

Member satisfaction fuels our mission

Thanks to member-owner feedback, MVEC achieved a member satisfaction score of 89 on a 100-point scale in our recent email survey.

MVEC uses the American Customer Satisfaction Index (ACSI®), an independent benchmark of customer satisfaction across industries in the U.S. Our score is higher than publicly measured investor-owned, municipal utility, and electric cooperative averages, as reported in the 2025 ACSI® Energy Utility Study.



MVEC's mission is to create exceptional member experiences while safely providing reliable energy at cost.

As a cooperative, our priority is always our member-owners. MVEC's Board of Directors, who are member-owners just like you, make decisions on rates, policies, and the services we provide, making sure investments in reliability reflect what matters most to you.

In late April and early May, we surveyed a random selection of members to rate their experiences with MVEC using four industry-standard ACSI® questions:

CEO Update from Marvin Denzer



1. Overall satisfaction with MVEC
2. How well MVEC meets your expectations
3. How MVEC compares to your ideal utility
4. Likelihood of choosing MVEC if given a choice

We also asked you to rank what is most important about MVEC's service. Members told us **reliability** is number one, followed closely by **affordability**. Member service, MVEC responsibility, and technology use rounded out your rankings of importance.

Many of you also shared thoughtful comments — from appreciation for years of reliable power, friendly member service, and money-saving programs, to questions on energy policy, financial assistance, and alternative energy options.

Our exceptional member satisfaction score of 89 is a direct reflection of the MVEC Team's unwavering dedication and commitment to serving our membership every single day.

Until next month,
Marvin

How do we compare?



75
Municipal
Utilities

74
Investor
Owned

89
MVEC



76
Cooperative
Utilities

74
Utilities
Overall

¹Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by MVEC, collected over three weeks in April-May 2025. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org.

Additional resources and board meeting highlights available 24/7 at www.mvec.net



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MVEC

MINNESOTA VALLEY ELECTRIC COOPERATIVE

A Touchstone Energy® Cooperative



Trimming trees near power lines helps keep lights on

Trees provide beauty and shade all year round but sometimes branches get too close to power lines. That's why MVEC ramps up vegetation management each summer to protect system reliability and member safety.

MVEC responsibility: Manage trees that pose a problem for system reliability. We concentrate on primary power lines where trees have caused an outage or have the potential to cause one.

Homeowner responsibility: Secondary power lines that run from the transformer to your home. MVEC provides complimentary de-energization of your affected secondary line while you make repairs.

OUR COMMITMENT TO RELIABILITY

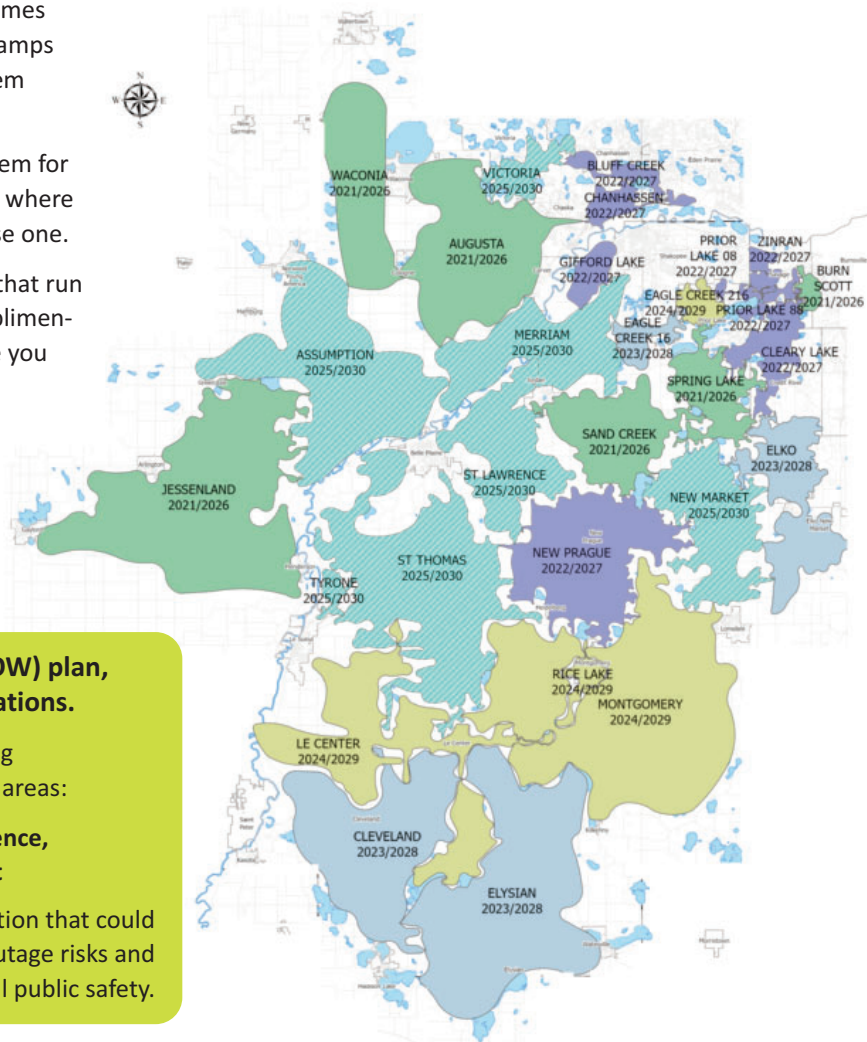


MVEC follows a five-year Right-of-Way (ROW) plan, rotating tree work around our 30 substations.

In 2025, MVEC crews and tree trimming contractors are working in these substation areas:

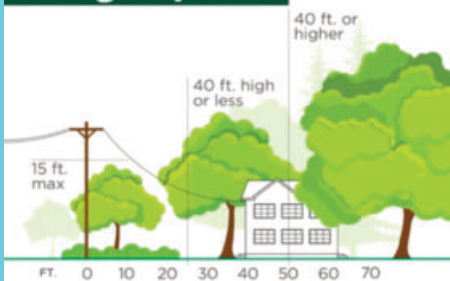
Victoria, Assumption, Merriam, St. Lawrence, St. Thomas, Tyrone, and New Market

The goal? Clearing trees, shrubs, and other vegetation that could interfere with overhead lines. This will reduce outage risks and ensure safe access for linemen and the general public safety.

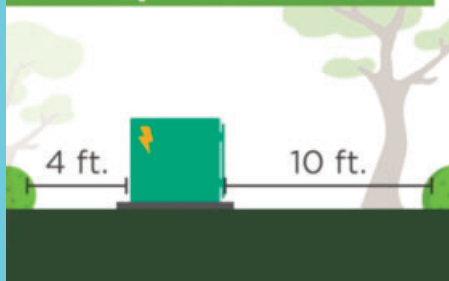


Follow these tree trimming tips and ROW guidelines to keep your property— and your power – safe.

Plant trees in the right spot



Keep transformers clear of plants



Report dangerous trees and branches



Need trees trimmed on your property?

MVEC's subsidiary, Carr's Tree Service, offers expert trimming and plant health care services, including treatments for ash, oak, and elm trees.

Call 888-470-3355 to learn more.



For more information

including this tree guide, visit
www.mvec.net/tree-trimming/



Celebrating the arrival of Montgomery's new ambulance, EMS staff Karri and Dave Burk join MVEC's Joe Green and City Administrator Brian Heck — a milestone made possible with funding support from MVEC.

This project is a great example of using co-op resources to make a real impact.

Getting this ambulance on the road means better care for our members, and we're proud to support that.

—Joe Green

MVEC Key Account Executive

Montgomery ambulance hits the road with MVEC help

A new ambulance is now in service in Montgomery, delivering faster, more reliable emergency care thanks to a two-year effort led by the city and MVEC.

OUR COMMITMENT TO COMMUNITY



In 2023, the City of Montgomery began working with MVEC Key Account Executive Joe Green to secure funding through the USDA's Rural Economic Development Loan and Grant (REDLG) program. MVEC applied for and received a \$219,200 USDA grant and contributed a \$43,800 matching grant, fully funding the \$263,000 Basic

Life Support (BLS) ambulance.

The REDLG grant will be repaid by the City over 10 years and reinvested into MVEC's revolving loan fund to support future community projects.

A win for local health and safety

Delivered in May 2025, the new ambu-

lance provides more reliable emergency transport, enhanced support for local EMTs, and added peace of mind for the community. It replaces a 2012 model and will serve an area of roughly 130 square miles, responding to more than 250 emergency calls each year. Equipped with updated tools and technology, it allows for improved care and quicker response times for Montgomery-area residents.

For more information on available loans and grants, contact Joe at joeg@mvec.net



As an Energy Sales and Product Development Specialist, Mike helps connect our member-owners with smart energy solutions

Whether he's recommending products that boost your home's comfort and efficiency or exploring new technologies, Mike makes sure our services evolve with your needs.

His work is a vital part of how **MVEC Delivers More** — by connecting members to energy solutions that make a real difference, today and tomorrow.

Meet our Team: the friendly faces behind the power





Delivering safety and career tips to students



Kids get schooled in safety

Senior Distribution Designer Eric Kes and Journeyman Lineman Trevor Mahowald helped young students learn about electrical safety in a fun and engaging way during the Jordan Police Department's Kindergarten Safety Day on May 9.

Kids got a close-up look at our bucket truck and tools while learning how to stay safe around outdoor electrical equipment with MVEC's tabletop PowerTown safety demonstration.



OUR COMMITMENT TO YOUTH AND EDUCATION



Do you want to be a lineman?

Lineman Apprentice Nick Sticha and Lineman Cody Wheeler spoke with students at Jordan Middle School's Career Day on May 21, sharing their personal paths into the trade and what day-to-day life is like on a line crew. They highlighted the importance of

teamwork, the training involved behind the scenes, and the rewarding experience of serving members—especially during critical times.

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Office Hours: M - F: 8 a.m. - 4:30 p.m.
24- Hour Dispatch/Outages:
952-492-8255 or 800-232-2328

Editor: Dan Ring | Contributors: Jessica Heinz, Susan Larson
www.mvec.net • info@mvec.net
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Contact Member Service:
952-492-2313 or 800-282-6832
Pay By Phone: 855-963-3830

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125 Minnesota Valley Electric Drive
Jordan, MN 55352