

# THE HOMETOWN CONNECTION

## IN THIS ISSUE

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### Rooted in Community

From summer nights at community night out to art wraps brightening transformer boxes, we've been busy connecting with neighbors and celebrating what makes Alexandria special.

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### People Behind ALP

Meet the dedicated team members who keep Alexandria powered and supplied with safe, clean water. This issue highlights stories from across our electric, water and office teams.

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### Progress With Purpose

Big projects are underway: the opening of our new Operations Center, the groundbreaking of Alexandria's next water tower and major upgrades like the Darling Circuit undergrounding project.

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### Service You Can Trust

Double rebates for businesses and open ears for our community, because reliable service is about savings, support and staying connected with you.

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### Power in Knowledge

Be prepared for colder weather with the Cold Weather Rule, discover smart fall tips for your home and explore residential rebates to make hosting the holidays a little easier.



## A MESSAGE FROM TED

As we turn the page from summer into fall, I've been reflecting on what an exciting season it's been for ALP and our community.

This summer gave us plenty of opportunities to connect with you, whether at Community Night Out, the Douglas County Fair, or supporting at the Race for Fallen Lineman. These events are always a reminder of why we do what we do: serving a community that looks out for one another and takes pride in the place we call home.

It's also been a season of progress. In September, we officially opened the doors of our new Operations Center, a facility built to serve Alexandria for decades to come. We also broke ground on a new water tower, refurbished the IP water tower and made major strides in moving more of our electrical systems underground. These projects all reflect a simple promise: that when you turn on a light switch or faucet, you can count on safe reliable service.

As we head into the colder months, you'll find information in this newsletter about the Cold Weather Rule, energy-saving rebates and simple fall tips to keep your home running smoothly. And you'll meet some of the people behind ALP who make it all possible every day.

Thank you for trusting us to be a part of your daily life. From big projects to small interactions, we're guided by servant leadership, always focused on strengthening this community for the people we serve.

Sincerely,  
Ted Cash, General Manager, ALP Utilities

# THE PEOPLE BEHIND ALP



## Meet Mike

For 26 years, Mike has been a steady hand at ALP Utilities. Starting as a locator for underground powerlines, he now serves as Procurement, Safety & Facilities Coordinator.

Mike's role touches almost every part of ALP, from ordering supplies and managing inventory to making sure the crews stay up to OSHA standards with regular equipment testing and inspection. He was also a key player in coordinating the move to our new Operations Center, keeping track of thousands of pieces of inventory while minimizing disruption to daily work.

What keeps Mike motivated? The people. "The most rewarding part of my job is having wonderful co-workers to work with and a great company to work for," he says. Behind the scenes, his work ensures that when outages happen, our crews have the right tools and materials ready, helping keep power and water reliable for our community.

**ALP** UTILITIES



## OUT AND ABOUT IN ALEXANDRIA

This summer, the ALP team had the chance to spend some time with many of you at some of Alexandria's favorite community events.

We kicked things off at the Community Night Out in City Park, where we enjoyed an evening of conversation, tote bags and plenty of photos with our neighbors. A big thank you to the Alexandria Police Department for organizing such a fun night that brings the community together year after year.

The following week, we set up at the Douglas County Fair with candy, coloring books, and a water station to help keep families cool and refreshed. It was wonderful to see so many familiar faces stop by our booth, share a smile and learn more about ALP.

We also joined the crowd at Viking Speedway for the 10th Annual Race for Fallen Linemen. This event is always a meaningful one, honoring the brave lineworkers who have given their lives in service. We're proud to support an event that celebrates their legacy and the continued strength of the lineworker community.

Whether it's an evening in the park, a day at the fair, or a night at the races, we're grateful for every opportunity to connect with the people we're so proud to serve.



FALL 2025

# OPENING THE DOORS TO OUR NEW OPERATIONS CENTER



On Tuesday, September 2, ALP officially opened the doors to our brand-new Operations Center at 1015 34th Ave E. This milestone marks the beginning of a new chapter in our 130+ year history of serving Alexandria with safe, reliable power and water.

The new facility isn't just about more space; it's about preparing for the future. Built as a hardened, modern campus, the Operations Center consolidates four aging storage buildings onto one site, making it easier for our crews to work efficiently and respond quickly when our community needs us most. It's designed to withstand severe weather, safeguard essential equipment, and even operate independently of the grid during a major outage.



For our customers, this means stronger reliability, faster response times, and a utility that's ready to keep pace with Alexandria's continued growth. The new building also improves safety and accessibility for both staff and visitors, ensuring it will serve the community for decades to come.

We're proud to be opening the doors of our new Operations Center to the community this October as part of our annual Open House. Whether you join us on the day or plan to stop by soon, it's a wonderful opportunity to celebrate together and see the investments being made to keep Alexandria powered and connected.



## WE HEARD YOU!

Many of you told us how important it is to keep a payment drop box downtown. We'll continue using the drop box at our old Fillmore Street office through the end of the year.

In the meantime, we're exploring a permanent downtown location to make bill drop-off as easy and convenient as possible. But don't forget, we also have a drop box outside the new Operations Center too.

# DARLING CIRCUIT PROJECT: MOVING POWER UNDERGROUND FOR A STRONGER TOMORROW

Since early summer, ALP has been hard at work on the Darling Circuit Undergrounding Project, moving powerlines from overhead to underground to improve reliability for our community and customers.

For decades, overhead power lines have carried electricity through neighborhoods. While they've served us well, they become more vulnerable to storms, trees, squirrels and ice. By moving these lines underground, we're reducing the risk of outages, improving safety and upgrading aging infrastructure with modern equipment designed to last.

That's why our crews have been installing new underground cable, transformers, and switch bases throughout the Lake Darling area. The main part of the project is now in its final stages and expected to be finished by the start of winter, with crews removing the poles in the spring to bring the whole project to its final completion.



With this investment, customers in the Lake Darling area can look forward to fewer outages, faster restoration times, and stronger service for years to come.

At ALP, progress with purpose means investing today to make tomorrow reliable.

## THE PEOPLE BEHIND ALP

### Meet Duane

When you turn on the tap, you probably don't think about the miles of underground pipe that makes it possible. For Duane, that's his world every day.

As the Water Department Lead, Duane and the team help keep Alexandria's water flowing, from the wells and filtration plant to the towers and every pipe in between. With more than 25 years of experience in excavation and underground construction, Duane takes pride in the fact that he and the crew do much of the work themselves, whether digging, repairing or replacing pipes.



"There's no such thing as a typical day," Duane says, "Every challenge is different, but the goal is always the same – deliver the best quality water to our customers."

For Duane, the most rewarding part is the people: answering questions, helping contractors, or just being there when a neighbor needs a hand.



## BUILDING FOR THE FUTURE: NEW WATER TOWER GROUNDBREAKING

This August, ALP officially broke ground on a new water tower that will strengthen Alexandria’s water system for decades to come. Located at 1902 Co Rd 82 NW, the project represents a major investment in reliability, safety, and community growth.

The new tower will join Alexandria’s three existing towers, increasing overall water storage and providing added protection for a growing community. It will improve pressure and fire protection, and boost operational efficiency; helping us continue to deliver safe clean water to our customers every day. Construction is scheduled to be completed by fall 2027.

“The new water tower is a vital investment in Alexandria’s future,” said Brian Dahl, ALP Water Distribution Manager. “It will provide the storage and reliability needed to meet increasing demand and ensure our customers continue to have dependable water service.”

The groundbreaking brought together ALP staff and city officials to mark this important milestone. Crews have already poured the footings and are working on installing underground piping ahead of winter weather. Once spring arrives, construction will continue to bring the tower to its full height.

For ALP, it’s part of a larger commitment to forward-looking investments. This water tower project is more than just an infrastructure; it’s a promise to serve our community with excellence for years to come.



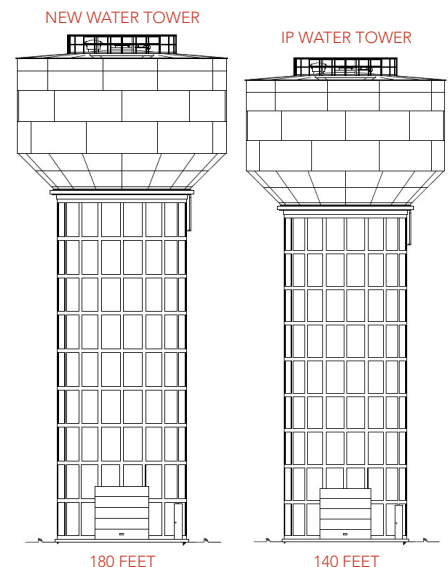
## DESIGN SPOTLIGHT



### A Tower Built for Tomorrow

The new tower will look familiar to residents, it’s modeled after Alexandria’s Industrial Park tower, but with a taller profile and a larger storage capacity.

Did you know this style of water tower is known as Composite, because it utilizes a concrete base supporting a steel tank.



# LOCAL ART BRIGHTENS THE PLACES WE POWER



If you've driven down 2nd Ave E lately, you may have noticed a few of Alexandria's transformer boxes looking a little different. Thanks to the City of Alexandria, the Art Initiative of Douglas County and ALP Utilities, these everyday pieces of infrastructure are being turned into colorful works of art.

The first installation, created by Minnesota artist Faythe Mills, features native Minnesota birds and brings a touch of nature-inspired beauty right to the corner of 2nd Ave E and Maple.

More recently, the box at 2nd Ave E and Broadway received a playful new look from local artist Sandy Freeman, whose design celebrates our four-legged friends. Dog lovers will especially appreciate the charm it adds to Big Ole Park.

At ALP, we're proud to support projects that enhance the community we serve, right in the places we power every day.

## COLD WEATHER PROTECTION: WHAT YOU NEED TO KNOW

Minnesota winters are tough, but you don't have to face them alone. The state's Cold Weather Rule is designed to help protect residential customers from having their heat shut off between October 1 and April 30 if it affects your primary heat source.

To qualify, you'll need to:

- Have a household income at or below 50% of the state median income (or be enrolled in an income-based assistance program such as Energy Assistance)
- Complete and return an Inability to Pay Form to ALP Utilities
- Enter into and maintain a payment plan with ALP Utilities

It's important to know that Cold Weather Rule doesn't stop all disconnections, you must take action and keep up with your payment plan to stay protected.

To learn more, apply or find local assistance providers, scan the QR code below or call us at (320) 763-6501.



Cold Weather  
Protection  
For ALP Residential Customers





## A FRESH LOOK FOR THE IP WATER TOWER

If you've driven by Alexandria's Industrial Park tower, you may have noticed crews hard at work. Over the summer, the tower received a much-needed rehabilitation – inside and out, as part of ALP's long-term commitment to keeping our water system reliable, safe and built to last.

The work wasn't just cosmetic. Once the tower was emptied, crews completed a detailed process: sandblasting the interior to prepare the surface for a new protective coatings and to address critical issues such as corrosion and rust. This process also preserves the structural integrity of the water tower and contributes to the overall health and safety of the community it serves.

Outside, the tower was cleaned, prepped and repainted with the final step bringing Alexandria's name back to life, proudly hand-painted in the same high-school style lettering used across all three of the city's towers.

Refurbishments like this only need to be done every 10 to 15 years, but they make a big difference. This project ensures the tower can continue providing strong water pressure, fire protection and dependable service well into the future, while also giving the city skyline a refreshed look we can take pride in.

From behind - the - scenes maintenance to visible updates like the IP tower, we're investing in the systems that keep our community connected every day.



## THE PEOPLE BEHIND ALP



### Meet Lee

For more than 24 years, Lee has been part of the backbone of ALP. As Lead Metering & Substation Technician, no two of his days look the same. Lee might start with a meter check on the system, but from there he can be anywhere – working in substations, wiring industrial metering, repairing equipment at the water plant, or troubleshooting power quality in the field.

One of the projects he's proudest of is helping install ALP's new AMI metering system, which modernized how we serve customers across Alexandria.

The variety of work is challenging, but that's also what Lee loves about it. "Every test, every repair, every update helps make sure our community has safe, reliable electricity and clean water," he says.

Lee's dedication is a reminder that behind the power and water you depend on everyday are real people, working hard to keep Alexandria running.



## BRIGHT SAVINGS FOR LOCAL BUSINESSES

Good news for our commercial and industrial customers: the double rebate promotion for LED lighting retrofits is back!

From now through December 31, 2025, businesses that replace outdated T8 and T12 fluorescent with DLC-qualified LEDs can receive double the incentive through our partnership with Bright Energy Solutions. That means up to an extra \$1,000 bonus rebate on top of the standard incentive.

LED lighting not only reduces energy use but also lowers operating costs and provides brighter, longer-lasting light, a win for both your bottom line and our community's energy efficiency.

The program is already proving popular: 10 local businesses are in the process of upgrading and securing these extra savings. If your business hasn't taken advantage yet, now's the time.



Scan the QR Code  
for Rebates

### WE WANT TO HEAR FROM YOU!

Your feedback helps us serve you better. Is there a topic you'd like to see in a future newsletter? A question you've always wanted to ask about your electric or water service? Or maybe just an idea for how we can improve?

Send us your thoughts at [alp@alputilities.com](mailto:alp@alputilities.com) or give us a call at (320) 763-6501. We'd love to hear from you.

## FALL TIPS FOR A SAFE & EFFICIENT SEASON



As the leaves change, it's a good time to get your home ready for cooler weather. Here are a few simple steps to help save energy, protect your water system and keep your family comfortable.

- 1. Seal Up Drafts**  
Check windows and doors for air leaks. A little weather stripping or caulk can make a big difference in keeping your home warm and your energy bills lower.
- 2. Test Your Sump Pump**  
Fall rain can put extra pressure on your basement. Make sure your sump pump is working properly to prevent water damage.
- 3. Light the Way Safely**  
As the days get shorter, check outdoor lights around walkways and entryways. Replacing bulbs with energy-efficient LEDs can help keep your home safe and saves energy.  
Stop by our office to pick up a free lightbulb, while supplies last!