week. It was a wonderful afternoon filled with tours, great conversation and plenty of community spirit.

Visitors were invited to explore the new facility and see firsthand how our crews work behind the scenes to keep Alexandria's power and water systems running smoothly. Guided tours offered a closer look at the equipment, technology and teamwork that support reliable service every day.

Guests also enjoyed a delicious pulled pork dinner prepared by our friends at Raapers, along with kids' activities, crayons and coloring sheets. A selection of ALP-branded giveaways were also a hit including tote bags, LED light bulbs and efficient showerheads. It was a joy to see families, neighbors and long-time customers spending time together and learning more about their community owned utility.

Events like this remind us why we're proud to

serve Alexandria. Your support, curiosity and participation make all the difference. Thank you to everyone who joined us, asked questions, toured the facility and shared in the celebration.

We look forward to next year's open house.



## WHAT'S THE VALUE OF PUBLIC POWER?

At ALP, public power isn't just a label, it's a promise. As a community-owned utility, we exist to serve the people of Alexandria.

Being a public power utility means decisions about your electricity and water services are made right here in Alexandria by a local board made up of your neighbors, not a distant corporate office.

Public power is reliable. Because our team is local, we can respond

quickly when the unexpected happens, keeping the lights on and water flowing.

Public power is affordable. Rates are set locally and based on the cost of providing service, not profits.

Most importantly public power is personal. Behind every line and meter are people who genuinely care. That's why ALP is proud to serve Alexandria, today and for generations to come.



# HELPING LOCAL SCHOOLS SAVE ENERGY

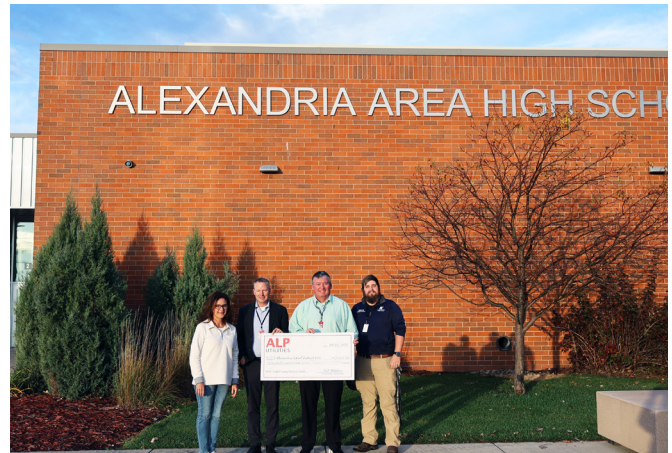
## Brighter Games Ahead: High School Gym Lighting Upgrade

If you've attended a game at the Alexandria High School gym recently, you've probably noticed a difference. The district replaced 144 outdated light fixtures with high-efficiency LED lighting, improving visibility while reducing energy use.

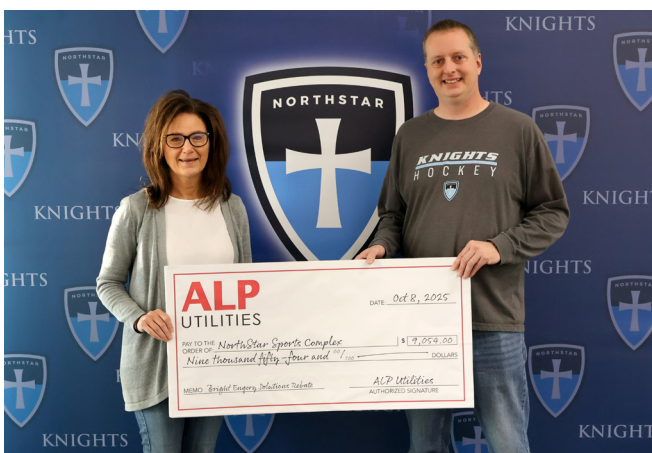
Through the BES program, ALP awarded the Alexandria School District a \$10,575 rebate to support the project. The upgrade is expected to reduce peak demand by more than 19 kilowatts and save approximately 61,500 kilowatt-hours of electricity each year.

*"Through a community-driven process, we are pleased to incorporate energy-efficient building systems and maximize energy saving to carefully managed operating costs,"* said Superintendent Rick Sansted.

Projects like this help schools reinvent savings where they matter most, back into students, programs and facilities, while also reducing long-term energy costs.



## NorthStar Knights: Big Savings Above the Ice



The NorthStar Sports complex recently completed a major energy-efficiency upgrade to its arena, earning a \$9,054 commercial rebate through ALP and BES.

The project involved installing 24,200 square feet of low-emissivity reflective ceiling insulation, designed to reduce radiant heat transfer from the roof down to the ice surface. By reflecting heat away from the rink, the arena's refrigeration system doesn't have to work as hard, improving ice quality while cutting energy use. The upgrade is expected to reduce peak summer demand by 25.9 kilowatt of electricity annually. Over time, that adds up to lower operating costs and extended life for the facility's mechanical systems.

As the NorthStar Sports Complex continues to serve student-athletes and the broader community, this upgrade showcases how modern efficiency technologies paired with impactful utility incentives can help facilities operate more sustainability without compromising performance.

# SUPPORTING OUR NEIGHBORS THROUGH HEATSHARE

At ALP, being Rooted in Community means looking out for one another, especially when winter temperatures drop. That's why we're proud to partner with the Salvation Army's HeatShare program, a long-standing resource that helps local families stay warm when they need it most.

HeatShare is a charitable program led by the Salvation Army that provides emergency heating assistance to individuals and families experiencing financial hardship. For decades, HeatShare has helped Minnesotans keep the heat on during difficult moments, ensuring no one has to face the winter alone.

Through ALP, customers can choose to support HeatShare by adding a small, fixed donation to their monthly utility bill. And most importantly, every dollar given by ALP customers stays right here in Alexandria to help local neighbors in need.

To sign up is simple:

- Return the form below with your next payment
- Sign-up online using our quick webform
- Call ALP anytime to add or adjust your monthly donation

It's a one-time setup, and you can opt out whenever you choose.

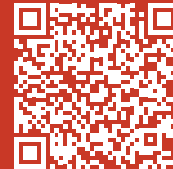
Your contribution goes directly to the Salvation Army, which distributes funds to Alexandria residents who need immediate heating assistance. It's a small act with a big impact.

## IF YOU NEED HELP, WE'RE HERE FOR YOU

If you or someone you know is struggling to keep up with heating costs, the HeatShare program may be able to help. Assistance is available for seniors, individuals with disabilities, people facing unexpected financial challenges or households working to get back on their feet.

To apply for HeatShare assistance, contact our local Salvation Army office at (651) 746-3507 or scan the QR code below.

You can also reach out to ALP. While we don't administer the program, we're always here to guide you in the right direction and help connect you to available resources.



SCAN TO LEARN MORE



### YES! I WANT TO CONTRIBUTE TO HEATSHARE.

Please add the following amount to my monthly bill.

\$5.00    \$10.00    \$20.00    Other: \_\_\_\_\_

PLEASE PRINT

Name \_\_\_\_\_

Address \_\_\_\_\_

Account Number \_\_\_\_\_ Phone \_\_\_\_\_

Signature \_\_\_\_\_

I understand I can stop my pledge at any time by calling ALP Utilities.