

11. ANOKA MUNICIPAL UTILITY

Introduction
Mission
Vision
Values



INTRODUCTION

Anoka Municipal Utility (AMU) is a community-owned, not-for-profit electric supplier serving the City of Anoka, as well as portions of the cities of Ramsey, Coon Rapids, Champlin, and Dayton. The citizens of Anoka chose to create AMU in 1909 to provide economical, reliable electric power and have local control over an essential service. In 1992, Anoka joined with other municipalities statewide to create the Minnesota Municipal Power Agency (MMPA).

AMU serves 10,650 residents, 1,400 commercial, and 15 industrial customers including several national accounts such as Pentair and Federal Premium Ammunition. Annual revenues top \$25 million and close to 10% of gross revenues are contributed to the City of Anoka operating funds, helping to keep property taxes low. Anoka also contains a wind turbine that is owned and operated by the MMPA as a part of their Hometown WindPower project. The turbine has the capacity to produce 160 kilowatts of energy per hour, enough to power approximately 107 residential homes.



Anoka Municipal Utility

MISSION

Anoka Municipal Utility's mission is to power people's lives – our customers, our businesses, and our communities – with safe, clean, reliable electricity with the highest dedication to customer care and safety.

VISION

Anoka Municipal Utility is vital to the community and strives to enhance its customers' quality of life, its businesses long term success, and to support the continued growth of its communities.

- Our employees are the heart of AMU. They will always act with professionalism and courtesy to all of our customers. We will ensure that we have the most highly trained, diverse, and safety conscious individuals in the electric industry. Through mentoring and training they will be empowered to make decisions resulting in quicker responses for our customers. Through diversification our employees will be responsible for multiple duties with enough commonality to help eliminate the need for additional resources.
- AMU is a City owned entity in a competitive environment and will provide the same or additional level of services available as our competitors. We will annually compare our rates, outage indexes, and programs available to national standards and modify as needed to give all of our customers a competitive advantage.
- AMU will constantly work to align their goals with those of the City to ensure continued success for all parties concerned.

- AMU will create and adopt a long-range plan that will provide guidance for the future of AMU. The long-range plan will contain projected system shortfalls, probable infrastructure inadequacies, system redundancy, predictable software upgrades, security concerns, power partners, and timelines for all.
- AMU will create new service rules that will help to give direction to our customers and contractors. It will include request for service contracts, customer contribution language, acceptable voltages allowed, and acceptable equipment allowed.

VALUES

Accountability

We take personal responsibility for our decisions, actions, and commitments. We hold our decision-makers accountable for their actions and help them with their policy-making through lobbying.

Integrity

We do what's right regardless of who is watching and no matter what the cost.

Financial Management

We conduct our activities in a fiscally responsible manner. We seek to be exemplary stewards of the public resources we manage.

Mutual Aid

AMU Will seek opportunities to assist all entities as the need arises. We will work to build these alliances with our community and other communities and respond with professionalism, safety, and knowledge at the forefront.

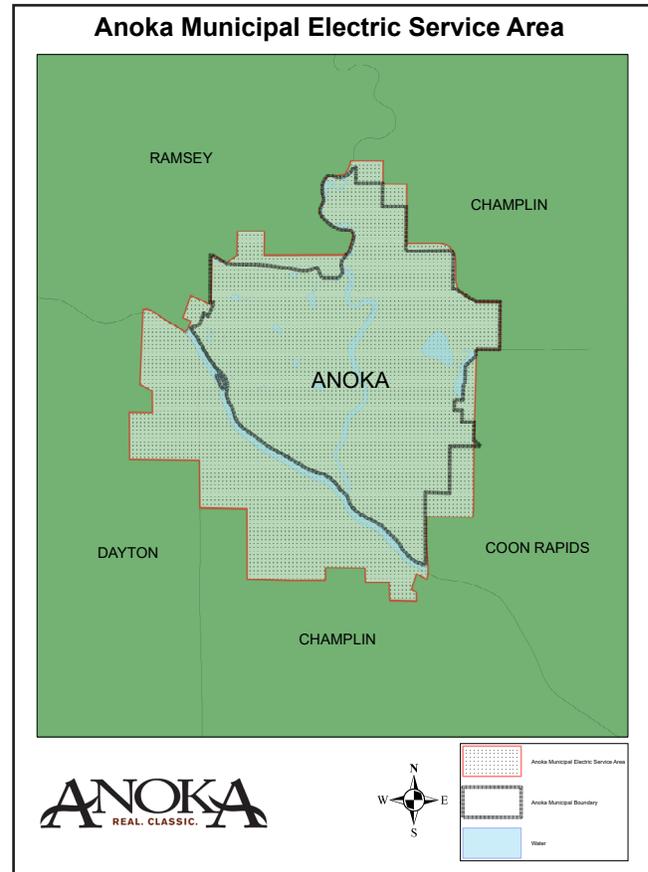


Figure 11-1: Anoka Municipal Utility Coverage Area

Innovation

AMU will seek out opportunities that are on the leading edge of technology with eco-friendly solutions for our customers.

Customer Service

Exceptional service will be the norm for AMU. We will build our public relations with each and every individual we meet.