

# 2023 SAFETY, RELIABILITY, AND SERVICE QUALITY



AN ALLETE COMPANY

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 about 150,000 residential, commercial and industrial customers.

*Reliability is having the energy when it's needed.*

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



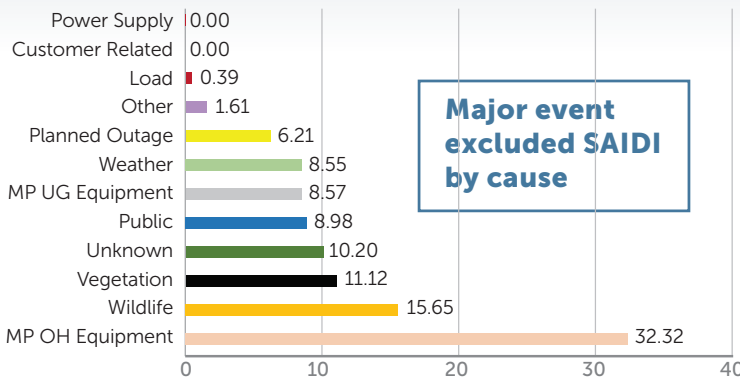
## CUSTOMER SERVICE

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

- In 2023, 104 lineworkers and 21 substation technicians responded to trouble calls and worked on maintenance of our distribution lines and associated equipment.
- In 2023, 76 employees working in a variety of positions, including vegetation management, fleet, inventory, service dispatch, and system operations, provided line operation support.

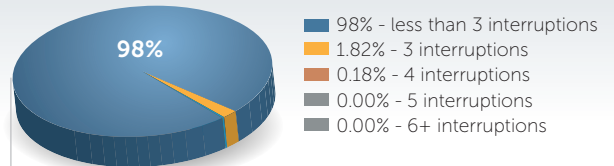
## SYSTEM RESILIENCY

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

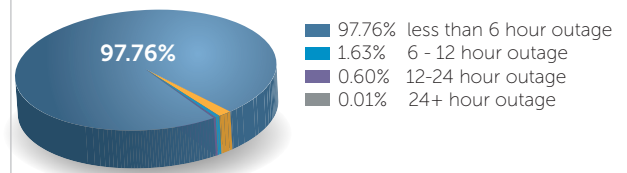


Major event excluded SAIDI by cause

98% of customers experienced less than 3 interruptions in 2023



Almost 98% of customers experienced less than 6 hours of outage in 2023



## What causes interruptions?

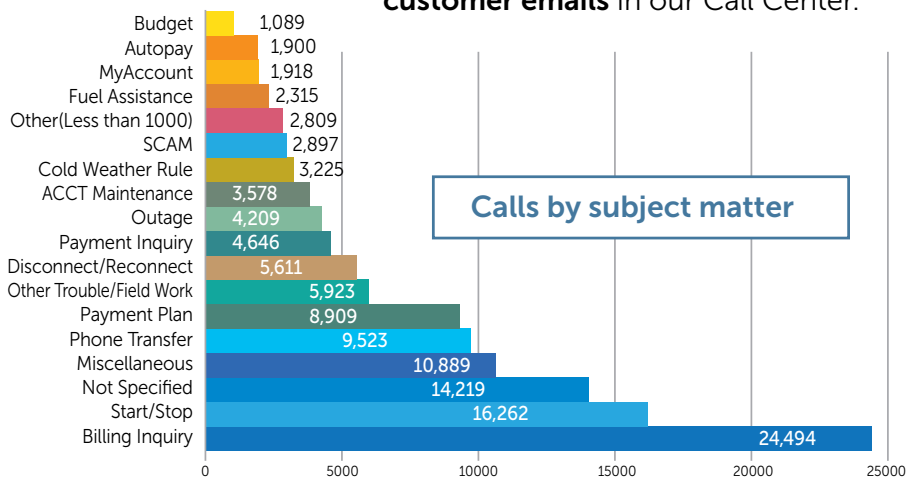
During 2023 Minnesota Power's service territory experienced mild weather. As a result, equipment failure, wildlife and vegetation were the leading causes of interruptions. Minnesota Power continues to invest in and execute reliability and resiliency initiatives to strengthen the company's system.

## 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 intellrupters and motor operated switches.

## CALL CENTER

In 2023, we received nearly 132,823 customer calls, and just over 17,065 customer emails in our Call Center.



Calls by subject matter

## COMPANY READ METERS:

In 2023, our meter reading systems provided over **99.92% of meters read** cross all customer classes.



For residential customers, **99.92% of the reads** used for billing were through our systems or employees and less than **0.08% were customer-read or estimated.**

## MUTUAL AID

Minnesota Power is a respected mutual aid partner lending assistance in the Midwest as a member of the Midwest Mutual Assistant 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 wind storms, 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 an historic winter storm in the company's service area in 2022, 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.



The Minnesota Power app makes it easier for customers to access the company's outage map and other outage information. Users are able to check on the status of power outages in their area, learn when their power will be restored or report an outage.

[mnpower.com/mobileapp](https://mnpower.com/mobileapp)

## COMMUNICATIONS

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

## NEED INFORMATION OR ASSISTANCE?

Customer Service: 1 (800) 228-4966 or [CustomerService@mnpower.com](mailto:CustomerService@mnpower.com)  
 Minnesota Relay/TTY: 711 or (800) 627-3529

### REPORT AN OUTAGE OR ENTER A TROUBLE ORDER:

[www.mnpower.com/OutageCenter/ReportAnOutage](https://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](https://www.mnpower.com).

