



Energy and Internet

2025 Annual Recap



A note from Chris Jones.

As a new year begins, I want to take a moment to share with you the incredible work team MTE did in 2025. As you may know, MTE is the second-largest electric cooperative in the country, providing affordable, reliable and safe electricity for more than 750,000 Middle Tennesseans. However, we feel our responsibility extends beyond that service.

We hope this recap offers more insight into the ways MTE serves as more than just your electric provider. As your neighbors, my teammates and I take that responsibility seriously, and we are grateful for the trust you place in us each day.

We'd love to hear from you. Call us at 1-877-777-9020 or share some feedback.
mte.com/Feedback



Chris Jones
Middle Tennessee Electric
President & CEO


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Where we put our energy reflects our care.

Every year, we ask our team to look for ways to give back, innovate and better serve our members. This 2025 recap highlights some of the ways our team helped our members and communities last year. Our focus is simple. We serve to make life better for our members. We actively work to make your member experience world-class...and it shows. **We achieved a top 9% national J.D.Power ranking in member satisfaction.** It's all a part of our push to bring good energy to our members.



 See what good energy means to us.

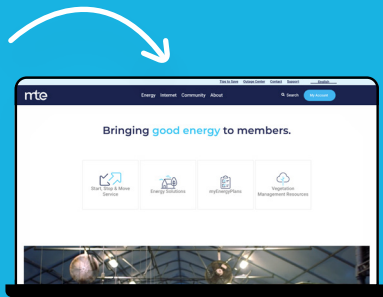
mte.com/GoodEnergy

Let us know how we're doing.
We're always working to improve.
mte.com/Feedback

A few things we worked on last year for your benefit.

We aim to provide you with tools and resources that enhance your member experience. We continually work to improve that experience. From our website to our app and beyond, here are some of the items we focused on in 2025.

Improved navigation on **mte.com**



7,757

new fiber locations in 2025, bringing high-speed internet access to even more MTE members.



Advocated on behalf of members with local and federal governments to ensure energy and resource availability.

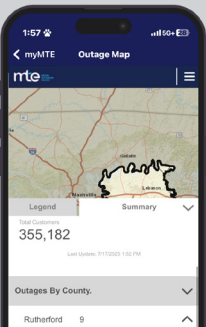


Simplified energy plans to meet your needs.
mte.com/myEnergyPlan



Hi! I'm Wattly.

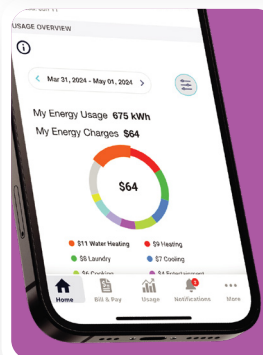
Created an MTE mascot to support our energy education efforts.



Updated our MTE Outage Map

- Active Outage Status
- Sort By County
- Add a Weather Overlay

mte.com/OutageUpdates



Improved Energy Insights in myMTE

- Better Energy Insights
- Account Documents
- Bill Predictions



Bringing good energy all year.

'Good Energy' starts with our people. It's how our team shows up, pitches in and cares for the communities we serve, in big and small ways. Throughout 2025, we volunteered side by side with neighbors, supported local schools and organizations, helped communities recover after storms and invested time where it was needed most.

These stories aren't one-off occurrences. Because we serve to make life better for members, they're part of who we are as a cooperative and how we think about service. We believe that when our team gives their time and care, it makes our communities stronger.

That's what bringing good energy means to us. **It's people helping people**—every day, all year long.

Read more.
mte.com/Stories



▶ Second Harvest
Food Bank
Volunteer Day

mte.com/SHFB



▶ Scholarships for
future teachers
with Spark Awards

mte.com/SparkAwards



▶ Bringing
power to
Guatemala

mte.com/Guatemala



▶ 2025
Earth Day
Celebration

mte.com/2025EarthDay



▶ 350th Home
Uplift completed

mte.com/350



▶ 2025 Recap of the
Readyville Tornado

mte.com/Readyville



▶ Hosting
the TN Valley
Lineman Rodeo

mte.com/2025Rodeo



▶ A pollinator
garden for the
community

mte.com/TheGarden



Grid Reliability

Living a better life begins with **safe and reliable power.**

We understand the importance of electricity to your quality of life. Our team works 24/7 to maintain our grid and ensure that the lights stay on. Through strategic investments in technology and infrastructure, MTE has consistently maintained an annual service reliability score of greater than 99%.

~\$102M

invested in infrastructure in 2025. *(Jan 1-Oct 31)*

99.98%

2025 reliability score achieved.

2,251

miles of trees trimmed to maintain reliability.

350k

meters served.



We are committed to grid reliability and member safety.

mte.com/ReliableEnergy

Low-Cost Energy

Affordable energy is part of our mission.

MTE has always and will continue to prioritize the affordability of our electric service for our members.

\$132.29

2025 average
residential bill total.

925

free Home Energy
Checkups completed.

In fact, according to the U.S. Energy Information Administration, our average kilowatt-hour charge is lower than both the national and Tennessee averages.

Residential Cost Per kWh

**As of June 2025*

mte

11.13¢



TENN
13.98¢



USA
17.47¢



View your personal energy insights in the myMTE app.

mte.com/myMTE



Download on the
App Store



GET IT ON
Google Play

We live and work in the communities we serve, which is why it's so important for us to invest our time there.

Here are a few ways our team gave back this year.

67

local community events attended.

117

events sponsored by MTE and United.

11,592

trees planted and saplings given away.

79

safety demos completed.

5,439

sandwiches served at 29 events from MTE's Electric Griddle.

23,330

students educated on energy safety at 133 schools.



350th Home Uplift Completed

mte.com/350

Community Care



Internet for Members

United is a subsidiary internet service provider of MTE.



Living a better life continues with **access to better internet.**

Every mile of fiber we place is about unlocking opportunity for our neighbors. By aligning our buildout strategy with MTE's cooperative mission, we're delivering fiber internet that is fast, local and rooted in community.

In 2025, United invested back into the communities we serve—supporting over 120 local events, schools, nonprofits and community organizations across 11 counties. From scholarships and education grants to free fiber connectivity for partners like Boys & Girls Clubs, these efforts reflect who we are and what we believe in.



William Bradford
United Communications
President & CEO

\$34,927,410 total investment into new fiber infrastructure.

18,878
total new fiber locations for all United customers.

\$181,732
in sponsorships to community events and local projects.



▶ **16** Local volunteer fire departments and two Boys & Girls Clubs connected.



▶ **United in the Community**

Want high-speed fiber internet?*
united.net

**Check availability. Not available everywhere.*

sharing change

**SharingChange is MTE's non-profit foundation.*



Collectively helping our communities

As a charitable foundation, SharingChange exists to give back to the communities that MTE serves. Members like you donate funds, with 100% of the donations going to local charities and organizations.

\$13,000,000

in grants distributed
to more than 500 local
nonprofits since 2003.

\$619,196

2025 donations to local
organizations from
member contributions.

106

local nonprofits
assisted in 2025.

100%

of donations goes to
local not-for-profits.

10

2025 scholarships
awarded.

Learn more.
sharingchange.org

Tennessee Magazine Monthly Highlights

Each month, we spotlight an organization in The Tennessee Magazine and share more about how they put a SharingChange grant to good use.

Read the Tennessee Magazine (Digital)

mte.com/TennesseeMagazine

July 2025 Story Example



**Supporting lifelong learning and
bedtime joy with United Way and
Dolly Parton's Imagination Library.**

mte.com/BooksForKids



We serve to
make life better
for our members.

Let us know how we're doing.
We're always working to improve.
mte.com/Feedback