

Last Friday morning, a fire occurred at our downtown Madison substation, originating in equipment belonging to our transmission partner, American Transmission Co. (ATC), and damaging equipment belonging to MGE. To allow firefighters access to the substation, we needed to de-energize it, resulting in power outages in parts of downtown and the Isthmus. We recognize this was a source of concern and inconvenience for many.

A full investigation with ATC is ongoing to understand what happened and how to ensure continued reliability. On behalf of all of us at MGE, we want to say thank you for your patience throughout the event.

THANK  
YOU

To the **firefighters** who put out the fire, the **police officers** who directed traffic and secured the area, and to **all of our partners** across local, county and state government who helped to ensure our community's safety throughout the event.

To **those we serve** for their patience as crews worked to assess the damage, make adjustments to our system and do repairs, restoring service to all customers the same day.

To **our broader community**. It's easy to find stories of goodwill and generosity by local businesses, individuals, neighbors and others who helped our community manage the heat and restoration process.

To **our employees**, especially our field personnel, who worked tirelessly to fulfill our critical responsibility to our customers.

**Madison**, your community energy company thanks you for your resilience and your care for one another. MGE is proud and privileged to serve you.

