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# SWL&P Proposes Residential Assistance Program to Support Customers During Lead Service Line Replacements

**SUPERIOR, Wisconsin** — Superior Water, Light and Power (SWL&P) today filed a proposal with the Public Service Commission of Wisconsin (PSCW) to launch a new customer assistance program called the Water Residential Assistance Program (WRAP). The filing complements previously proposed enhancements to the company's Arrears Management Program (AMP), which remain under PSCW review. Together, the programs are designed to help customers manage utility bills while SWL&P advances critical water infrastructure improvements.

Lead service line replacements represent one of the largest long-term investments in SWL&P's water system. While the work is critical to protecting public health and meeting federal requirements, it will require significant long-term investment. The proposed WRAP program is intended to provide direct monthly water bill assistance to income-qualified customers throughout the lead service line replacement project.

Pending approval by the PSCW, WRAP would provide monthly water bill credits of up to $20 to income-qualified residential customers who participate in the Wisconsin Home Energy Assistance Program (WHEAP). Eligible customers could receive as much as $240 annually in water assistance. The proposed program is directly tied to SWL&P's ongoing lead service line replacement efforts, which are expected to continue through 2037 under federal requirements. By providing monthly bill credits to income-qualified customers, WRAP would create a long-term customer assistance program that aligns with the timeline of these critical water system improvements.

The WRAP program would be funded entirely by SWL&P's owners, Canada Pension Plan Investment Board and Global Infrastructure Partners, through a $1 million contribution over ten years. The program would remain in place through at least 2037, aligning with the anticipated timeline for lead service line replacements.

"SWL&P is investing in critical water infrastructure that will benefit our community for generations," said Rob Sandstrom, SWL&P president. "As we continue replacing lead service lines and modernizing our water system, it's important that we also support customers who may be facing financial challenges. WRAP and AMP are designed to work together to give eligible customers additional support while SWL&P continues investing in the infrastructure our community depends on every day."

In addition to this new proposal, SWL&P continues working with the PSCW to make its AMP pilot program a permanent customer assistance offering. Since launching as a pilot, AMP has helped residential customers reduce past-due balances, regain financial stability, and keep their accounts in good

standing. AMP applies across all three utilities— electric, natural gas and water — providing broader assistance to eligible customers with past due balances.

The revised AMP is designed to be simpler and more accessible providing even faster relief to customers that are behind on their utility bills.

The revised AMP would continue to serve customers participating in WHEAP through Douglas County who have a past-due balance of at least $200 that is more than 60 days old.

The proposed WRAP program and the revised AMP tariff serve different but complimentary purposes. WRAP would provide ongoing assistance for qualifying water customers throughout the lead service line replacement period, while AMP would help customers address existing past-due balances for electric, natural gas and water service. Together, the programs create a long-term customer assistance framework aligned with one of the most significant water infrastructure investments in SWL&P's history, helping ensure eligible customers have access to additional support throughout the replacement process.

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 15,000 electric customers, 13,000 natural gas customers and 10,000 water customers. More information can be found at www.swlp.com.

ALLETE, Inc. is an energy company headquartered in Duluth, Minnesota. In addition to its electric utilities, Minnesota Power and Superior Water, Light and Power of Wisconsin, ALLETE owns ALLETE Clean Energy, based in Duluth; BNI Energy in Bismarck, N.D.; and New Energy Equity, headquartered in Annapolis, Maryland; and has an 8% equity interest in the American Transmission Co. More information about ALLETE is available at www.allete.com.

*Superior Water, Light and Power calculates and reports carbon emissions based on the GHG Protocol. Details in ALLETE's Corporate Sustainability Report.*

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