SAFETY, RELIABILITY, AND SERVICE QUALITY

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.

99% RELIABILITY

for its 150,000 residential, commercial and industrial customers.

Reliability is having the energy when it’s needed.

MINNESOTA POWER PROVIDES OVER

OUR MISSION: We are committed to a sustainable future for the climate, our customers and our communities while delivering safe, reliable and affordable power.

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 2022, 104 lineworkers and 21 substation technicians responded to trouble calls and worked on maintenance of our distribution lines and associated equipment.

- In 2022, 77 employees working in a variety of positions, including vegetation management, fleet, inventory, service dispatch, and system operations, provided line operation support.

SYSTEM RESILIENCY

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

Nearly 92% of customers experienced 3 or fewer interruptions in 2022

<table>
<thead>
<tr>
<th>Cause</th>
<th>% of Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Related</td>
<td>0.03</td>
</tr>
<tr>
<td>Power Supply</td>
<td>0.33</td>
</tr>
<tr>
<td>Load</td>
<td>0.38</td>
</tr>
<tr>
<td>Other</td>
<td>2.11</td>
</tr>
<tr>
<td>MP UG Equipment</td>
<td>4.75</td>
</tr>
<tr>
<td>Unknown</td>
<td>5.04</td>
</tr>
<tr>
<td>Planned Outage</td>
<td>5.27</td>
</tr>
<tr>
<td>Wildlife</td>
<td>5.63</td>
</tr>
<tr>
<td>Public</td>
<td>10.09</td>
</tr>
<tr>
<td>MP OH Equipment</td>
<td>12.69</td>
</tr>
<tr>
<td>Vegetation</td>
<td>16.81</td>
</tr>
<tr>
<td>Weather</td>
<td>49.57</td>
</tr>
</tbody>
</table>

Major event excluded SAIDI by cause

What causes interruptions?

More windstorms in May, June and December contributed to weather being the most significant factor in reliability in 2022. Minnesota Power continues to invest in and execute reliability and resiliency initiatives to strengthen the company’s system.

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.

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CALL CENTER

In 2022, we received nearly 154,000 customer calls, and just over 16,000 customer emails in our Call Center.

Calls by subject matter

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.

MYACCOUNT

MyAccount allows customers to track their energy use, set markers to see how events or home upgrades affect how much energy they use, and gives quick access to paying bills and managing their account online.

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.

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

People who communicate in a language other than English can request translation services by calling Minnesota Power at 800-228-4966. We also offer a translation option at www.mnpower.com.