

CUSTOMER & BUSINESS SOLUTIONS NEWSLETTER

ITC MIDWEST • SPRING 2024



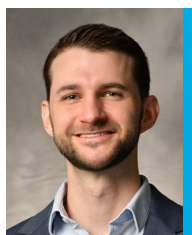
ITC MIDWEST STAKEHOLDER RELATIONS TRANSITIONS TO CUSTOMER AND BUSINESS SOLUTIONS, NAMES NEW ACCOUNT MANAGER

After being known as Stakeholder Relations since ITC took over the Midwest system in 2007, the department that manages the company's relationship with the investor-owned utilities, rural electric cooperatives, municipal utilities and industrial customers has transitioned to become Customer and Business Solutions. The change is intended to signal an intentional customer focus and a broader role for the team to work hand-in-hand with the distribution utilities to jointly find solutions to problems and create growth opportunities. Additionally, the title change from Account Representative to Account Manager aligns with the titles among our largest customers.



Cheri Monahan joined ITC Midwest in early 2022 as Director of Customer and Business Solutions. A Marion native, Cheri earned her bachelor's degree in finance from the University of Iowa. Prior to joining the company, she had an extensive background in customer service and business development, with more than 13 years at Central Iowa Power Cooperative (CIPCO).

At ITC Midwest, Cheri leads the Customer and Business Solutions team in providing high customer satisfaction to the distribution utilities, independent power producers and electric cooperatives it serves. In addition, Cheri actively pursues transmission development opportunities for ITC Midwest, including large load interconnection requests to support economic development projects, strategic business alliances and asset acquisition opportunities. Cheri is based in the Cedar Rapids office.



Aaron Curtis was named Manager of Customer and Business Solutions, replacing Mike Dabney who will retire in early May. In 2014, Aaron joined ITC Midwest as a Capital Projects Manager, and he transitioned to the Stakeholder Relations team in 2020 where he has excelled under Mike's leadership.

Aaron had primary responsibility for the northern half of the ITC Midwest service territory, but will take over the southern half in his new role.

Aaron earned a bachelor's degree in civil engineering at Iowa State University, and completed his MBA at the University of Iowa. His project management, technological acumen and collaborative mindset will ensure a smooth transition. Aaron is located in the Des Moines office.

Casey Woodside recently joined the ITC Midwest Customer and Business Solutions team as an Account Manager, taking Aaron's former role. He will take responsibility for the northern half of the ITC Midwest service territory and will work out of the Des Moines office.



Casey comes to ITC Midwest from Black Hills Energy, where he was fundamental in the company's growth of expanding natural gas assets across the state. As the Business Development Manager for the past five years, Casey led an account management team that built relationships with key accounts and executed economic development initiatives. He managed the company's technical services program that focused on providing solutions to many biofuel producers in Iowa and was successful in implementing company-wide account management training.

In addition, Casey has a strong background in utility regulation in Iowa. Prior to Black Hills Energy, he worked for Hormel Foods Corporation in Austin, Minnesota, as a sales account manager and production supervisor. Casey's proven background in driving capital work while providing customer value that is supported on trusting relationships aligns well with ITC Midwest's priorities and culture.

Casey grew up in Albert Lea, Minnesota, and graduated from Bethany Lutheran College in Mankato, Minnesota, with a bachelor's degree in business administration.



FOR THE
GREATER GRID

IN THIS
ISSUE

- ITC Midwest Reduces Transmission Outages
- Wildfire Precautions
- ITC Midwest Partners in Business Meetings

RETIRING MIKE DABNEY REFLECTS ON 43 YEARS IN THE UTILITY INDUSTRY



With more than 43 years in Iowa's electric utility industry, Mike Dabney is retiring as the Stakeholder Relations Manager at ITC Midwest. He created the department that has coordinated the relationships with the distribution utilities, generators and industrial customers served by the company.

Mike's utility career began in 1980, when after completing the drafting program at Indian Hills Community College, Mike joined

Iowa Southern Utilities in Centerville, Iowa, where he and his family have lived ever since. He returned to college taking evening and weekend courses to earn his bachelor's degree in business administration from what is now Graceland University. After working in drafting for short time, Mike became involved in customer service.

He first became engaged with residential customers as an energy auditor during a time when energy conservation and energy efficiency programs were a big push from the utilities to offset the need for new generation facilities. In the mid-1980s, he became the Manager of Energy Conservation for Iowa Southern, then Manager of Customer Relations and later Employee Relations Manager. In 1992, Mike was named Marketing Supervisor for the company's southern district, where he managed four stores that sold appliances and brown goods. He also worked with area industrial customers, chamber of commerce organizations, and economic development groups.

In the mid-1990s, Iowa Southern merged with Iowa Electric to form IES, then later merged with Interstate Power and Light to become Alliant Energy. At Alliant Energy, Mike was an account manager and then sales manager, where he oversaw a 13-member team responsible for marketing sales and service products to industrial customers across southern, western and northern Iowa, and southern Minnesota.

Shortly after ITC Midwest was formed, Mike joined the company as the first Manager of Stakeholder Relations in 2008. His new role in a new company allowed him to develop departmental responsibilities. Mike soon expanded his team to add former Alliant Energy colleague Keith Eyer. Currently, ITC Midwest serves 180 utilities and industrial customers, and the team maintains contact with nearly 500 individuals. After Keith retired, Aaron Curtis joined the stakeholder relations team and is taking over the manager's position.

Mike set up a stakeholder contact schedule and the Partners in Business meetings to facilitate open communication and information sharing between ITC Midwest and stakeholders.

"When ITC Midwest was formed, we could focus on the quality services side of the business and helping stakeholders to understand that improvements in reliability came through investments," said Mike. "The Partners in Business meetings have provided a good, face-to-face forum for us to communicate regularly with our stakeholders, and for them to communicate with each other."

Early in ITC Midwest's history, the biggest singular issue was reliability with a transmission system that was aged and in need of significant improvement. Since early on, the Stakeholder Relations team has tried to give customers three-year timelines for system upgrades, to coordinate with the investments the distribution utilities needed to make with their interconnected assets.

"We began to see the relationships develop when stakeholders were able to reach out to us directly and express their concerns about reliability in their areas," said Mike. "Many stakeholders were frustrated by the system reliability and they were encouraging us to make investments to improve that, because the 34.5 kV system was antiquated."

In 2010, Mike and Keith started surveying stakeholders on a regular basis, which helped ITC Midwest to deliver better customer service. Stakeholder surveys have continued to through the years and have provided anonymous feedback leading to improved quality of service.

"We learned a lot – we got engagement with stakeholders who become confident that if they brought something to our attention we would act on it, and we did our best to make those improvements. The improvements were discussed at our Partners in Business meetings," said Mike.

Mike is grateful for his decades in the utility industry and the opportunity to finish his career at ITC Midwest.

"To be part of this company has been incredible. The discussions with stakeholders have gotten more productive, where we are not talking just about outage issues, but our progress. And even though our costs have gone up because we have made significant investments in the system, the 77% reduction in outages has been highly beneficial for our stakeholders," said Mike.

As Mike moves into his retirement to enjoy more time for his wife, Sheila, and their family and golf, he feels blessed to have spent his career in this industry.

"I see a lot of people at ITC Midwest who are engaged with each other, and truly care about each other, and you don't find that in many companies," said Mike. "There's been so much variety in the jobs I've had in this industry – no two days are ever the same – and that's made this a fun experience."

"Mike always impressed me as he represented ITC Midwest after I first learned about the acquisition of the Alliant transmission system while working at CIPCO," said Director of Customer and Business Solutions Cheri Monahan.

"Mike's professionalism and unwavering resolve to finding mutually beneficial solutions to stakeholder challenges has helped forge countless lasting business partnerships and opportunities for growth at ITC Midwest. He will be greatly missed and we wish him the best as he focuses on his expanding family, new grandson, and of course, his love of golf."

ITC MIDWEST REDUCES TRANSMISSION OUTAGES BY 77% SINCE 2007

RELIABILITY CONTINUES TO IMPROVE, DRIVING VALUE FOR IOWA ELECTRICITY CONSUMERS

- 16 years ago, ITC Midwest took over an electric transmission system that had largely reached the end of its usable life and needed significant investment.
- In some rural communities, opportunities for economic growth were limited by an unreliable transmission system with inadequate capacity.
- The Iowa Utilities Board, distribution utilities and other key stakeholders saw the need for significant transmission investment and strongly supported it.
- These critical infrastructure investments were prioritized based on stakeholder input, rate impact and customer benefits.

THE RESULTS OF ITC MIDWEST INVESTMENTS:

PROJECT BENEFITS



IMPROVED RELIABILITY

The new lines are built to modern construction standards with enhanced lightning protection to better withstand severe weather, reducing outages



INCREASED SYSTEM CAPACITY

System capacity has been increased to provide the electric power necessary to support the future growth of Iowa's economy



ADDITIONAL BACK-UP CAPABILITY

To help keep the power on during planned and unplanned system outages



IMPROVED SYSTEM EFFICIENCY

Improves operational flexibility and reduces overall system losses

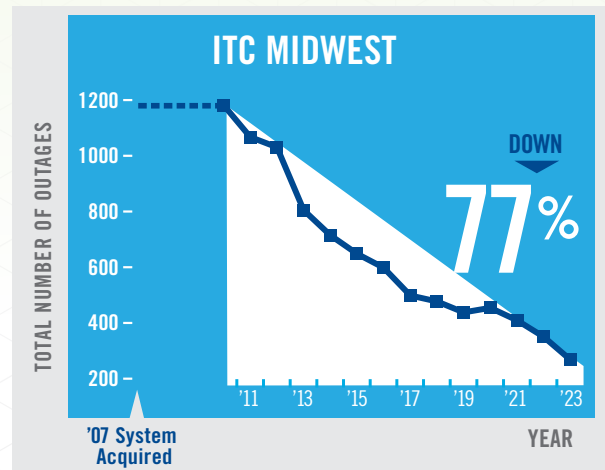
NEW TRANSMISSION INFRASTRUCTURE SUPPORTS ECONOMIC GROWTH AND DEVELOPMENT.

- The 77% reduction in outages over the past 16 years saves electric consumers hundreds of millions of dollars each year.
- This is a testament to ITC Midwest's sustained, targeted capital investments and ongoing operations and maintenance program.
- ITC Midwest works with stakeholders across its service territory to make our communities stronger, grow our local economies and support the quality of life we all enjoy.

Through investments in the electric grid, coupled with our operational performance and maintenance activities, ITC Midwest continues to improve the grid's performance and drive value for electricity consumers.

OUTAGE DECREASE UNDER ITC OWNERSHIP

3-year rolling averages





Alliant Energy DSO staff members pictured include: **Front (L to R):** Paul Mallie, Holly Ewing, Lori Havel, Joel Peyton **Back (L to R):** Spencer Morabito, Corey Miles, Amanda Miller, Jeremy Stockdale, Andy Squires, Lori Osterkamp, Shane Thirtyacre, Randy Meier, Todd Sniegowski, Stacy Davidson and Rex McCright.

ALLIANT ENERGY DSO SUPPORTS 34.5 KV SYSTEM

Collaboration with distribution utilities like Alliant Energy has been instrumental in driving forward with the shared goal of enhancing resiliency and reliability of the ITC Midwest transmission system. Since acquiring the system in 2007, ITC Midwest has relied on the Alliant Energy Distribution System Operations (DSO) control center to operate the 34.5 kV transmission system.

Although the 34.5 kV lines have been rebuilt to 69 kV standards, the conversion to 69 kV voltage will continue over the next few years. The Alliant Energy DSO will continue to operate the remaining 34.5 kV assets until the transition is complete. As summer storm season approaches, the distribution utilities served by ITC Midwest are reminded to contact the Alliant Energy DSO if any problems arise on the 34.5 kV system.

On February 13, Alliant employees offered a tour of their control center to ITC Midwest employees. The Alliant Energy team answered questions and discussed the power of partnership between the two companies to deliver safe and reliable power to energy consumers.

SHARE YOUR THOUGHTS ABOUT ITC MIDWEST THROUGH STAKEHOLDER SURVEY

As we strive for continuous improvement in this face-paced environment, we're moving ahead with our stakeholder survey to stay on top of our continuous improvement objective. What has been your experience with ITC Midwest? How would you characterize your interactions with our company personnel? We want to know!

You can share your insights through our 2024 stakeholder survey.

Watch your email for a link to the survey in May. Your responses will help the ITC team continually improve our performance and outcomes. Thank you in advance for your feedback.

ITC MIDWEST EXPECTS SUBSTANTIAL LOAD GROWTH WITH NEW CEDAR RAPIDS DATA CENTER

In February, plans were announced for a new, large data center to be built in Cedar Rapids – the home of ITC Midwest, Alliant Energy and their largest load center. Recently, it was announced that Google is the company behind the proposed \$576 million facility, which is slated to be built in the Big Cedar Industrial Park located near the Eastern Iowa Airport. Big Cedar is owned and developed as a shovel-ready certified industrial park by Alliant Energy, and is marketed by the Iowa Economic Development Authority.

Google's investment represents the first major data center in the Alliant Energy service territory. This is exceedingly positive news for ITC Midwest, as the new data center is expected to lead to significant load growth. The new Google facility has the potential to reduce upward rate pressure for ITC Midwest's distribution customers.

ITC Midwest Director of Customer and Business Solutions Cheri Monahan, ITC Midwest Manager of Planning Robert Walter, ITC Midwest Capital Projects Manager Rich Estel and others are continuing working closely with their counterparts from Alliant Energy as well as city and other economic development leaders to facilitate reliable transmission power delivery to these new facilities.

YOU ARE ENCOURAGED TO PARTICIPATE IN THE IOWA DEV24 CONFERENCE

DEV24

Iowa DEV24 Conference • May 15, 2024
DoubleTree by Hilton Hotel Convention Complex
Cedar Rapids, Iowa

We are excited to address DEvelopment while sharing new ideas, opportunities and trends from a variety of perspectives to grow Iowa. Don't miss out on this year's topics, including site readiness, workforce strategies, governance, energy and infrastructure and much more!

Visit IowaUtility.org for more information.

REGISTER NOW

HOTEL ACCOMMODATIONS

“By taking proactive measures to prevent fires near utility infrastructure, we can continue to ensure the safety and reliability of essential electrical service.”

– ITC Midwest Vegetation Management Specialist
Seth Chicas



ITC MIDWEST URGES WILDFIRE PRECAUTIONS AMID DROUGHT CONDITIONS

With extremely dry conditions throughout the Midwest, much of the region is experiencing a serious drought. The situation is so serious that burn bans have been placed in effect in many counties in the ITC Midwest electric transmission service territory. In addition, the National Weather Service may issue Red Flag warnings to alert the public to critical fire weather conditions that are occurring or will shortly. In response to the situation, ITC Midwest is reviewing additional safety precautions and reminding all landowners to respect burn ban restrictions, and when permitted, use caution when burning to prevent damage to utility power lines and poles.

A recent increase in field fires not only poses a threat to private property, but also to essential infrastructure providing electrical service to homes and businesses. To ensure utilities can continue to provide reliable electric service, landowners are strongly encouraged to establish proper firebreaks and other safety precautions around utility poles to prevent accidental ignition. This simple yet effective precaution increases safety and helps mitigate the unanticipated spread of wildfires to critical infrastructure.

“We advise using caution and planning for potential unintended consequences during these extremely dry conditions,” said ITC Midwest Vegetation Management Specialist Seth Chicas. “By taking proactive measures to prevent fires near utility infrastructure, we can continue to ensure the safety and reliability of essential electrical service.”

In the event of a fire impacting utility power lines or poles, landowners are urged to contact their local fire department immediately and then their local utility provider. Acting quickly will not only safeguard those involved, but also minimize damage and allow for inspection and repair of essential lines and poles to keep the power flowing.

ITC MIDWEST • SPRING 2024 PARTNERS IN BUSINESS MEETINGS

You're invited to join us for the Spring 2024 Partners in Business Meetings. We are excited for a great lineup of presentations and a panel discussion with industry leaders.

Partners in Business Meetings help keep our stakeholders and other important partners updated on ITC Midwest activities and projects. Through these meetings, we work to build connections and share information that benefits stakeholders and allows them to maximize the benefits of our investments in the regional grid. We look forward to seeing you!

TUESDAY
MAY 21 9:30 am – 2:30 pm CT
Kirkwood Conference Center
7725 Kirkwood Blvd SW, Cedar Rapids, IA 52404
Live using Microsoft Teams

WEDNESDAY
MAY 22 9:30 am – 2:30 pm CT
Wedgewood Cove Golf Club
2200 W 9th St, Albert Lea, MN 56007

REGISTRATION

Click below to register. You will be sent a confirmation email with a calendar appointment attached that corresponds to the location you select. If you would like other guests to attend, please have them use the link below to register.

[CLICK HERE TO REGISTER](#)

ITC MIDWEST CUSTOMER AND BUSINESS SOLUTIONS TEAM

Please let our Customer and Business Solutions Team know when your organization has personnel changes so we can keep our communications contact list current and provide you with the latest news and information from ITC Midwest.

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