

2024 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.

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.

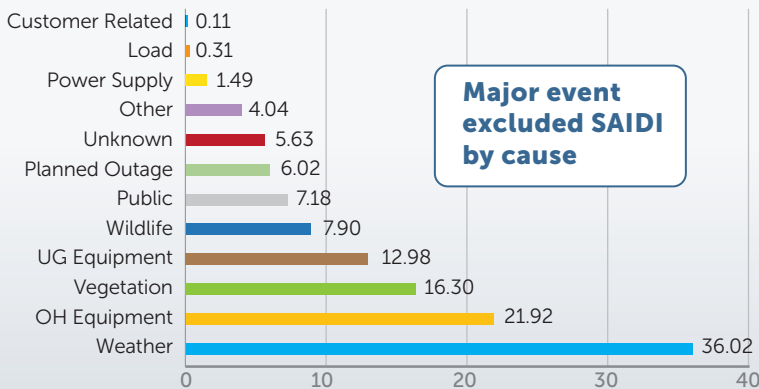
In 2024, 104 lineworkers and 29 substation technicians responded to trouble calls and worked on maintenance of our distribution lines and associated equipment.

In 2024, 84 employees working in a variety of positions, including vegetation management, fleet, inventory, service dispatch, and system operations, provided line operation support.



SYSTEM RESILIENCY

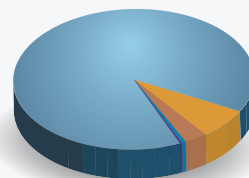
Interruptions are the total loss of electric power to one or more customers connected to the distribution system.



Major event excluded SAIDI by cause

89% of customers

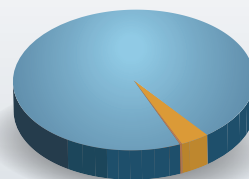
experienced less than 3 interruptions in 2024



- 89.27% - less than 3 interruptions
- 6.84% - 3 interruptions
- 0.35% - 4 interruptions
- 3.17% - 5 interruptions
- 0.24% - 6+ interruptions

96% of customers

experienced less than 6 hours of outage in 2024



- 96.07% - less than 6 hour outage
- 3.88% - 6 - 12 hour outage
- 0.05% - 12-24 hour outage
- 0.00% - 24+ hour outage

What causes interruptions?

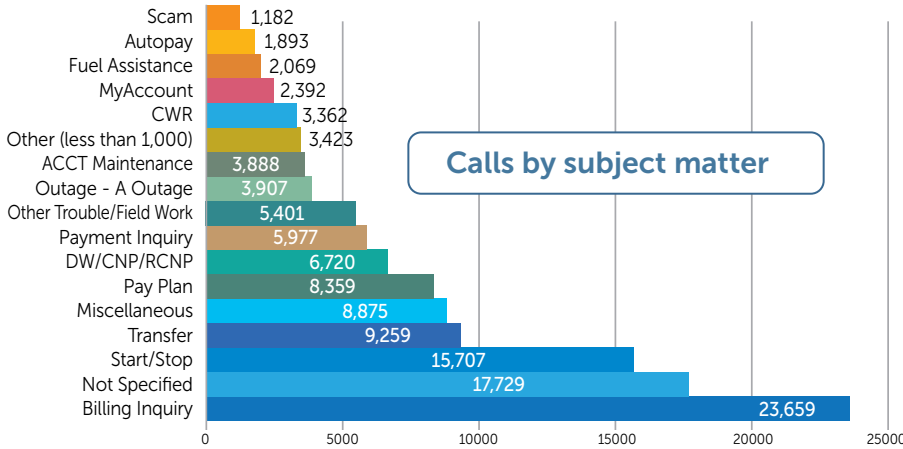
During 2024, Minnesota Power's service territory experienced several severe weather events resulting in it being the leading cause of interruptions, followed by equipment failure, vegetation and wildlife. Minnesota Power continues to invest in and execute reliability and resiliency initiatives to strengthen 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 2024, we received over 131,000 customer calls, and just under 20,000 customer emails in our Call Center.



COMPANY READ METERS:

In 2024, our meter reading systems provided over 99.86% of meters read across all customer classes. Beginning in 2024, 100% of the reads used for billing are through our systems or by employees.

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 hurricanes and wildfires. In August 2024, staff helped restore power in St. Louis Park, Minn. after two rounds of severe storms. In October 2024, staff helped restore power in the Tampa Bay area after being devastated by Hurricane Milton.

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

COMMUNICATIONS

We communicate with our customers in person; by phone; through news releases, media, direct mail, social media 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

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