

PLUGGED IN

MOUNTAIN PARKS ELECTRIC, INC.

Light Up Navajo

By Virginia Harman, MPE CEO

This summer, MPE sent a line crew to the Navajo Nation to participate in Light Up Navajo, an initiative of the Navajo Tribal Utility Authority (NTUA) and American Public Power Association to bring electricity to families in the Navajo Nation. This was the third time in the past two years that MPE crews have joined co-ops from around the country to assist in bringing electricity to homes that have never been electrified.

When I first heard about this program, I knew that it would be an opportunity for our employees to be involved in life-changing work. I knew that it would be impactful for people getting power for the first time, but it turns out that this project was also transformational experience for the volunteer line workers.



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Presented with thank you plaque

In July, I traveled to meet our crew in the Navajo Nation and was able to see the impact firsthand. Adam Paulson, VP of Operations at MPE, and I met our crew in the field on the last day of their week-long build in Chinle, Arizona. After flying into Albuquerque, we drove for three and a half hours into the Arizona desert to the small reservation community of Chinle. We arrived at the work site while our crew broke for lunch with their fellow crew members from the NTUA. Hopping out of the truck, the first thing that hit me was the heat. The next was the hospitality of the Navajo people. Our crew ate with the NTUA crew under a tent which provided a little relief from the 100-degree weather and relentless sun. The lunch, homemade BLTs and cold watermelon, was a simple, personal, welcoming, and a heartfelt breaking of bread. As Adam and I enjoyed our sandwiches, we received a quick briefing on the job the crew was to complete that day. We stayed as the crew erected three new spans of power lines.

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Thoughts from the line crew who volunteered for Light Up Navajo



Quintin Bradford, Troubleman Lineman

"I feel that the most positive aspect of the trip was being able to see the customers when you turn on the electricity and see the smiles and the gratitude. I feel like I look at things differently after working in the Navajo. I don't take things for granted like basic necessities – like food, water, electricity, and especially air conditioning."

Scott Crawford, Journeyman Lineman

"In Arizona, I learned a lot more about constructing overhead and setting poles. At Mountain Parks, I sometimes go a long time without doing overhead. Getting the repetition of overhead significantly improved my skills as a more well-rounded lineman."



Russell Fewell, SCADA/ Substation Technician

"The most positive aspect of the experience for me was feeling a sense of pride for the work we do and having it reflected with gratitude, appreciation, and many many thanks from the Navajo Nation."

Light Up Navajo cont.

When they finished for the day, the homeowner's family came to the house to switch on the lights for the first time. The homeowner's father lives next door and told me that he was thrilled his son was getting lights. It meant his son would be able to move back to Chinle after being away for two years while they waited for electricity. This was the final electric service of six that our crews built that week. They constructed nearly a mile of new power lines to connect those six homes. Each family that received new service had a heart-warming story.

Our crew was honored with a thank-you dinner that evening, attended by employees of the NTUA and all of the families who received electricity that week. Each family took time to thank our crews and shared what the line workers' sacrifices meant for them—

one woman said she was most excited about getting a refrigerator, the first she has had in her home. Another homeowner shared that she could now crochet after dark!

Each story was a touching reminder of how much I have taken electricity for granted—I have never lived without power, except when we head to the mountains for our family camping trips. I walked away feeling proud of our crew and honored to be a part of this program.



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ACSI Survey Results and Winners

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 first and second quarters of 2025, MPE received an ACSI score of "81" 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 five points higher than the average cooperative utility score of 76, as well as seven points higher than the investor-owned utilities score of 74, per the industry ratings.

MPE randomly selects a quarterly \$100 bill credit winner from those who complete the survey and enter the contest by using the link to provide their name and email address.

The Q1/Q2 2025 bill credit winners were Ethan Hemming and Sandra Scanlon.

As a member-owned cooperative, MPE appreciates any feedback from members.

To complete the survey, visit www.MPEI.com/Online-Survey.

*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 Jan. 16, 2025, – June 29, 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.



Send Us Your Outdoor Adventure Pics

We're starting a photo contest!

Send us your best photos of seasonal outdoor adventures in the area. The best pic will be featured with credit in the upcoming MPE newsletter.

Submit your photos to:
memberrelations@mpei.com



System Resilience & The Windy Gap Fire

How MPE Contributed to the Windy Gap Reservoir Firefighting Efforts

On August 6, 2025, a wildfire broke out west of Windy Gap Reservoir, putting MPE's wildfire response protocols to the test. MPE's team played a crucial role in helping firefighting efforts that resulted in 100% containment by August 11.

In response to the wildfire, known as the "Windy Gap Fire," MPE leadership worked closely with first responders and our power transmission partners, Tri-State and Western Area Power Administration (WAPA), on conducting load switching to de-energize impacted substations and lines. This helped prevent wildfire spread and protect the firefighters on the ground.

Our Windy Gap Fire response also included de-energization of the substation that is atop the hill at Windy Gap Reservoir, which is an important part of MPE's distribution system. MPE's operations staff, including linemen, substation techs, and dispatch, worked tirelessly behind the scenes re-routing power supply to keep power on or get it back quickly in the case of outages.

Though this amount of switching is a credit to how well-designed and resilient the MPE system is, MPE continues work to build a better system for wildfire mitigation through legislation advocacy, infrastructure improvements, and wildfire programs.

"MPE continues to monitor and advocate for legislation that will limit financial risk to the co-op and our members in the event of wildfire," said Virginia Harman, CEO of MPE.

MPE Remains on One-Shot Higher System Sensitivity

MPE is still on higher system sensitivity because our area remains at high risk for wildfires. The higher sensitivity setting is called "one-shot," and it automatically shuts off

power to a circuit when contact is made with a power line. This setting is crucial to protecting contractors or line crews working on or near power lines, but also critical for mitigating the risk of a spark or arch igniting a wildfire. While our system is in this setting, members may experience more blinking lights or temporary outages.

As the threat of wildfires decreases, our system settings will be returned to normal. **For outage updates, please visit our Outage Map link button at www.MPEI.com/outage.**

MPE's Grant-Funded Projects Working to Build Better Extreme Weather Infrastructure

Did you know that most of the wildfire mitigation projects at MPE are funded by grants? Our team has been hard at work for years securing grants for infrastructure that will allow us to better respond to wildfires and other extreme weather events.

One example is a new partnership between MPE, the Colorado Resiliency Office, and the Town of Winter Park made possible through a grant from the Department of Local Affairs' Colorado Resiliency Office. The goal of the project is to bring together Grand County stakeholders to identify, understand, and prioritize the critical infrastructure and facilities in our communities to better prepare for potential power outages, such as those required in wildfire mitigation. This process is designed to be community-informed and deeply grounded in local knowledge. A workshop for area stakeholders is scheduled for September.

Follow our Facebook page for real-time updates on wildfire response, one-shot sensitivity settings, and outages. **For outage updates, please visit our Outage Map link button at www.MPEI.com/outage.**

Pole Inspections

Osmose / North Park

Starting the last week of August and continuing for four to six weeks, Osmose crews will be conducting pole inspections in the North Park area. Residents can expect to see Osmose vehicles and employees in the utility right of way as Osmose workers evaluate MPE power poles west of Highway 125 in Jackson and Larimer counties.

Pole inspections include identifying decay and measuring defects, estimating poles' remaining strength to determine pass or fail, and applying effective remedial treatments.

MPE has 10% of its poles inspected every year. This annual work is scheduled to go out to bid in 2026 for a three-year contract.



Performance Ratios

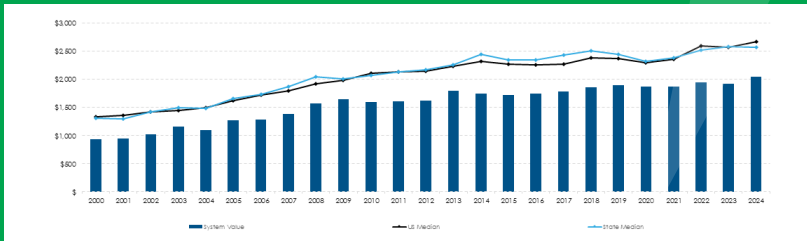
By Eric Jones, MPE CFO

At MPE, we believe that transparency and consistency are key to earning and maintaining member trust. That's why we've selected a set of performance ratios we can report on reliably year after year.

These metrics reflect how well we're serving our members compared to other utilities across Colorado and the U.S.:

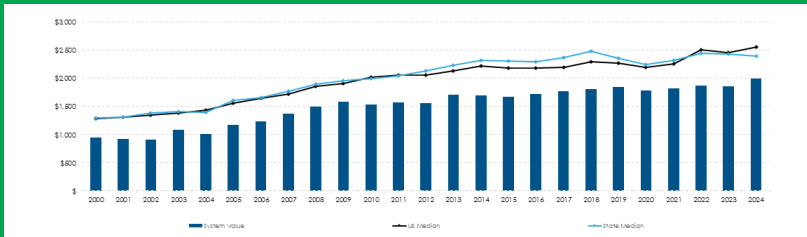
Operating Revenue per Consumer

This measures the total revenue generated per consumer. MPE consistently collects less per member than both the Colorado and national medians.



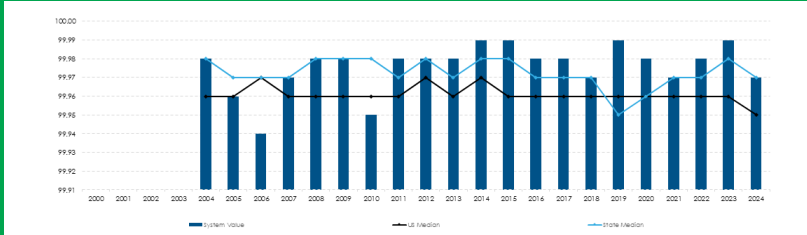
Total Cost of Electric Service per Consumer

This includes all costs of providing electric service—power purchases, maintenance, depreciation, administration, and more. MPE's costs remain below both state and national medians.



Average Service Availability Index

This measures system reliability by comparing outage time to total minutes in a year. MPE's system is available more than 99.95% of the time, exceeding most benchmarks.



Operating Margins per Consumer

This metric reflects the difference between what we collect and what it costs to serve each member. MPE's margins are consistently lower than both state and national medians—a reflection of our commitment to keeping operations efficient and member-focused.



Together, these ratios tell a clear story: MPE members are receiving exceptional value through reliable service and efficient operations.



Save Up to 10% On Your Energy Bill

According to the U.S. Department of Energy, smart thermostats can help you reduce your energy use by up to 10%. Smart thermostats allow you to control the temperature in your home anywhere from an app, so you can turn down your heating or air conditioning while you're away and fire it up before you head home. Smart thermostats also track how much energy your system is using so you can optimize use and reduce monthly costs.

MPE offers rebates on eligible thermostats such as MYSA, Sinope, Meross, and King.

Learn more about MPE's rebate programs at www.mpei.com/rebates

Thinking of Going Solar?

MPE's Net Metering Program allows our members to offset their electricity usage while maintaining the benefits of staying connected to our grid.

Find resources for transitioning to solar, including more info on net metering, preferred solar installers, and how to connect your system at www.mpei.com/net-metering

