

2021 SAFETY, RELIABILITY, AND SERVICE QUALITY



AN ALLETE COMPANY

OUR MISSION: *Together we will safely and reliably create and deliver vital energy to enhance security, comfort, and quality of life.*

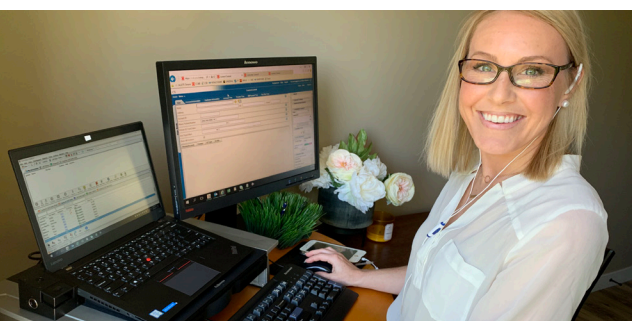
Minnesota Power, a division of ALLETE Inc., is committed to the reliability and security of the regional power system that provides electricity in a **26,000-square-mile electric service area** in northeastern Minnesota.

MINNESOTA POWER PROVIDES **OVER**

99% RELIABILITY

for its residential, commercial and industrial customers.

Reliability is having the energy when it's needed.



CUSTOMER SERVICE: Minnesota Power is dedicated to providing safe, reliable, affordable and increasingly clean electric service and to achieving high levels of customer satisfaction.

- **In 2021, we received 123,019 customer calls** in our Call Center. Our customer care and support representatives **answered 50% of incoming phone calls** during business hours **within 20 seconds**.
- **In 2021, 102 lineworkers and 21 substation technicians responded** to trouble calls and worked on maintenance of our distribution lines and associated equipment.
- **In 2021, 51 employees** working in a variety of positions, including vegetation management and system operations, provided line operation support.

COMPANY READ METERS:

In 2021, our meter reading systems and meter reader collectors read nearly all of our residential meters in an effort to ensure customer bills are accurate.

Meter reading by method:



- Company reads - 97.75%
- Customer self-reads - 0.04%
- Estimated - 2.21%

COMMUNICATIONS: We communicate with our customers in person; by phone; through news releases, media, direct mail and bill inserts; on **mnpower.com**; through MyAccount at **mnpower.com/myaccount**; and via the Minnesota Power app.



NEED INFORMATION OR ASSISTANCE?

Customer Service: 1 (800) 228-4966 or CustomerService@mnpower.com

Minnesota Relay/TTY: 711 or (800) 627-3529

COVID-19 FAQs: www.mnpower.com/CustomerService/Covid19FAQ

Report an outage or enter a trouble order:

www.mnpower.com/OutageCenter/ReportAnOutage or call 800-30-POWER (218-307-6937); if emergency, call **911**.

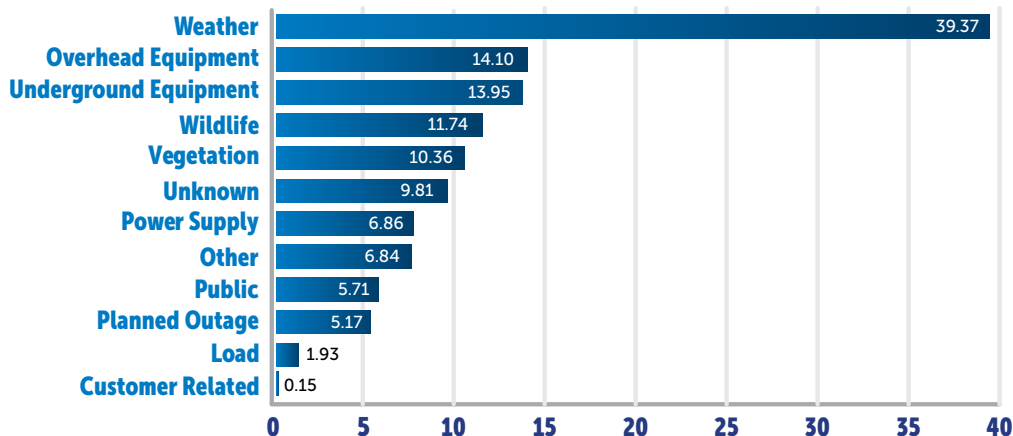
SYSTEM RESILIENCY

Interruptions are the total loss of electric power to one or more customers connected to the distribution system.

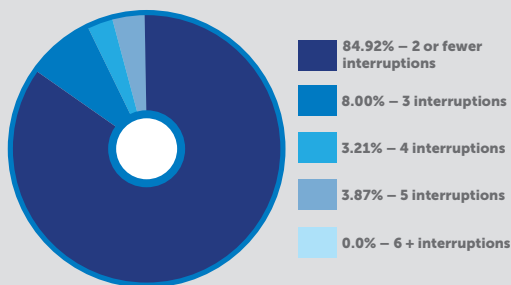
What causes Interruptions?

A higher frequency of windstorms was a major contributor to weather being the largest reliability factor in 2021. Minnesota Power is making investments and executing several reliability and resiliency initiatives to strengthen the company's system in coming years.

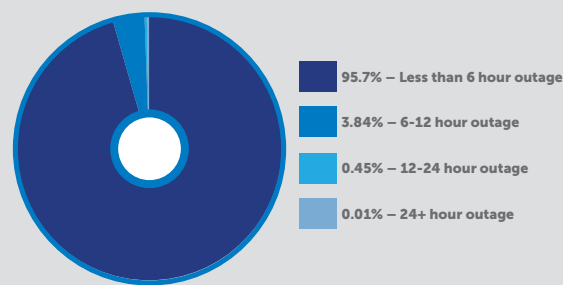
Major event excluded SAIDI by cause



About 84.92% of customers experienced 2 or fewer interruptions in 2021.



95.7% of customers experienced outages less than 6 hours in length



We work to minimize weather-related outages in a variety of ways, including:

- **Using Trip Saver technology** to minimize long duration outages and dispatch of service technicians.
- **Providing resiliency during storm events** and strategically strengthening the distribution system through our strategic underground initiative.
- **Optimizing the use of a secure fiber-optic network** and technology to quickly isolate and restore customers through the use of intellirupters and motor operated switches.



MUTUAL AID: Minnesota Power is a respected mutual aid partner lending assistance in the Midwest as a member of the Midwest Mutual Assistance Group as well as on a national level. Crews and line support staff have assisted on many natural disasters over the years including snow and high windstorms, hurricanes and wildfires.

In recognition of our mutual aid, Minnesota Power received an Emergency Assistance Award from the Edison Electric Institute for our responses to a nor'easter in New York in 2021, a derecho in Illinois in 2020, a severe snow and windstorm in Manitoba in 2019, and hurricanes in Puerto Rico in 2018, and Miami in 2017.