



AN ALLETE COMPANY

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# NEWS

## **Superior Water, Light and Power takes next steps in projects to enhance customer service**

SUPERIOR, Wis. – Superior Water, Light and Power (SWL&P), a utility division of ALLETE (NYSE: ALE) will continue work on several infrastructure-related projects this year, including installing more advanced meters at customer homes and businesses, upgrading its natural gas system and replacing century-old water mains along Belknap Street in Superior.

### **Advanced meters**

SWL&P, one of a handful of investor-owned utilities in the nation that offer electric, water and natural gas services, is in the midst of a five-year plan to install advanced meters for all three services. The next phase of the project gets underway this week.

The company expects to upgrade about 3,200 gas meters and 1,200 water meters this year. The electric meter portion of the upgrade was essentially completed in 2017 when more than 14,000 advanced meters were installed.

The advanced meters use reliable and proven technology that give customers more control over their energy and water use and their bills. SWL&P expects to be about halfway through its gas and water meter upgrade by the end of 2018. More than 30,000 gas, water and electric meters will be installed when the project wraps up in 2020.

“Many of our customers are already realizing the benefits of this new metering technology,” said Rob Sandstrom, SWL&P manager of customer excellence and electric operations. “Our estimates have been reduced dramatically, we’ve streamlined our change of account process, we’re empowering our customers with utility usage data, and we’ve shortened our outage response time – often dispatching lineworkers prior to the customer calling in.”

### **Natural gas system upgrade**

In addition to the meter upgrade project, SWL&P is in the third year of a five-year project to upgrade the system that delivers natural gas. Old steel gas mains and service lines are being replaced with polyethylene pipe. Steel pipes are known to corrode while the polyethylene pipes can last up to 300 years.

Work on the company's natural gas system will focus this year in central Superior and in an area bounded by Faxon Street to Belknap Street and from Hammond Avenue to Catlin Avenue. About 750 homes will be affected by this upgrade over the next two years.

### **Water mains**

SWL&P also is replacing nearly two miles of water mains originally installed before 1900 along Belknap Street in Superior, and this year's work focuses on the area between John Avenue and Birch Avenue. The replacement is timed to coincide with the Wisconsin Department of Transportation's reconstruction of Belknap, which allows easier and more cost-effective access to the underground mains. Visit <https://projects.511wi.gov/belknap/> for more details and updates.

"We're pleased to be able to offer the latest metering technology to our customers that will eventually help them manage their costs in ways that they would never have expected," said Deb Amberg, SWL&P president. "We are also excited to make needed and long-lasting utility infrastructure investments that will carry our tradition of reliable service into the next century."

### **Safety reminders**

As winter melts away and construction season gets into full swing, here are some things to watch out for in the various project areas:

- SWL&P employees
- "No Parking" signs
- Detour and alternative route signage
- Traffic switching
- Equipment
- Safety cones
- SWL&P and city of Superior vehicles

Customers can find out more about SWL&P's projects by visiting [www.swlp.com](http://www.swlp.com) or finding SWL&P on Facebook.

*Superior Water, Light and Power provides electricity, water and natural gas in the city of Superior and adjacent areas in northwestern Wisconsin. The company has served the area since 1889 and provides services to approximately 14,000 electric customers, 12,000 natural gas customers and 10,000 water customers. More information can be found at [www.swlp.com](http://www.swlp.com).*

*The statements contained in this release and statements that ALLETE may make orally in connection with this release that are not historical facts, are forward-looking statements. Actual results may differ materially from those projected in the forward-looking statements. These forward-looking statements involve risks and uncertainties and investors are directed to the risks discussed in documents filed by ALLETE with the Securities and Exchange Commission.*

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