

PLUGGED IN

MOUNTAIN PARKS ELECTRIC, INC.

POWERING PROGRESS:

A Look Back at MPE's Strategic Milestones

As we at Mountain Parks Electric reflect on the 2023-2026 Strategic Plan and begin preparing for our next three-year plan, I am proud of both what we have accomplished and the employee engagement that made it possible. When I joined MPE in early 2023, the industry began evolving more rapidly and this cooperative faced significant challenges, including a power supply transition, extreme cost pressure, and elevated staff turnover, while our core pillars—safety, reliability, cost efficiency and sustainability—remained essential.

Given the number of critical issues before us, the board adopted an ambitious plan built around seven strategic goals: safety; recruiting and retaining high-quality staff; securing a reliable, affordable, and flexible power supply; ensuring strong and secure systems; maintaining high member satisfaction; preserving financial strength; and advancing continuous improvement through board and leadership development. Each goal was necessary, and together they formed a demanding but purposeful roadmap.

Safety remains our top priority. At the end of this month, we will celebrate four consecutive years without a lost-time injury—an achievement supported by three major safety initiatives and nearly 20 related action items in our 2023-2026 Strategic Plan.

Electric distribution cooperatives require highly specialized and motivated employees to function effectively. Our focus on people has paid off. Employee turnover dropped from 25% in 2022 to just 7% by the end of 2025, reflecting successful recruitment efforts, a new competitive market-based compensation strategy, and a culture centered on collaboration and engagement.

Arguably the most challenging objective—negotiate a new wholesale power supply contract—became one of our greatest successes. I am proud to have been a part of the effort that secured a financially stable power supply for the next 20 years while providing greater flexibility for future supply options.

The fourth goal emphasized fiber and long-term system planning. Our internal communications fiber network, or "middle mile," was completed in early 2024. That same

year, we partnered with Conexon Connect for fiber-to-the-premise (to each home and business in our service territory). While some aspects of that project are lagging behind the projected timeline, we will continue to partner with Conexon's team so they can provide updates to our members and work toward leveraging the fiber asset that MPE owns for the benefit of all members.

Other strategic goals from 2023-2026, member satisfaction and financial stability, continue to guide our daily work. MPE's rebranding took place early in the plan implementation, as did the transition to our monthly member newsletter, "Plugged In." We also transitioned our member survey to the American Customer Satisfaction Index (ACSI). Our ACSI scores consistently exceed industry averages, and we use member feedback to improve how we serve you. We have also strengthened our financial forecasting and budgeting processes and continue developing flexible, equitable rates through third-party cost-of-service studies.

Finally, under our commitment to continuous improvement, we made meaningful progress in improving our board orientation process, meeting effectiveness, and are taking steps towards improving our corporate document retention program. While several objectives are complete, others remain ongoing and will carry forward into our next planning cycle.

That was a lot to summarize and, not coincidentally, a lot to undertake over the past three years. This was not done by a handful of employees, but by everyone who proudly wears our MPE logo both in our offices and out in the field.

As we look ahead, we will continue to celebrate the collaboration that added up to the successes in our 2023-2026 Strategic Plan. In April, we will work with your elected board to chart the course for the next three years—guided by purpose, discipline, and a continued commitment to deliver safe, reliable, cost-effective, sustainable energy and services to better the lives of our members and communities.



VIRGINIA HARMAN, MPE CEO

**80**

ACSI Member Survey Results

MPE continues to outperform industry average for customer satisfaction

MPE completed its semi-annual member-wide customer satisfaction survey, where members were asked to participate on the MPE website. The member responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States.

FOR THE THIRD AND FOURTH QUARTERS OF 2025, MPE RECEIVED AN ACSI SCORE OF "80" ON A 100-POINT SCALE.*

MPE's score is higher when compared to publicly measured cooperative utility scores reported in the syndicated 2025 ACSI Energy Utility Study and places MPE four points higher than the average cooperative utility score of 76, as well as six points higher than the investor-owned utilities score of 74, per the industry ratings.

For more information, please visit www.theacsi.org/industries/energy-utilities/.

Each quarter, MPE randomly selects a \$100 bill credit winner from members who complete the survey and enter the contest by providing their name and email address. The Q3/Q4 2025 winners were Sue Howey and Cathy Pacocha.

* Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by MPE, collected between June 30, 2025, — January 5, 2026. 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.

We hear you...

Responses to member comments from the Q3/Q4 2025 Member Survey

Two key themes emerged from anonymous member comments: concerns about the increasing cost of electricity and the higher frequency of outages during the second half of 2025. We appreciate this feedback and the opportunity to provide additional context around MPE's rates and last year's outages.

RATES

No one likes rate increases, especially when it feels like the cost of everything continues to rise. As a not-for-profit cooperative, MPE sets rates simply to recover the cost of providing electric service, and maintaining cost-effectiveness is one of the four pillars of our mission.

To learn more about how rates are designed through the scope of MPE's mission, we invite you to our 2026 Annual Meeting on May 2 at the Middle Park High School (8 a.m. breakfast; 9:15 meeting). The theme is "Power You Can Count On. Rates You Can Understand," and we hope you'll get nerdy with us because, as you'll see, our employees and leadership thrive on the details—from system design to reliability metrics—that keep electricity affordably and reliably flowing to our service territory.

OUTAGES

In 2025, MPE experienced more power outages than historical averages, and we recognize that this is not convenient for you, our members. However, our 2025 outages were largely due to an extended and severe wildfire season. During periods of elevated fire risk, MPE adjusts system protection settings to reduce the chance of ignition. One such setting, known as "one shot," causes a power line to shut off immediately if it detects contact from an object such as a tree limb.

On Red Flag Warning days, the system is set to an even higher sensitivity level called "Hot Line Tag." Under normal conditions, the system may attempt to automatically restore power up to three or in some cases four times. However,

during high fire risk periods, repeated re energization can create sparks and increase the risk of wildfire. For this reason, one shot outages are not restored until a lineman has inspected the line and identified the cause.

MPE closely monitors outage performance using industry standard reliability metrics, including the System Average Interruption Duration Index (SAIDI), which measures the duration of power interruption for the average member during a given period of time. **In 2025, MPE's SAIDI was 181.2 minutes, meaning the average member had power available 99.965% of the time.** By comparison, MPE's five year average SAIDI is 129.5 minutes.

YOUR FEEDBACK = CHANGE

MPE continues to work diligently to improve system performance and minimize outages. Our top priority is safety—protecting our members, our communities, and our infrastructure—while also keeping the lights on. In increasingly dry and severe conditions, these protective measures may result in more outages, but they are essential to reducing wildfire risk and keeping members safe.

If possible, we make changes to the ways we provide our services based on member feedback. For example, a member who completed the survey requested we clarify our due date on our bills. We recognized that although members' online accounts in SmartHub provide a due date, one could more clearly be added to the bills, so that update is in process. Another member suggested it can be difficult to reach MPE employees by phone. In response, we updated our phone recording to help members more easily reach the correct department or employee and we improved our "Contact Us" webpage. As a member-owned cooperative, MPE values member feedback and encourages participation. Our feedback form is available at www.MPEI.com/Feedback. To complete the survey, visit www.MPEI.com/Online-Survey.

Why Vegetation Management Matters

Every few years you might notice service professionals in white and orange trucks driving around trimming trees. Did you know that these workers play a big role in keeping your lights on and your family safe?



When trees and branches get too close to power lines, they can cause outages, start fires, and slow down restoration after a storm. Regular trimming across our service area helps keep vegetation away from lines, reduces outage risk, and gives our crews safer, faster access during restorations.

Although the East Troublesome Fire was not related to MPE or our system, our vegetation management partner, ACRT, stepped up their efforts following this event. Today, every part of our system is reviewed on a four-year cycle, with additional mid-cycle inspections and annual hazard tree reviews to catch issues sooner.

Our vegetation management program is now stronger than ever. Our partners use American-made drones, flown by certified pilots, to capture detailed images in hard-to-reach areas where satellite views fall short, alongside traditional ground-based audits. A cloud-based dashboard allows us to track jobs in progress and keep track of high risk areas, making MPE's vegetation management initiatives more efficient and transparent.

Next time you see a vegetation management service professional, give them a wave and thank them for their part in keeping your lights on.



AN UPDATE FROM CONEXON CONNECT

WORKING TOWARDS FIBER INTERNET

Conexon Connect continues to work toward connecting Mountain Parks Electric members with high-speed fiber internet.

From Conexon Connect: Currently, we are in the make-ready phase in most areas — working with Mountain Parks to prepare the electric infrastructure to carry the fiber lines for delivering internet. We are also working through Forestry permit requirements to receive the appropriate permissions for fiber construction. We will update members as various stages of construction occur.

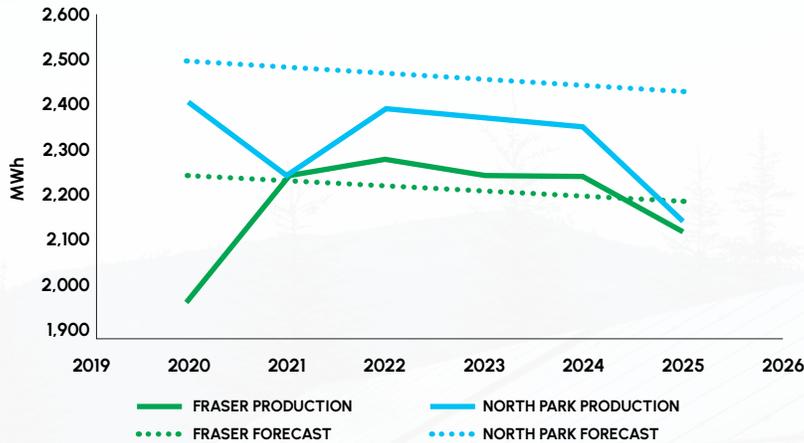


A LOOK AT MPE'S LOCAL SOLAR GENERATION

Five years into MPE's two solar arrays show they are producing at or within 4% of what was forecasted.

Both Whiskey Hill Solar near Walden and Tom Sifers Solar near Fraser are 1 MW arrays and went online in 2020. The Walden array was projected to start generating 2,500 MWh per year, while the Fraser array was estimated to begin at 2,250 MWh annually. In Colorado, this amount of solar production can often serve approximately 200-250 homes for each solar installation.

GENERATION: ACTUAL VS FORECASTS (2020-2025)



SAVE THE DATE

ANNUAL MEETING

May 2, 2026

8 a.m. Breakfast | 9:15 a.m. Meeting

Middle Park High School

Enter Our Outdoor Photo Contest, Win Prizes!

Send us your best seasonal outdoor shots for a chance to be featured in our next newsletter, on social media, and possibly in a future MPE photo calendar.

Winners will be selected monthly. In addition to social media tags and promotion, winners will be entered to win a \$500 gift certificate to B&H Photo.

Visit tinyurl.com/mpephotocontest or scan the QR code to submit your photos!

Photos must be received by the 20th of each month.



Congratulations to Camille Griffith, February's winner in our Outdoor Photo Contest.

The photo is of Camille's husband and 3 year-old "enjoying a quiet, serene day out on the trail in Granby."