



Alliant Energy Corporate Services
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Kent M. Ragsdale
Managing Attorney - Regulatory

May 1, 2013

Dr. Burl W. Haar
Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101-2147

RE: Interstate Power and Light Company
Docket No. G001/M-13-324
2012 Annual Gas Service Quality Report

Dear Dr. Haar:

Enclosed for e-filing with the Minnesota Public Utilities Commission please find Interstate Power and Light Company's (IPL) Annual Gas Service Quality Report.

Copies of this filing have been served on the Minnesota Department of Commerce, Division of Energy Resources, the Minnesota Office of Attorney General – Residential and Small Business Utilities Division, and the attached service list.

Respectfully submitted,

/s/ Kent M. Ragsdale
Kent M. Ragsdale
Managing Attorney - Regulatory

KMR/tao
Enclosures

cc: Service List

Interstate Power and Light Company
An Alliant Energy Company

Alliant Tower
200 First Street SE
P.O. Box 351
Cedar Rapids, IA 52406-0351

Office: 1.800.822.4348
www.alliantenergy.com

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger
David Boyd
Nancy Lange
J. Dennis O'Brien
Betsy Wergin

Chair
Commissioner
Commissioner
Commissioner
Commissioner

<p>IN THE MATTER OF INTERSTATE POWER AND LIGHT COMPANY'S 2012 ANNUAL GAS SERVICE QUALITY REPORT</p>	<p>DOCKET NO. G001/M-13-324</p>
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AFFIDAVIT OF SERVICE

STATE OF IOWA)
) ss.
COUNTY OF LINN)

Tonya A. O'Rourke, being first duly sworn on oath, deposes and states:

That on the 1st day of May, 2013, copies of the foregoing Affidavit of Service, together with Interstate Power and Light Company's Annual Gas Service Quality Report, were served upon the parties on the attached service list, by e-Filing, overnight delivery, electronic mail, and/or first-class mail, proper postage prepaid from Cedar Rapids, Iowa.

 /s/ Tonya A. O'Rourke
Tonya A. O'Rourke

Subscribed and Sworn to Before Me
this 1st day of May, 2013.

 /s/ Kathleen J. Faine
Kathleen J. Faine
Notary Public
My Commission Expires on February 20, 2015

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Bobby	Adam	bobby.adam@conagrafoods.com	ConAgra	Suite 5022 11 ConAgra Drive Omaha, NE 68102	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Christopher	Anderson	canderson@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022191	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
City	Attorney	N/A	City of Albert Lea	221 E Clark St Albert Lea, MN 56007	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
William A.	Blazar	bblazar@mnchamber.com	Minnesota Chamber Of Commerce	Suite 1500 400 Robert Street North St. Paul, MN 55101	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Michael	Bradley	bradley@moss-barnett.com	Moss & Barnett	4800 Wells Fargo Ctr 90 S 7th St Minneapolis, MN 55402-4129	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Ronald	Giteck	ron.giteck@ag.state.mn.us	Office of the Attorney General-RUD	Antitrust and Utilities Division 445 Minnesota Street, BRM Tower St. Paul, MN 55101	Electronic Service 1400	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
David	Grover	dgrover@itctransco.com	ITC Midwest	444 Cedar St Ste 1020 Saint Paul, MN 55101-2129	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Annete	Henkel	mui@mutilityinvestors.org	Minnesota Utility Investors	413 Wacouta Street #230 St.Paul, MN 55101	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Linda	Jensen	linda.s.jensen@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota Street St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Jim	Krueger	jkrueger@fmcs.coop	Freeborn-Mower Cooperative Services	Box 611 Albert Lea, MN 56007	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Kavita	Maini	kmains@wi.rr.com	KM Energy Consulting LLC	961 N Lost Woods Rd Oconomowoc, WI 53066	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E St. Paul, MN 55106	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022093	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Jenny L.	Myers	jmyers@iwla.org	Izaak Walton League of America	1619 Dayton Ave. Suite 202 St. Paul, MN 55104	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Carl	Nelson	cnelson@mncee.org	Center for Energy and Environment	212 3rd Ave N Ste 560 Minneapolis, MN 55401	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Steven	Nyhus	swnyhus@flaherty-hood.com	Flaherty & Hood PA	525 Park St Ste 470 Saint Paul, MN 55103	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Kent	Ragsdale	kentragsdale@alliantenergy.com	Alliant Energy-Interstate Power and Light Company	P.O. Box 351 200 First Street, SE Cedar Rapids, IA 524060351	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Richard	Savelkoul	rsavelkoul@martinsquires.com	Martin & Squires, P.A.	332 Minnesota Street Ste W2750 St. Paul, MN 55101	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Larry L.	Schedin	Larry@LLSResources.com	LLS Resources, LLC	12 S 6th St Ste 1137 Minneapolis, MN 55402	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Matthew J.	Schuerger P.E.	mjspub@earthlink.net	Energy Systems Consulting Services, LLC	P.O. Box 16129 St. Paul, MN 55116	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Ron	Spangler, Jr.	rlspangler@otpc.com	Otter Tail Power Company	215 So. Cascade St. PO Box 496 Fergus Falls, MN 565380496	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Robyn	Woeste	robynwoeste@alliantenergy.com	Interstate Power and Light Company	200 First St SE Cedar Rapids, IA 52401	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

**Beverly Jones Heydinger
David C. Boyd
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**Chair
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Commissioner**

**IN THE MATTER OF INTERSTATE
POWER AND LIGHT COMPANY'S 2012
ANNUAL GAS SERVICE QUALITY
REPORT**

DOCKET NO. G001/M-13-324

SUMMARY OF FILING

Please take notice that on May 1, 2013, Interstate Power and Light Company (IPL), filed with the Minnesota Public Utilities Commission (Commission) its annual gas service quality report pursuant to the Commission's *Order Setting Reporting Requirements* issued on August 26, 2010, in Docket No. G-999/CI-09-409, and *Order Accepting Reports and Setting Further Requirements* issued on March 6, 2012, in Docket No. G001/M-11-361.

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger
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IN THE MATTER OF INTERSTATE
POWER AND LIGHT COMPANY'S 2012
ANNUAL GAS SERVICE QUALITY
REPORT

DOCKET NO. G001/M-13-324

INTERSTATE POWER AND LIGHT COMPANY'S 2012 ANNUAL GAS SERVICE
QUALITY REPORT

COMES NOW, Interstate Power and Light Company (IPL), and hereby files with the Minnesota Public Utilities Commission (Commission) its annual gas service quality report pursuant to the Commission's *Order Setting Reporting Requirements* issued on August 26, 2010, in Docket No. G-999/CI-09-409, and *Order Accepting Reports and Setting Further Requirements* issued on March 6, 2012, in Docket No. G001/M-11-361.

A. Summary of Filing

A one-paragraph summary of the filing accompanies this petition pursuant to Minn. Rules pt. 7829.1300, subp. 1.

B. Service on Other Parties

Pursuant to Minn. Rules pt. 7829.1300, subp. 2, IPL has served a copy of this petition on the Minnesota Department of Commerce, Division of Energy Resources, the Minnesota Office of the Attorney General – Residential and Small Business Utilities Division and a summary of this filing on all parties on IPL's miscellaneous electric service list.

C. General Filing Information

Pursuant to Minn. Rules pt. 7829.1300, subp. 3, IPL provides the following required information.

1. Name, Address, and Telephone Number of Utility

Interstate Power and Light Company
Alliant Tower
200 First Street SE
PO Box 351
Cedar Rapids, Iowa 52406-0351
(800) 822-4348

2. Name, Address, and Telephone Number of Utility Attorney

Kent M. Ragsdale
Managing Attorney – Regulatory
Alliant Tower
200 First Street SE
PO Box 351
Cedar Rapids, Iowa 52406-0351
(319) 786-7765

D. Date of Filing

The date of this filing is May 1, 2013.

E. Statute Controlling Schedule for Processing the Filing

There is no specific statute for processing this filing. Pursuant to Minn. Rules. 7829.1400, initial comments on a miscellaneous tariff filing are due within 30 days of the filing, with replies due 10 days thereafter.

F. Utility Employee Responsible for Filing

Kent M. Ragsdale
Managing Attorney – Regulatory
Alliant Tower
200 First Street, SE
PO Box 351
Cedar Rapids, Iowa 52406-0351
(319) 786-7765

Robyn Woeste
Manager - Regulatory Affairs
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Cedar Rapids, Iowa 52406-0351
(319) 786-4384

WHEREFORE, IPL respectfully requests the Commission accept this annual report.

Dated this 1st day of May 2013.

Respectfully submitted,

INTERSTATE POWER AND LIGHT COMPANY

By /s/ Kent M. Ragsdale

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Managing Attorney - Regulatory
Alliant Energy Corporate Services, Inc.
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Interstate Power and Light Company

2012 Annual Gas Service Quality Report

Docket No. G001/M-13-324

May 1, 2013

Interstate Power and Light Company 2012 Annual Gas Service Quality Report

Introduction

Interstate Power and Light Company (IPL) is committed to delivering safe and reliable gas service to its Minnesota customers at levels that meet or exceed their expectations. The data provided in this 2012 Gas Service Quality Report serves to support IPL's commitment to that goal. IPL is a combination utility, providing both gas and electric service to its Minnesota customers through approximately 42,615 electric meters and 10,706 gas meters. As of December 31, 2012, IPL's gas distribution system consisted of 237 miles of main and 10,326 service lines. IPL does not operate any gas transmission pipelines in the state of Minnesota.

The following information is provided per the Minnesota Public Utilities Commission's (Commission) *Order Setting Reporting Requirements* in Docket No. G-999/CI-09-409, issued on August 26, 2010, and *Order Accepting Reports and Setting Further Requirements* in Docket No. G-001/M-11-361, issued on March 6, 2012. The numbering of IPL's responses matches the numbering established in the August 26, 2010 Order.

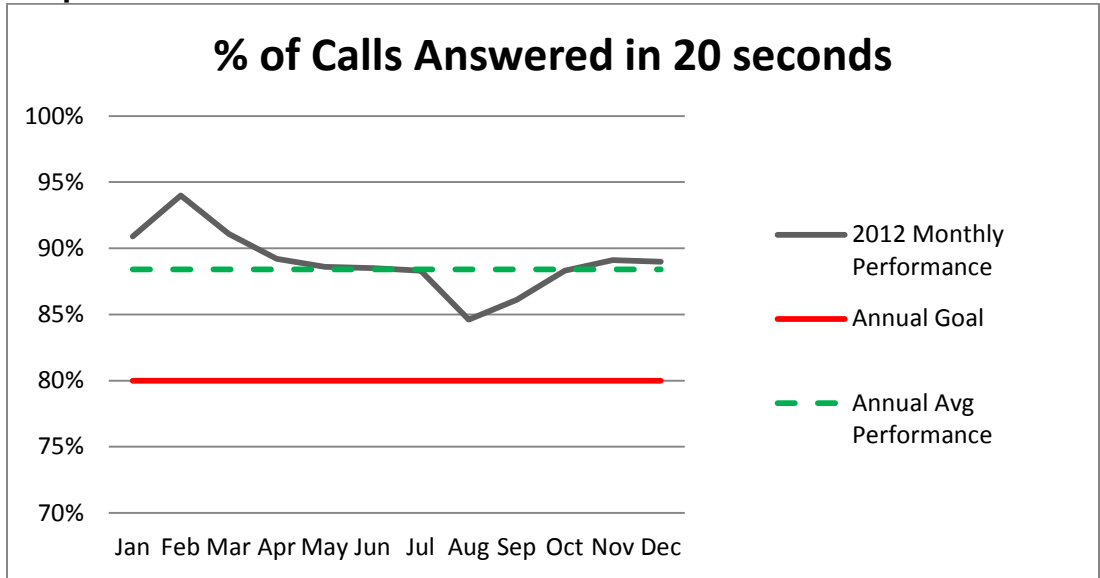
1. *Requirement not applicable for IPL.*
2. IPL shall file annual service quality reports beginning May 1, 2011. Each report shall be based on data from the previous calendar year. The first reporting

period begins January 1, 2010, except as otherwise specified below. Each annual report shall be filed according to the following requirements:

A. Each utility shall report call center response times in terms of the percentage of calls answered within 20 seconds. IPL may include both gas and electric utility call center answer times in its report.

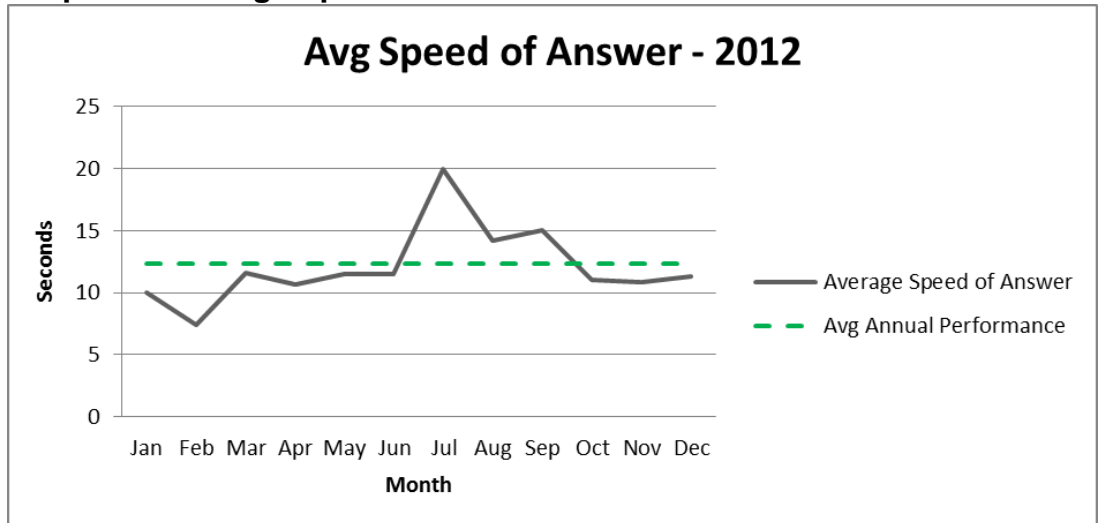
IPL Response – On an annualized basis for the year of 2012, 88.4% of the 63,939 Minnesota customer calls to IPL’s customer service center were answered in 20 seconds or less. Dedicated call center agents, focusing on Minnesota calls, allowed IPL to exceed the regulatory requirement of 80% of calls answered within 20 seconds on an annual basis. IPL’s internal goal is to meet or exceed the regulatory requirement of 80% of calls answered with 20 seconds. See Graph 1 below for a graphical representation of the answer time data. Tabular details can be found in Appendix A at the end of this report. The data provided contains both gas and electric calls.

Graph 1 – Call Center Answer Time Performance



As required in the Commission Order issued on March 6, 2011, average speed of answering data is also being included in this year’s report. Graph 2 below displays the monthly and annual performance. The average annualized speed of answer time was 12.3 seconds per call, based on an overall queue time of 783,351 seconds and 63,939 calls.

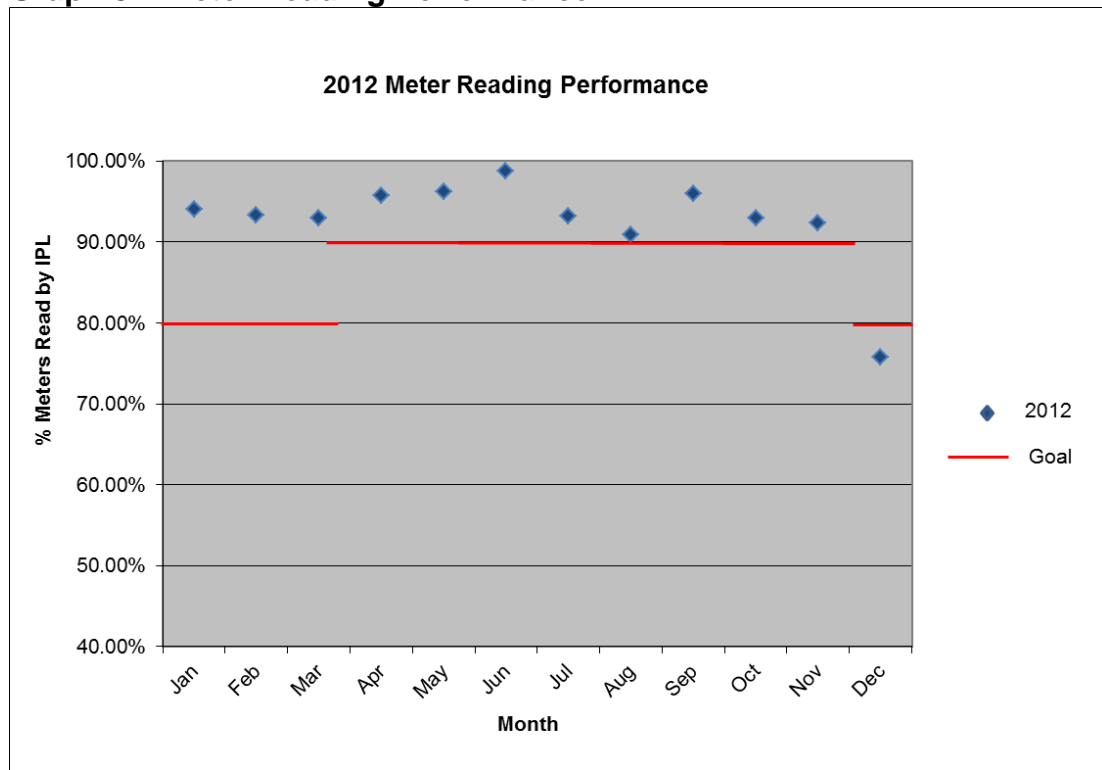
Graph 2 – Average Speed of Answer Performance



B. Each utility shall report the meter reading performance data contained in Minn. Rules, part 7826.1400.

IPL Response – IPL met the meter reading performance requirements under Minnesota Rules, part 7826.0900 in all months except December 2012, when levels dipped to 76%. A plot of IPL meter reading performance can be seen in Graph 3 below.

Graph 3 – Meter Reading Performance



Meter reads in December fell below the required 80% level due to winter weather conditions, extended maternity leave for an employee, and higher than expected sick and vacation days taken by meter reading staff. Minnesota weather for December 2012 included heavy snow on December 8 and 9, blizzard conditions on December 19 and 20, and 11 days of below zero temperatures, all of which made completing the

required meter readings difficult and in some instances, dangerous for meter reading staff.

Full time meter reading staff for 2012 remained at 11 employees throughout the year, notwithstanding the maternity and sick leave absences noted above. A geographical breakdown of meter reader staffing, shown below, indicates 7 meter readers covering routes in the gas/electric areas and 4 meter readers covering the routes in the electric-only sections of the service territory.

Table 1 – Meter Reader Staffing

Staffing Location	Number of Meter Readers	Type of Routes Read
Albert Lea	4	gas/electric
Chatfield	3	gas/electric
Fulda	1	electric-only
Lamberton	1	electric-only
Winnebago	1	electric-only
Montgomery	1	electric-only
Total	11	

IPL has not deployed an AMR system in its Minnesota service territory. The only non-meter reading task that meter readers undertake is an atmospheric corrosion survey of gas meter sets, which is completed over an approximate 3 month period every 3 years. That survey was most recently completed during the summer months of 2012. Specific data relating to IPL’s meter reading performance may be found in Appendix A at the end of this report. Data reported contains both gas and electric information. In the tabular data, the difference between the total

percentage of meters and the percentage of meters read (by IPL and customers) is equal to the percentage of estimated meter reads.

C. *Requirement not applicable for IPL.*

D. In lieu of reporting data on involuntary service disconnections as contained in Minn. Rules, part 7826.1500, each utility shall reference the data that it submits under Minn. Stat. §§ 216B.091 and 216B.096.

IPL Response – In 2012, IPL filed the referenced data as required under Minn. Stat. §§ 216B.091 and 216B.096 as part of its routine filings filed in Docket No. G999/PR-12-02. A summary copy of the monthly Cold Weather Rule reports begins on page 4 of Appendix A.

E. Each utility shall report the service extension request response time data contained in Minn. Rules, part 7826.1600, items A and B, except that data reported under Minn. Stat. 216B.091 and 216B.096, subd. 11, is not required.

IPL Response – IPL received requests for gas service at new locations during all months except January and February. For both commercial and residential customers, the time between notification of readiness and the actual installation date was approximately five days. For locations not previously served, the data measures the time for new service to be initiated at the new location. For locations that were previously served, the data excludes reconnects for credit/non-payment issues. Specific monthly details on IPL's service extension response times may be found in Appendix A, page 7.

F. Each utility shall report the customer deposit data contained in Minn. Rules, part 7826.1900.

IPL Response – On average, 36 customers per month were required to provide a deposit prior to initiating service during 2012. This number is in line with recent years, when the monthly average number of customers required to make a deposit during 2010 and 2011 were 38 and 34, respectively. The types of deposits included in the data are for new and reconnecting customers. As of December 31, 2012, IPL held 936 deposits for Minnesota gas and electric customers with a total value of \$209,655. Additional customer deposit data may be found in Appendix A, page 8, at the end of this report. The information provided contains both gas and electric data.

G. Each utility shall report the customer complaint data contained in Minn. Rules, part 7826.2000.

IPL Response – During 2012, IPL averaged 29 customer complaints per month, with the top five categories being Property Damage, General Billing, Payment Status, Tree Trimming, and Engineering/Construction and Maintenance. These five categories account for approximately 62% of the customer complaints received during the year. As a means of comparison, the monthly average number of customer complaints received by IPL for 2010 and 2011 were 48 and 30, respectively. Detailed customer complaint data, including the summary complaint information report required under Minn. Rules 7820.0500, may be found in Appendix

A, pages 9 - 19. The information provided contains both gas and electric data.

H. Each utility shall report data on telephone answer times to its gas emergency phone line calls.

IPL Response – For 2012, IPL fielded 2,733 emergency calls, with an average answer time of 28 seconds. This call volume includes both gas and electric callers who responded “Yes” to the initial interactive voice response question, “Is this a life threatening emergency, such as a downed wire or gas odor?” Monthly call answer time data may be found in Appendix A, page 20.

IPL also provides a direct phone number to emergency responders, fire, and law enforcement personnel that places them at the top of the queue when calling to report an emergency situation. The average answer time for the 326 calls to this direct emergency line was 8 seconds during 2012. Monthly data for these calls may also be found on page 20 of Appendix A.

I. Each utility shall report data on mislocates, including the number of times a line is damaged due to a mismarked line or failure to mark a line. IPL and Xcel may include both gas and electric utility data in their reports.

IPL Response – In 2012, IPL had one gas line damaged as a result of a mis-marked line and one due to failure to mark a line. IPL received 14,421 total gas and/or electric locate requests covering its Minnesota electric and gas service territory. Of that number, approximately 2,681

resulted in actual field locates for gas facilities. This data yields a mis-mark rate of 0.04% and a failure to mark rate of 0.04%. A table containing the locate data can be found on page 21 of Appendix A.

J. Each utility shall report data on the number of gas lines damaged. The damage shall be categorized according to whether it was caused by the utility’s employees or contractors, or whether it was due to any other unplanned cause.

IPL Response – In 2012, there were fifteen instances where IPL’s gas facilities were damaged during excavation activities. None of those damages were caused by IPL or contractors working on IPL’s behalf. Of the fifteen damages, eight were attributable to power operated equipment (backhoes, graders, directional drill), four were caused by hand tools, two were caused by stakes driven into the ground, and one was caused by the friction of a new copper water line being pulled into place by the old water line and rubbing against a plastic gas main. Table 2 below lists gas damages by month.

Table 2 – Gas Damages by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Gas Damages	0	0	1	2	0	1	3	1	3	1	3	0	15

K. Each utility shall report data on service interruptions. Each interruption shall be categorized according to whether it was caused by the utility’s employees or contractors, or whether it was due to any other unplanned cause.

IPL Response – In 2012, there were zero service interruptions on IPL’s gas system due to system integrity issues. Of the fifteen excavation damages cited above in part J, twelve resulted in gas outages to at least one customer. None of the outages were attributed to actions of IPL or one of its contractors. Of those twelve line hits resulting in an outage, eight resulted in an outage to only a single customer, while four resulted in outages to multiple customers. Only two of the outages met the incident reporting criteria for the Minnesota Office of Pipeline Safety, due to evacuations or the closing of a highway. Details on those two incidents are described in section L, below.

For those twelve line hits that resulted in with an outage to a customer, the average outage duration was approximately 136 minutes. The outage duration is based on the cumulative time from the initial notification to the time the gas line was repaired, purged, and repressurized so relight(s) can begin. This definition is consistent with the definition contained on the MNOPS Emergency Response Reporting Form. As all but one of the outages in 2012 involved six or fewer customers, relights typically took approximately one hour. For the remaining outage, relights were completed on fourteen of the fifteen affected customers within 2 ½ hours following completion of the repairs. The last customer was door-tagged and relit three days later when requested by the customer. Copies of IPL’s MNOPS bi-monthly

Emergency Response Reporting Forms for 2012 are included starting on page 22 of Appendix A.

L. Each utility shall report summaries of major events that are immediately reportable to the Minnesota Office of Pipeline Safety according to the criteria used by MOPS to identify reportable events.

- the location;
- when the incident occurred;
- how many customers were affected;
- how the company was made aware of the incident;
- the root cause of the incident;
- the actions taken to fix the problem;
- what actions were taken to contact customers;
- any public relations or media issues;
- whether the customer or the company relighted; and
- the longest any customer was without gas service during the incident

IPL Response – There were three incidents that met the MNOPS incident reporting threshold in 2012 as described below, although only two of them resulted in outages to customers. All three of these incidents were reported to the Commission via the required email report at the time they occurred. A copy of the emails is included starting on page 28 of Appendix A.

- At approximately noon on Thursday, April 26, 2012, IPL was notified that a 1 ¼ inch gas main had been hit by a directional drilling contractor on 4th Street NW in Adams. This incident met the MNOPS reporting threshold due to the fact that 10 houses

were evacuated as a precaution because of the blowing gas. The evacuated customers returned to their homes after approximately two hours. No customers lost gas service as a result of the main hit. While on site making repairs to the main, IPL crews were informed of a gas odor by a customer down the street, and upon investigating, discovered that a ½ inch gas service line had also been hit. After repairs were made to the service line, the affected customer was relit by an IPL employee after approximately one hour. Both of these hits were the result of the contractor not properly exposing IPL facilities as they were being crossed by the drill head. There were no media issues to report.

- At 11:03 a.m. on August 20, 2012, IPL received a call that the 55 psig, 1 ¼ inch gas main at 508 W Main Street in Adams had been hit by a contractor performing water main installation with a directional drill. IPL crews were dispatched and a 2 inch polyethylene gas main was squeezed off at 12:03 p.m. to shut off the flow of gas. As a result, 15 customers were out of service. This was a MNOPS reportable incident because emergency responders closed Highway 56 and evacuated approximately 10 customers. After repairing the line, IPL crews began relighting customers, approximately 4 hours after the line was squeezed off. The contractor performing the directional drilling work appeared to have appropriate locates, but a spoil pile

had been placed over the markings and the gas line was not exposed. There were no media issues to report.

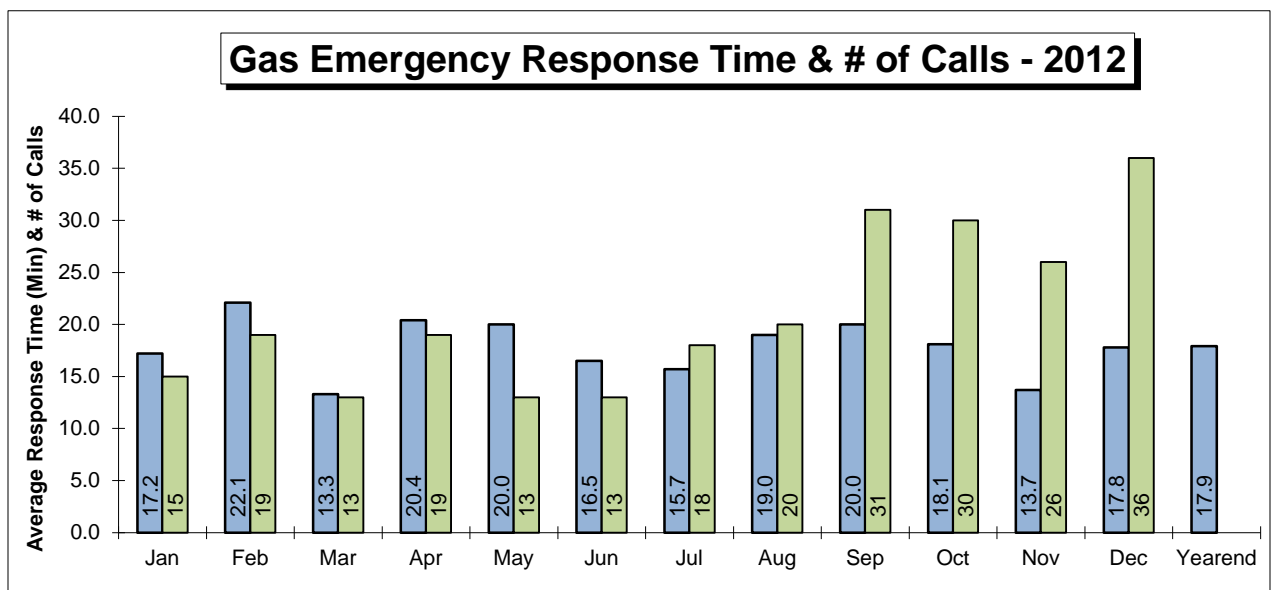
- At approximately 12:45 p.m. on the afternoon of October 9, 2012, IPL received a report of a gas odor at the Albert Lea High School. It was also reported that the school was being evacuated, which caused this to be a MNOPS reportable event. IPL emergency responders discovered a faulty valve on a Bunsen burner in one of the science classrooms that was not sealing off completely and was allowing a small amount of gas to leak out. As this leak was on customer piping, the valve was isolated and the high school's maintenance personnel were scheduled to make the necessary repairs. The school was cleared for the students to return by 1:30 p.m. that afternoon. It should be noted that this incident did not result in an interruption of service to the high school, although the school was evacuated as a safety precaution until the leaking valve was isolated. No other customers were impacted by the incident. There were no media issues to report.

M. *Contains reporting criteria only – No response required.*

N. Each utility shall report data on gas emergency response times and include the percentage of emergencies responded to within one hour and within more than one hour. IPL shall also report the average number of minutes it takes to respond to an emergency.

IPL Response – In 2012, IPL responded to 99.2 percent of 253 gas emergency calls within 60 minutes, with an average gas emergency response time of 17.9 minutes. The two calls that exceeded the 60 minute timeframe were 61 minutes and 75 minutes, respectively. A graph detailing the number of gas emergency calls and average response times can be seen below in Graph 4.

Graph 4 – Gas Emergency Response Performance



Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearend
MN - Avg Resp Time	17.2	22.1	13.3	20.4	20.0	16.5	15.7	19.0	20.0	18.1	13.7	17.8	17.9
MN - # of Gas Calls	15	19	13	19	13	13	18	20	31	30	26	36	253

IPL codes the following issues as emergency calls: Carbon Monoxide, Fire, Line Hit, and Odor. Any call that is coded as an emergency will be included in the statistical reports submitted to both the Commission and MNOPS.

O. Each utility shall report customer-service related operations and maintenance expenses. The reports shall include only Minnesota-regulated, customer-service expenses and shall be based on the costs each utility records in its FERC accounts 901 and 903, plus payroll taxes and benefits.

IPL Response – In 2012, customer-service related costs related to FERC accounts 901 and 903 were \$5,422 and \$108,447, respectively. These costs include payroll taxes and benefits.

Call Volume, Percentage of Calls Answered Within 20 Seconds, and Average Speed of Answer

Contains Gas & Electric Data	IPL Results - Calendar Year 2012												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Call Center Response Times (2A or 7826.1700)													
Total Call Volume	4,713	4,790	4,883	5,256	6,457	5,457	5,476	6,306	6,060	6,070	4,772	3,699	63,939
Overall Service Level (20 seconds)	90.9%	94.0%	91.1%	89.2%	88.6%	88.5%	88.3%	84.6%	86.1%	88.3%	89.1%	89.0%	88.4%
Average Speed of Answer	10.0	7.4	11.6	10.7	11.5	11.5	20.0	14.2	15.0	11.1	10.9	11.3	12.3

IP&L Minnesota Results - Calendar Year 2012

Meter Reading Performance 2B or 7826.1400 (Electric & Gas Service)													Monthly Average
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
A1. Number of customer meters read by the utility - Electric and Gas													
Commercial	7,877	7,499	7,613	7,872	7,911	8,094	7,703	7,546	7,943	7,661	7,868	6,435	7,669
Industrial	278	268	272	279	277	280	264	266	269	272	265	238	269
Residential	40,970	41,147	40,718	42,000	42,123	43,349	40,814	39,724	42,094	40,873	40,332	33,026	40,598
Rural	1,382	1,144	1,262	1,324	1,367	1,387	1,322	1,283	1,302	1,177	1,394	972	1,276
Total	50,507	50,058	49,865	51,475	51,678	53,110	50,103	48,819	51,608	49,983	49,859	40,671	49,811
A2. Percentage of customer meters read by the utility - Electric and Gas													
Commercial	96.34%	91.89%	93.19%	95.91%	96.35%	98.38%	93.69%	91.61%	96.20%	92.84%	94.69%	78.07%	93.3%
Industrial	99.29%	96.40%	97.14%	98.59%	98.58%	99.64%	94.96%	95.68%	97.82%	96.45%	96.72%	85.28%	96.4%
Residential	93.51%	93.95%	92.95%	95.78%	96.09%	98.80%	93.14%	90.69%	95.98%	93.16%	91.66%	75.43%	92.6%
Rural	97.74%	81.60%	90.01%	93.90%	96.74%	98.23%	93.49%	90.93%	92.27%	84.49%	98.45%	69.18%	90.6%
Total	94.08%	93.32%	92.93%	95.77%	96.16%	98.72%	93.24%	90.87%	95.93%	92.90%	92.33%	75.72%	92.7%
A3. Number of customer meters estimated by the utility - Electric and Gas													
Commercial	298	661	555	336	300	133	519	691	314	591	440	1,807	554
Industrial	2	10	8	4	4	1	14	12	6	10	9	41	10
Residential	2,829	2,640	3,076	1,840	1,704	520	2,999	4,067	1,753	2,997	3,662	10,743	3,236
Rural	32	258	140	86	46	25	92	128	109	216	22	433	132
Total	3,161	3,569	3,779	2,266	2,054	679	3,624	4,898	2,182	3,814	4,133	13,024	3,932
A4. Total number of customer meters read by customer class - Electric and Gas													
Commercial	8,176	8,161	8,169	8,208	8,211	8,227	8,222	8,237	8,257	8,252	8,309	8,243	8,223
Industrial	280	278	280	283	281	281	278	278	275	282	274	279	279
Residential	43,815	43,799	43,805	43,850	43,835	43,876	43,822	43,800	43,856	43,876	44,002	43,783	43,843
Rural	1,414	1,402	1,402	1,410	1,413	1,412	1,414	1,411	1,411	1,393	1,416	1,405	1,409
Total	53,685	53,640	53,656	53,751	53,740	53,796	53,736	53,726	53,799	53,803	54,001	53,710	53,754

IP&L Minnesota Results - Calendar Year 2012

Meter Reading Performance 2B or 7826.1400 (Electric & Gas Service)													Monthly Average
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
B1. Number of customer meters self-read by customer - Electric and Gas													
Commercial	1	1	1	0	0	0	0	0	0	0	1	1	0
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	16	12	11	10	8	7	9	9	9	6	8	14	10
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	17	13	12	10	8	7	9	9	9	6	9	15	10
B2. Percentage of customer meters self-read by customer - Electric and Gas													
Commercial	0.01%	0.01%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.01%
Industrial	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential	0.04%	0.03%	0.03%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.01%	0.02%	0.03%	0.02%
Rural	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C1. Number of meters not read by utility for 6 to 12 months - Electric and Gas													
Commercial	2	0	0	0	0	2	0	1	2	3	2	3	1
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	10	11	7	11	7	5	5	7	12	11	12	10	9
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	12	11	7	11	7	7	5	8	14	14	14	13	10
C2. Number of meters not read by utility for more than 12 months - Electric and Gas													
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0
D1. Data on meter reading staffing levels (Total MN - Gas & Electric)													
Total	11	11	11	11	11	11	11	11	11	11	11	11	11

**Interstate Power & Light Company
Gas Service Quality Report**

Minnesota Cold Weather Rule Summary Report
as filed per Minn. Stat. §§ 216B.091

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
1 Number of Residential Customer Accounts: Number of Past Due	44,001	43,970	43,934	43,919	44,032	43,845	43,855	43,834	43,821	43,856	43,887	43,917
2 Residential Customer Accounts:	7,987	7,181	7,450	7,332	6,381	6,964	6,946	8,092	8,077	8,222	7,740	7,924
3 Number of Cold Weather Protection Requests:	557	319	484	255						159	2,017	1,537
RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS												
4 Number of "Right to Appeal" notices mailed to customers:	0	0	0	0						0	0	0
5 <i>Intentionally Blank</i>												
6 Number of customer accounts granted reconnection request:	2	40	11	12						34	11	8

INABILITY TO PAY (ITP)

10% PLAN (TPP)

IPL 2012 Gas Service Quality Report

Interstate Power & Light Company Gas Service Quality Report

Appendix A

Minnesota Cold Weather Rule Summary Report
as filed per Minn. Stat. §§ 216B.091

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
PAYMENT SCHEDULE (PS)												
16	Number of "Right to Appeal" notices mailed to customers:											
	0	0	0	0	0	0	0	0	0	0	0	0
a)	Number of PS requests received											
	104	74	324	122						125	951	40
17	<i>Intentionally Blank</i>											
18	Number of PS negotiations mutually agreed upon:											
	104	74	324	122						125	951	40
19	<i>Intentionally Blank</i>											
DISCONNECTIONS												
20	Number of disconnection notices mailed to customers:											
	3,417	2,222	2,387	3,017	2,540	2,334	2,728	3,819	3,697	4,038	2,844	3,202
21	Number of customer accounts disconnected who did not seek protection:											
Duplicate columns for use in Apr and Oct April 1-15 and October 1-15 in 1st column <i>All other months, use 1st column only</i>												
a)	# Electric - heat affected											
	4	19	20	14	104	59	58	49	49	31	9	12
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
					2	1	1					
d)	# Gas - heat not affected											
e)	Total # disconnected											
	4	19	20	14	106	60	59	49	49	31	9	12
April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>												
a)	# Electric - heat affected											
				27						11		
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	Total # disconnected											
	0	0	0	27	0	0	0	0	0	11	0	0
22	Number of customer accounts disconnected seeking protection:											
a)	# Electric - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected											
	0	0	0	0	0	0	0	0	0	0	0	0
c)	# Gas - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected											
	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected (See Note)											
	0	0	0	0	0	0	0	0	0	0	0	0
NOTE: Please report immediately the names and addresses of customers whose service has been disconnected more than 24 hours.												
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):											
	4	19	20	14	106	60	59	49	49	31	9	12

Minnesota Cold Weather Rule Summary Report
as filed per Minn. Stat. §§ 216B.091

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
DOLLAR VALUE												
24	Total dollars past due on all residential accounts:											
	\$1,211,369	\$1,230,485	\$1,289,095	\$1,148,474	\$698,275	\$747,409	\$831,191	\$1,131,218	\$1,148,421	\$1,127,047	\$1,058,028	\$1,060,652
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):											
	\$152	\$171	\$173	\$157	\$109	\$107	\$120	\$140	\$142	\$137	\$137	\$134
26	Total dollars received from energy assistance programs:											
	\$95,952	\$124,602	\$72,910	\$88,459	\$90,572	\$28,386	\$28,386	\$0	\$0	\$0	\$80,093	\$126,847
27	Total dollars received from other sources (private organizations):											
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
28	Total Revenue from sales to residential accounts:											
	\$4,417,360	\$3,952,151	\$3,276,924	\$2,535,216	\$2,539,325	\$2,927,994	\$4,505,588	\$4,508,814	\$3,665,546	\$2,809,970	\$2,912,430	\$3,709,324
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)											
	\$100	\$90	\$75	\$58	\$58	\$67	\$103	\$103	\$84	\$64	\$66	\$84
30	<i>Intentionally Blank</i>											
30	Average annual residential bill:											
31	Total residential account write-offs due to uncollectible:											
	\$36,129	\$27,137	\$19,599	\$22,480	\$19,743	\$22,091	\$44,274	\$34,618	\$26,972	\$41,905	\$31,848	\$23,573
DISCONNECTION DURATION												
32	Number of customer accounts disconnected 24 hours or more:											
a)	# Electric - heat affected											
	0	17	12	9						13	2	6
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	Total # disconnected											
	0	17	12	9	0	0	0	0	0	13	2	6
33	<i>Intentionally Blank</i>											
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).											
				0	0	0	0	0	0	0	0	0
35	<i>Intentionally Blank</i>											
36	<i>Intentionally Blank</i>											
RECONNECTION DATA												
37	# Accounts reconnected											
	6	21	12	12	59	37	18	26	32	34	11	8
38	# Accounts remaining disconnected											
a)	1-30 days											
	4	13	16	28	34	11	31	14	18	2	4	0
b)	31-60 days											
	0	2	10	11	10	19	10	23	10	8	3	2
c)	61+ days											
	51	49	47	52	56	68	76	74	91	88	80	76

Requirement	IP&L Results - Calendar Year 2011												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Serv. Extension Response Times (2E or 7826.1600)													
Gas Only Data in "A"													
A. # of custs requesting service to a location not previously served													
Commercial	0	0	0	0	0	0	86	1	0	0	0	1	7.34
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Residential	0	0	12	3	17	10	58	9	16	14	6	0	12.08
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0.00
A. Avg. interval between request/readiness date and actual install date													
Commercial	n/a	n/a	n/a	n/a	n/a	n/a	8	1	n/a	n/a	n/a	7	5.3
Industrial	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Residential	n/a	n/a	1	2	2	1	2	6	7	11	10	n/a	4.7
Rural	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

B. # of custs requesting service to a location previously served *1													
Gas & Electric Data in "B"													
Commercial	74	38	43	32	33	49	38	42	42	50	82	44	47.3
Industrial	2	0	2	1	2	3	2	1	2	5	5	5	2.5
Residential	266	285	314	419	382	498	518	735	521	811	731	529	500.8
Rural	0	1	1	0	0	0	0	0	1	0	0	1	0.3
B. Avg. interval between request/readiness date and actual install date *2													
Commercial	1	1	1	1	1	1	1	1	1	1	1	1	1
Industrial	1	1	1	1	1	1	1	1	1	1	1	1	1
Residential	1	1	1	1	1	1	1	1	1	1	1	1	1
Rural	1	1	1	1	1	1	1	1	1	1	1	1	1

Footnotes ***1**: Re-connects due to credit issues have been excluded. ***2** IPL does not specifically track this information per account. However, when supplying service to a previously served location only involves setting a meter and connecting the service, this request is typically handled the next business day. These requests would only take longer when the customer needs to do work on their side of the meter before service can be installed.

Requirement	IP&L Results - Calendar Year 2012												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Customer Deposits 2F or 7826.1900													
Contains Gas & Electric data													
Number of custs. required to make a deposit to get service	17	27	37	44	53	37	32	41	42	53	35	16	36

Contains Electric & Gas Data	IP&L Results - Calendar Year 2012													Monthly Average	
	Reporting Customer Complaints	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Total
(2G) or 7826.2000															
A. Number of complaints received	36	20	40	27	28	32	23	32	29	41	20	21	349	54	
Commercial	6	3	2	3	5	3	4	4	4	1	2	2	39	6	
Industrial	0	0	1	1	0	0	0	0	0	1	0	0	3	0	
Residential	28	16	34	23	23	27	18	27	23	36	17	16	288	24	
Rural	2	1	3	0	0	2	1	1	2	3	1	3	19	2	
B. Number & percentage of complaints alleging:															
Billing errors - Number	0	1	0	0	1	0	0	0	0	1	1	0	4	1	
Billing errors - Percent	0%	5%	0%	0%	4%	0%	0%	0%	0%	2%	5%	0%	1.1%		
Commercial-number	0	1	0	0	0	0	0	0	0	0	0	0	1	0	
Commercial-percent	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.3%		
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Residential-number	0	0	0	0	1	0	0	0	0	1	1	0	3	0	
Residential-percent	0%	0%	0%	0%	4%	0%	0%	0%	0%	2%	5%	0%	0.9%		
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Inaccurate metering - Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Inaccurate metering - Percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Residential-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Residential-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		

Contains Electric & Gas Data Reporting Customer Complaints – 2G (cont.)	IP&L Results - Calendar Year 2012													Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average
Wrongful disconnection - Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wrongful disconnection - Percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
High bills - Number	0	1	1	2	0	0	0	2	0	2	1	0	9	1
High bills - Percent	0%	5%	3%	7%	0%	0%	0%	6%	0%	5%	5%	0%	3%	
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	1	1	2	0	0	0	2	0	2	1	0	9	1
Residential-percent	0%	5%	3%	7%	0%	0%	0%	6%	0%	5%	5%	0%	2.6%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Inadequate service - Number	3	1	1	1	0	1	1	0	3	0	0	0	11	1
Inadequate service - Percent	8%	5%	3%	4%	0%	3%	4%	0%	10%	0%	0%	0%	3%	
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	3	1	1	1	0	1	1	0	3	0	0	0	11	1
Residential-percent	8%	5%	3%	4%	0%	3%	4%	0%	10%	0%	0%	0%	3.2%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2012													Monthly Avg
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Customer Complaints - 2G (cont.)														
New service extension intervals - Number	3	0	0	0	2	1	2	1	2	4	0	4	19	2
New service extension intervals - Percent	8%	0%	0%	0%	7%	3%	9%	3%	7%	10%	0%	19%	5.4%	
Commercial-number	0	0	0	0	2	0	0	0	1	0	0	1	4	0
Commercial-percent	0%	0%	0%	0%	7%	0%	0%	0%	3%	0%	0%	5%	1.1%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	2	0	0	0	0	1	2	1	1	4	0	3	14	1
Residential-percent	6%	0%	0%	0%	0%	3%	9%	3%	3%	10%	0%	14%	4.0%	
Rural-number	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Rural-percent	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.3%	
Service restoration intervals - Number	0	0	2	0	1	1	0	3	0	1	2	4	14	1
Service restoration intervals - Percent	0%	0%	5%	0%	4%	3%	0%	9%	0%	2%	10%	19%	4.0%	
Commercial - number	0	0	1	0	0	1	0	0	0	0	0	0	2	0
Commercial-percent	0%	0%	3%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0.6%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	0	0	0	1	0	0	3	0	1	2	3	10	1
Residential-percent	0%	0%	0%	0%	4%	0%	0%	9%	0%	2%	10%	14%	2.9%	
Rural-number	0	0	1	0	0	0	0	0	0	0	0	1	2	0
Rural-percent	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0.6%	
Other categories involving 5% or more of the total														
Payment Status-number	12	1	10	2	3	4	5	3	4	2	1	1	48	4
Payment Status-percent	33%	5%	25%	7%	11%	13%	22%	9%	14%	5%	5%	5%	13.8%	
Commercial-number	3	0	0	1	2	0	1	0	0	0	0	0	7	1
Commercial-percent	8%	0%	0%	4%	7%	0%	4%	0%	0%	0%	0%	0%	2.0%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	9	1	9	1	1	4	4	3	3	2	1	1	39	3
Residential-percent	25%	5%	23%	4%	4%	13%	17%	9%	10%	5%	5%	5%	11.2%	
Rural-number	0	0	1	0	0	0	0	0	1	0	0	0	2	0
Rural-percent	0%	0%	3%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0.6%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2012													Monthly Average
	Customer Complaints - 2G (cont.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Turn On -number	0	2	2	2	3	1	0	0	4	4	3	0	21	2
Turn On - percent	0%	10%	5%	7%	11%	3%	0%	0%	14%	10%	15%	0%	6.0%	
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	2	2	2	3	1	0	0	4	4	3	0	21	2
Residential-percent	0%	10%	5%	7%	11%	3%	0%	0%	14%	10%	15%	0%	6.0%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Meter Reading other - number	1	0	1	1	2	2	2	2	2	4	0	0	17	1
Meter Reading other - percent	3%	0%	3%	4%	7%	6%	9%	6%	7%	10%	0%	0%	4.9%	
Commercial-number	0	0	0	0	0	1	1	0	0	0	0	0	2	0
Commercial-percent	0%	0%	0%	0%	0%	3%	4%	0%	0%	0%	0%	0%	0.6%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	1	0	1	1	2	1	1	2	2	3	0	0	14	1
Residential-percent	3%	0%	3%	4%	7%	3%	4%	6%	7%	7%	0%	0%	4.0%	
Rural-number	0	0	0	0	0	0	0	0	0	1	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0.3%	
Payment Arrangement -number	1	1	2	0	0	1	0	1	2	0	1	1	10	1
Payment Arrangement-percent	3%	5%	5%	0%	0%	3%	0%	3%	7%	0%	5%	5%	2.9%	
Commercial-number	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Commercial-percent	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.3%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	1	2	0	0	1	0	1	2	0	1	1	9	1
Residential-percent	0%	5%	5%	0%	0%	3%	0%	3%	7%	0%	5%	5%	2.6%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	

Contains Electric & Gas Data Customer Complaints - 2G (cont.)	IP&L Results - Calendar Year 2012													Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Credit and Collections General-number	0	1	0	3	0	2	3	2	2	2	0	2	17	1
Credit and Collections General-percent	0%	5%	0%	11%	0%	6%	13%	6%	7%	5%	0%	10%	4.9%	
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0.3%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	1	0	3	0	2	3	2	2	2	0	1	16	1
Residential-percent	0%	5%	0%	11%	0%	6%	13%	6%	7%	5%	0%	5%	4.6%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Property Damage-number	3	2	5	8	3	6	4	5	5	4	4	1	50	4
Property Damage-percent	8%	10%	13%	30%	11%	19%	17%	16%	17%	10%	20%	5%	14.3%	
Commercial-number	1	0	0	1	0	1	1	0	1	0	0	0	5	0
Commercial-percent	3%	0%	0%	4%	0%	3%	4%	0%	3%	0%	0%	0%	1.4%	
Industrial-number	0	0	0	1	0	0	0	0	0	1	0	0	2	0
Industrial-percent	0%	0%	0%	4%	0%	0%	0%	0%	0%	2%	0%	0%	0.6%	
Residential-number	1	2	5	6	3	5	3	5	3	3	4	1	41	3
Residential-percent	3%	10%	13%	22%	11%	16%	13%	16%	10%	7%	20%	5%	11.7%	
Rural-number	1	0	0	0	0	0	0	0	1	0	0	0	2	0
Rural-percent	3%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0.6%	
Tree Trimming-number	1	4	5	2	3	6	3	2	2	3	3	4	38	3
Tree Trimming-percent	3%	20%	13%	7%	11%	19%	13%	6%	7%	7%	15%	19%	10.9%	
Commercial-number	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0.3%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	1	4	5	2	3	6	2	2	1	2	2	4	34	3
Residential-percent	3%	20%	13%	7%	11%	19%	9%	6%	3%	5%	10%	19%	9.7%	
Rural-number	0	0	0	0	0	0	1	0	0	1	1	0	3	0
Rural-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	2%	5%	0%	0.9%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2012													Monthly Average
	Customer Complaints - 2G (cont.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Engineering,Construction,Maintenance Other-number	4	0	2	1	8	1	2	5	1	6	1	3	34	3
Engineering,Construction,Maintenance Other-percent	11%	0%	5%	4%	29%	3%	9%	16%	3%	15%	5%	14%	9.7%	
Commercial-number	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Commercial-percent	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0.3%	
Industrial-number	0	0	1	0	0	0	0	0	0	0	0	0	1	0
Industrial-percent	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.3%	
Residential-number	4	0	1	1	7	1	2	4	1	6	1	1	29	2
Residential-percent	11%	0%	3%	4%	25%	3%	9%	13%	3%	15%	5%	5%	8.3%	
Rural-number	0	0	0	0	0	0	0	1	0	0	0	2	3	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	10%	0.9%	
Power Quality & Reliability	0	0	2	0	0	0	0	0	2	0	0	0	4	0
Power Quality & Reliability-percent	0%	0%	5%	0%	0%	0%	0%	0%	7%	0%	0%	0%	1.1%	
Commercial-number	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0.3%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	0	1	0	0	0	0	0	1	0	0	0	2	0
Residential-percent	0%	0%	3%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0.6%	
Rural-number	0	0	1	0	0	0	0	0	0	0	0	0	1	0
Rural-percent	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.3%	
Customer Payment Programs number	0	0	0	0	0	1	0	0	0	1	0	0	2	0
Customer Payment Programs-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	2%	0%	0%	0.6%	
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	0	0	0	0	1	0	0	0	1	0	0	2	0
Residential-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	2%	0%	0%	0.6%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2012													Monthly Avg
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Customer Complaints - 2G (cont.)														
Non Utility Billing-number	0	0	1	0	0	2	0	0	0	2	0	0	5	0
Non Utility Billing-percent	0%	0%	3%	0%	0%	6%	0%	0%	0%	5%	0%	0%	1.4%	
Commercial-number	0	0	0	0	0	0	0	0	0	1	0	0	1	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0.3%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	0	1	0	0	0	0	0	0	0	0	0	1	0
Residential-percent	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.3%	
Rural-number	0	0	0	0	0	2	0	0	0	1	0	0	3	0
Rural-percent	0%	0%	0%	0%	0%	6%	0%	0%	0%	2%	0%	0%	0.9%	
General Billing Questions/General Other-number	8	6	6	5	2	3	1	6	0	5	3	1	46	4
General Billing Questions/General Other-percent	22%	30%	15%	19%	7%	9%	4%	19%	0%	12%	15%	5%	13.2%	
Commercial-number	1	2	1	1	0	0	1	4	0	0	2	0	12	1
Commercial-percent	3%	10%	3%	4%	0%	0%	4%	13%	0%	0%	10%	0%	3.4%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	7	3	5	4	2	3	0	2	0	5	1	1	33	3
Residential-percent	19%	15%	13%	15%	7%	9%	0%	6%	0%	12%	5%	5%	9.5%	
Rural-number	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Rural-percent	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.3%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2012													Monthly Average
	Customer Complaints - 2G (cont.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
C. Number of complaints resolved upon initial inquiry	13	6	13	5	4	5	4	8	6	6	7	5	82	7
C. Percentage of complaints resolved upon initial inquiry	36%	30%	33%	19%	14%	16%	17%	25%	21%	15%	35%	24%	23.5%	
Commercial-number	1	1	1	2	0	1	1	3	1	0	1	0	12	1
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	11	4	11	3	4	3	3	4	5	5	6	5	64	5
Rural-number	1	1	1	0	0	1	0	1	0	1	0	0	6	1
C. Number of complaints resolved within ten days	22	12	25	19	21	25	18	22	22	34	10	12	242	20
C. Percentage of complaints resolved within ten days	61%	60%	63%	70%	75%	78%	78%	69%	76%	83%	50%	57%	69.3%	
Commercial-number	5	2	1	1	5	2	2	1	2	1	2	2	26	2
Industrial-number	0	0	1	0	0	0	0	0	0	1	0	0	2	0
Residential-number	16	10	21	18	16	22	15	21	18	31	8	7	203	17
Rural-number	1	0	2	0	0	1	1	0	2	1	0	3	11	1
C. Number of complaints resolved longer than ten days	1	2	2	3	3	2	1	2	1	1	3	4	25	2
C. Percentage of complaints resolved longer than ten days	3%	10%	5%	11%	11%	6%	4%	6%	3%	2%	15%	19%	7.2%	
Commercial-number	0	0	0	0	0	0	1	0	1	0	0	0	2	0
Industrial-number	0	0	0	1	0	0	0	0	0	0	0	0	1	0
Residential-number	1	2	2	2	3	2	0	2	0	0	2	4	20	2
Rural-number	0	0	0	0	0	0	0	0	0	1	1	0	2	0

Contains Electric & Gas Data	IP&L Results - Calendar Year 2012													Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Reporting Customer Complaints - 2G (cont.)														
D. Number and percentage of complains resolved by:														
(1) Taking the action the cust. Requested-number	21	11	27	13	17	21	16	19	17	16	8	10	196	16
(1) Taking the action the cust. Requested-percent	58%	55%	68%	48%	61%	66%	70%	59%	59%	39%	40%	48%	56%	
Commercial-number	2	2	1	2	2	2	2	0	3	0	0	0	16	1
Industrial-number	0	0	1	1	0	0	0	0	0	0	0	0	2	0
Residential-number	18	8	22	10	15	17	13	18	12	16	8	8	165	14
Rural-number	1	1	3	0	0	2	1	1	2	0	0	2	13	1
(2) Taking action cust. and utility agree is acceptable compromise	6	0	10	4	10	3	4	8	3	12	3	4	67	6
(2) Taking action cust. and utility agree is acceptable compromise	17%	0%	25%	15%	36%	9%	17%	25%	10%	29%	15%	19%	19%	
Commercial-number	0	0	1	0	3	1	2	3	0	1	1	1	13	1
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	6	0	9	4	7	2	2	5	3	9	1	3	51	4
Rural-number	0	0	0	0	0	0	0	0	0	2	1	0	3	0
(3) Explaining that situation is not reasonably within utility's control	2	6	2	6	1	4	0	1	3	4	3	5	37	3
(3) Explaining that situation is not reasonably within utility's control	6%	30%	5%	22%	4%	13%	0%	3%	10%	10%	15%	24%	11%	
Commercial-number	2	1	0	0	0	0	0	0	1	0	1	0	5	0
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	0	5	2	6	1	4	0	1	2	4	2	4	31	3
Rural-number	0	0	0	0	0	0	0	0	0	0	0	1	1	0
(4) Refusing to take the action the cust. Requested-number	7	3	1	4	0	4	3	4	6	9	6	2	49	4
(4) Refusing to take the action the cust. Requested-percent	0%	15%	3%	15%	0%	13%	13%	13%	21%	22%	30%	10%	14%	
Commercial-number	2	0	0	1	0	0	0	1	0	0	1	1	6	1
Industrial-number	0	0	0	0	0	0	0	0	0	1	0	0	1	0
Residential-number	4	3	1	3	0	4	3	3	6	7	5	1	40	3
Rural-number	1	0	0	0	0	0	0	0	0	1	0	0	2	0
E. # of complaints forwarded to the PUC's Consumer Affairs Ofc.	0	0	0	1	1	0	0	0	0	0	0	1	3	0.3
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	1	1	0.1
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	0	0	0	1	1	0	0	0	0	0	0	0	2	0.2
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Summary Complaint Report
MN Rule 7820.0500**

MINNESOTA PUBLIC UTILITIES COMMISSION
CONSUMER AFFAIRS OFFICE
121 7TH PLACE E SUITE 350
ST PAUL, MN 55101-2147

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS
FOR YEAR ENDING December 31, 2012
IN ACCORDANCE WITH MINN. RULE 7820.0500

Name of Utility Alliant Energy - Interstate Power & Light
Address 200 1st St. SE, Cedar Rapids, IA 52406
Prepared by Michelle Olson Phone # 608-342-4103

NUMBER OF DISCONNECTS
FOR NON-PAYMENT
(By Month)

I. Complaint Type	RESIDENTIAL - GAS and ELECTRIC			COMMERCIAL/INDUSTRIAL - GAS and ELECTRIC			INTERRUPTIBLE - GAS and ELECTRIC		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
A. Service	189	189	0	42	42	0	0	0	0
B. Billing	118	118	0	23	23	0	0	0	0
C. Rates	0	0	0	0	0	0	0	0	0
D. Rules	0	0	0	0	0	0	0	0	0
Total Complaints	307	307	0	65	65	0	0	0	0

	Residential	Commercial Industrial	Interruptible
II. Number of Disconnections for Nonpayment	499	37	0
Number of Escrow Forms Filed	0	0	0
III. Total Number of Customers (average)	46,695	6,701	11
Number of Customers Added During Year	5,422	574	1

	1	2	3
Jan	9	5	0
Feb	34	6	0
Mar	40	4	0
Apr	41	1	0
May	99	6	0
June	60	1	0
July	57	2	0
Aug	49	5	0
Sept	46	3	0
Oct	43	1	0
Nov	12	0	0
Dec	9	3	0
Total	499	37	0

1 Residential
2 Commercial/Industrial
3 Interruptible

Summary Complaint Report (cont.)
 MN Rule 7820.0500



Contact Information:

Names & contact information for the group that handle these complaints:

Contacts

<i>Name</i>	<i>Telephone number</i>	<i>Cell phone</i>	<i>E-mail address</i>
E-Mail Address			complaints@alliantenergy.com
Kim McAllister	319-786-3323	319-551-8361	KimMcAllister@alliantenergy.com
Kathy Harriott–Manager	319-786-7771	319-551-8352	KathyHarriott@alliantenergy.com
Fax Number	(319) 786-4638		
Mailing Address	Alliant Energy Kathy Harriott 200 First Street SE P.O. Box 351 Cedar Rapids, IA 52406-0351		

Contains Gas & Electric Data

Reporting Emergency Phone Answer Times - 2H			
Month	Calls	Total Queue Times [seconds]	Average Queue Times [seconds]
January	111	2,079	18.73
February	152	2,463	16.20
March	251	6,646	26.48
April	178	3,055	17.16
May	459	11,754	25.61
June	324	7,679	23.70
July	273	8,338	30.54
August	227	7,277	32.06
September	359	22,459	62.56
October	153	1,127	7.37
November	144	1,147	7.97
December	102	2,838	27.82
Total	2,733	76,862	28.12

Contains Gas & Electric Data

Direct Emergency Phone Line Answer Times - 2H			
Month	Calls	Total Queue Times [seconds]	Average Queue Times [seconds]
January	20	79	3.95
February	16	109	6.81
March	20	129	6.45
April	16	67	4.19
May	60	296	4.93
June	22	26	1.18
July	33	196	5.94
August	33	161	4.88
September	29	621	21.41
October	19	25	1.32
November	18	226	12.56
December	40	813	20.33
Total	326	2,748	8.43

Reporting Gas Locate Data - 2I

2012	Total Locates Requested	Locates Completed ("Paint on the Ground")		
		Electric	Gas	Combo
January	346	38	45	4
February	277	23	40	5
March	938	152	123	20
April	1,799	440	222	63
May	1,772	330	204	60
June	1,684	267	202	74
July	1,429	213	201	55
August	1,474	274	180	57
September	1,342	201	142	41
October	1,715	266	165	47
November	1,220	197	124	37
December	425	55	57	18
	14,421	2,456	1,705	481

Total # Gas Facilities located: **2,186**



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2012

Reporting Company: Interstate Power & Light Company

Contact Person: Todd Newhouse

Phone: 319-786-5853

Email Address: ToddNewhouse@Alliantenergy.com

Circle Reporting Period:

January/February March/April
 May/June July/August
 September/October November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	33	7	1	1	
> 10 min. to 20 min.	1	14			
> 20 min. to 40 min.		11			1
> 40 min. to 60 min.		2			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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Send report within 30 days of the end of the reporting period to:

Mail to: Minnesota Office of Pipeline Safety 444 Cedar St, Suite 147 St. Paul MN 55101- 5147	Email: Dps.Mnops.Response@state.mn.us or Fax: 651-296-9641
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For more information call 651-201-7230

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2012

Reporting Company: Interstate Power & Light Company

Circle Reporting Period:

Contact Person: Todd Newhouse

January/February

March/April

Phone: 319-786-5853

May/June

July/August

Email Address: ToddNewhouse@Alliantenergy.com

September/October

November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	32	9			
> 10 min. to 20 min.		13			
> 20 min. to 40 min.		9			
> 40 min. to 60 min.		1	1		1
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					1
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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Contact Person: Todd Newhouse

January/February

March/April

Phone: 319-786-5853

May/June

July/August

Email Address: ToddNewhouse@Alliantenergy.com

September/October

November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	24	6			
> 10 min. to 20 min.	2	12			
> 20 min. to 40 min.		8	2	2	
> 40 min. to 60 min.					
> 60 min. to 80 min.					1
> 80 min. to 100 min.					1
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	37	13			
> 10 min. to 20 min.	1	11			
> 20 min. to 40 min.		13	3		2
> 40 min. to 60 min.		1			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					1
> 6 hrs to 8 hrs					
> 8 hrs					

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January/February

March/April

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	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	60	17	1	1	
> 10 min. to 20 min.	1	21	2	2	
> 20 min. to 40 min.		17	1		1
> 40 min. to 60 min.		4		1	
> 60 min. to 80 min.		2			1
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					2
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

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January/February

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September/October

November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	62	23	2	2	2
> 10 min. to 20 min.		18			
> 20 min. to 40 min.		21	1	1	
> 40 min. to 60 min.					
> 60 min. to 80 min.					1
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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MNOPS Reportable Event Notification – 2L

From: Sublett, Richard
Sent: Monday, April 30, 2012 11:32 AM
To: consumer.puc@state.mn.us
Cc: Danner, Bob
Subject: Reportable gas event summary - Adams, MN

Per section 2.M of the Annual Gas Service Quality reporting requirements, the following outage event summary is provided to the Minnesota Public Utilities Commission and the Minnesota Department of Commerce, Division of Energy Resources.

A 1 ¼ inch gas main and a ½ inch gas service line were hit by a directional drilling contractor on Thursday, April 26th on 4th Street NW in Adams. This incident met the MNOPS reporting threshold due to the fact that 10 houses were evacuated as a precaution of the blowing gas from the hit main. The evacuated customers returned to their homes after approximately two hours. No customers lost gas service as a result of the main hit, but one customer was interrupted as a result of the hit on the gas service line farther down the street. After repairs were made to the service line, the customer was relit after approximately one hour.

I was out of the office on Friday and was not aware that this was a MNOPS reportable event until this morning. Please feel free to contact me if you have any questions.

Richard Sublett
Alliant Energy
Sr. Manager Compliance & Operational Performance
Business: 319.786.4008
Cell: 319.213.4573

MNOPS Reportable Event Notification – 2L (cont.)

From: House, Jim
Sent: Thursday, August 23, 2012 11:40 AM
To: 'consumer.puc@state.mn.us'
Cc: Danner, Bob; House, Jim; Sublett, Richard
Subject: Interstate Power & Light -Line Hit in Adams, MN - Tuesday, August 21, 2012

To Whom it May Concern,

Below is the customer outage information related to a natural gas line hit that occurred on Interstate Power & Light Company facilities on Tuesday, August 21, 2012 in Adams, MN:

- a) The location and cause of the interruption; Incident occurred at 508 W Main St, Adams, MN on Tuesday, August 21, 2012. Directional drilling contractor was boring across W Main St. at this location for a water main project. Utilities were marked, but the spoil pile from an excavation in the road covered the locate marks. Contractor did not see the marks and did not pothole. The directional drill hit the 1 ¼” plastic (PE) gas main located under the pavement.
- b) The number of customers affected; 15 customers were affected.
- c) The expected duration of the interruption; 4 hours
- d) IPL’s best estimate of when service will be rest; 4 hours

If you have any questions or concerns, please let me know. Thank you.

Jim House
Interstate Power & Light Company
319-786-3744 (office)
319-551-8432 (cell)

MNOPS Reportable Event Notification – 2L (cont.)

From: Sublett, Richard
Sent: Tuesday, October 09, 2012 2:58 PM
To: consumer.puc@state.mn.us
Cc: Danner, Bob; Jeff Cremin
Subject: MNOPS reportable event - Albert Lea High School

At approximately 12:45 p.m. this afternoon, Interstate Power & Light (Alliant Energy) received a report of a gas odor at the Albert Lea High School. It was also reported that the school was being evacuated, which caused this to be a MNOPS reportable event. (MNOPS Report # 129621). IPL emergency responders discovered a faulty valve on a Bunsen burner in one of the science rooms that was not sealing off completely and was allowing a small amount of gas to leak out. As this leak was on customer piping, the valve was isolated and the high school's maintenance personnel will make the necessary repairs. The school was cleared for the students to return by 1:30 p.m.

Please let me know if you have any questions.

Richard Sublett
Alliant Energy
Sr. Manager Compliance & Operational Performance
Business: 319.786.4008
Cell: 319.899.6349