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April 1, 2015

Mr. Daniel P. Wolf, Executive Secretary
Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101-2147

RE: Interstate Power and Light Company
Docket No. E001/M-15-_____
2014 Annual Safety, Reliability, and Service Quality Report and Proposed
SAIFI, SAIDI and CAIDI Indices for 2015

Dear Mr. Wolf:

Enclosed for e-filing with the Minnesota Public Utilities Commission please find Interstate Power and Light Company's (IPL) Annual Report in compliance with the Commission's December 12, 2014 Order in Docket No. E001/M-14-282 and Minn. Rules 7826.0400, 7826.0500, and 7826.1300. This annual report presents IPL's performance for 2014 and proposes reliability indices for 2015 pursuant to Minn. Rule 7826.0600, subp. 1.

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/ Samantha C. Norris

Samantha C. Norris
Senior Attorney

SCN/kcb
Enclosures

cc: Service List

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger
Nancy Lange
Dan Lipschultz
John Tuma
Betsy Wergin

Chair
Commissioner
Commissioner
Commissioner
Commissioner

<p>IN THE MATTER OF INTERSTATE POWER AND LIGHT COMPANY'S 2014 ANNUAL SAFETY, RELIABILITY AND SERVICE QUALITY REPORT AND PROPOSED SAIFI, SAIDI AND CAIDI INDICES FOR 2015</p>	<p>DOCKET NO. E001/M-15-_____</p>
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AFFIDAVIT OF SERVICE

STATE OF IOWA)
) ss.
COUNTY OF LINN)

Kathleen C. Balvanz, being first duly sworn on oath deposes and states:

That on the 1st day of April, 2015, copies of the foregoing Affidavit of Service, together with Interstate Power and Light Company's Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Indices for 2015 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/ Kathleen C. Balvanz
Kathleen C. Balvanz

Subscribed and Sworn to Before Me
this 1st day of April, 2015.

 /s/ Beverly A. Petska
Beverly A. Petska
Notary Public
My Commission Expires on November 12, 2017

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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

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Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	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
Nancy Lange
Dan Lipschultz
John Tuma
Betsy Wergin**

**Chair
Commissioner
Commissioner
Commissioner
Commissioner**

**IN THE MATTER OF INTERSTATE
POWER AND LIGHT COMPANY'S 2014
ANNUAL SAFETY, RELIABILITY AND
SERVICE QUALITY REPORT AND
PROPOSED SAIFI, SAIDI AND CAIDI
INDICES FOR 2015**

DOCKET NO. E001/M-15-____

SUMMARY OF FILING

Please take notice that on April 1, 2015, Interstate Power and Light Company (IPL), filed with the Minnesota Public Utilities Commission (Commission) its 2014 Annual Safety, Reliability and Service Quality Report (Report) pursuant to the Commission's December 12, 2014 Order in Docket No. E001/M-14-282, Minn. Rules 7826.0400, 7826.0500 and 7826.1300, and pursuant to Minn. Rule 7826.0600, subp. 1, IPL proposes SAIFI, SAIDI and CAIDI indices for 2015.

STATE OF MINNESOTA

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Beverly Jones Heydinger
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IN THE MATTER OF INTERSTATE
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ANNUAL SAFETY, RELIABILITY AND
SERVICE QUALITY REPORT AND
PROPOSED SAIFI, SAIDI AND CAIDI
INDICES FOR 2015

DOCKET NO. E001/M-15-____

**INTERSTATE POWER AND LIGHT COMPANY'S 2014 ANNUAL REPORT
AND PROPOSAL**

COMES NOW, Interstate Power and Light Company (IPL), and files with the Minnesota Public Utilities Commission (Commission) its 2014 Annual Safety, Reliability and Service Quality Report (Report) pursuant to the Commission's December 12, 2014 Order in Docket No. E001/M-14-282, Minn. Rules 7826.0400, 7826.0500 and 7826.1300 and, pursuant to Minn. Rule 7826.0600, subp. 1, proposes SAIFI, SAIDI and CAIDI indices for 2015. IPL also provides information as ordered by the Commission's January 12, 2012, Order in Docket No. E001/M-11-277.

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
P.O. Box 351
Cedar Rapids, Iowa 52406-0351
(800) 822-4348

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

Samantha C. Norris
Senior Attorney
Alliant Tower
200 First Street SE
P.O. Box 351
Cedar Rapids, Iowa 52406-0351
(319) 786-4236

D. Date of Filing and Date Reliability Indices Will Take Effect

The date of this filing is April 1, 2015. IPL requests that the Commission accept this annual report on IPL's performance for 2014. Additionally, IPL requests that the proposed reliability indices be approved for the calendar year 2015.

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

Samantha C. Norris
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(319) 786-4236

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

WHEREFORE, IPL respectfully requests the Commission accept this annual Report and approve IPL's proposed reliability indices for 2015.

Dated this 1st day of April 2015.

Respectfully submitted,

INTERSTATE POWER AND LIGHT COMPANY

By /s/ Samantha C. Norris

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Interstate Power and Light Company
**2014 Annual Electric Safety, Reliability and Service
Quality Report**
April 1, 2015

INTERSTATE POWER AND LIGHT COMPANY

2014 ANNUAL REPORT

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IPL

**Annual Electric Safety,
Reliability and Service Quality
Report**

Executive Summary

2014

Interstate Power and Light Company 2014 Annual Electric Safety, Reliability and Service Quality Report Executive Summary

Reliability

Interstate Power and Light Company (IPL) remained focused on improving reliability and proactively managing the electric distribution system throughout 2014. IPL achieved the 2014 SAIDI and SAIFI goals in the Albert Lea operating zone and the SAIFI goal in the Winnebago operating zone, but did not meet all the reliability indices goals assigned in the Minnesota Public Utilities Commission's (Commission) December 12, 2014, *Order Accepting Reports, Setting 2014 Reliability Standards and Requiring Filings*, Docket E-001/M-14-282.

IPL announced on September 3, 2013, its intent to sell its Minnesota electric distribution assets to a group of electric cooperatives, known as Southern Minnesota Electric Cooperative (SMEC). IPL had anticipated the sale of its assets to be finalized late in 2014 and made a commitment to SMEC to complete all system improvement projects planned for 2014 prior to the close of the sale. IPL accelerated system improvement projects in Minnesota to meet its commitment to SMEC, performed routine maintenance and responded to customer outages throughout 2014. IPL remains diligent in operating its system and will do so until the proposed sale is completed.

- IPL continues to proactively manage the electrical distribution system impacts from severe weather which continues to be the single largest cause of variability in reliability results over time. IPL continues to implement the latest in industry best practices to mitigate the effects of severe weather on the reliability of the system. Additionally, IPL called upon crew resources from other IPL operating zones to restore power to Minnesota customers following major weather events in 2014.
- As reported in IPL's 2012 and 2013 Annual Electric Safety, Reliability and Service Quality Reports, IPL includes planned outage minutes incurred to perform proactive improvements on the system in the reliability metrics calculated in both operating zones. In 2014, IPL planned outages taken to perform maintenance on electric facilities accounted for 29% of all outage minutes customers experienced. In most cases, crews took short outages in order to safely replace equipment, transfer customers to new line facilities and install wildlife protection to prevent future outages. While these outage minutes negatively impacted metrics in the year for which the system improvement was implemented, IPL believes the work performed will make a positive long term impact for customers.

Metrics

IPL continues to measure its own reliability performance using CAIDI, SAIFI and SAIDI indices. Because these are industry standards, CAIDI, SAIFI and SAIDI are good metrics to measure the reliability of the distribution system. IPL's future use of Momentary Average Interruption Frequency Index (MAIFI) will

be discussed later in this report, while there are no current plans to use Average Service Availability Index (ASAI) at IPL.

The following definitions are the standard IEEE definitions for the five reliability indices.

System Average Interruption Frequency Index

$$\text{SAIFI} = \frac{\text{Total Number of Customers Interrupted}}{\text{Total Number of Customers Served}}$$

Customer Average Interruption Duration Index

$$\text{CAIDI} = \frac{\text{Sum of All Customer Interruption Durations}}{\text{Total Number of Customer Interruptions}}$$

System Average Interruption Duration Index

$$\text{SAIDI} = \frac{\text{Sum of All Customer Interruption Durations}}{\text{Total number of Customers Served}}$$

Average Service Availability Index

$$\text{ASAI} = \frac{\text{Customer Hours Service Availability}}{\text{Customer Hours Service Demand}}$$

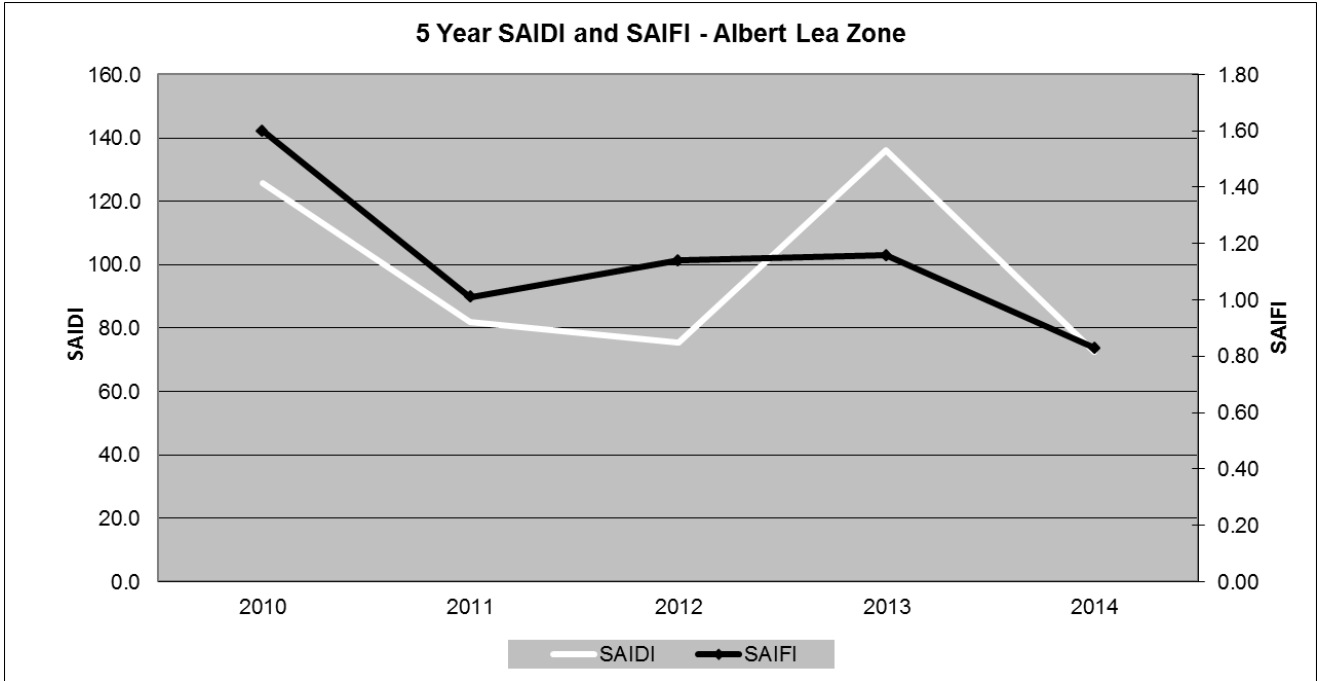
$$\text{ASAI} = \frac{8760 - \text{SAIDI}}{8760} \quad \begin{array}{l} (24 \text{ Hours/Day} \times 365 \text{ Days/Year} = 8,760 \text{ Hours/Year}) \\ (\text{Note: SAIDI is in Hours or SAIDI (minutes)/60}) \end{array}$$

Momentary Average Interruption Frequency Index

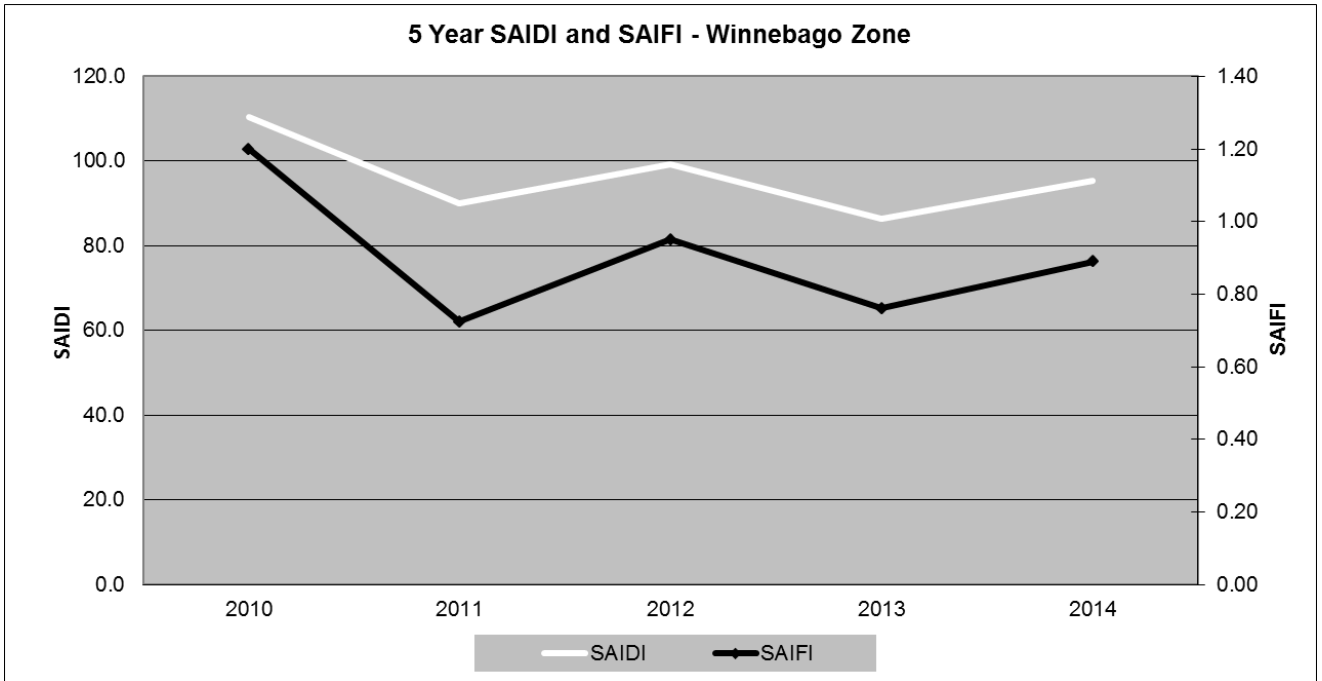
$$\text{MAIFI} = \frac{\text{Total Number of Customer Momentary Interruptions}}{\text{Total Number of Customers Served}}$$

IPL strives to provide reliable power to its customers. Reliability indices are shown in the following graphs to illustrate 2014 and historical results for all outage minutes calculated per the IEEE standards as required by the Commission.

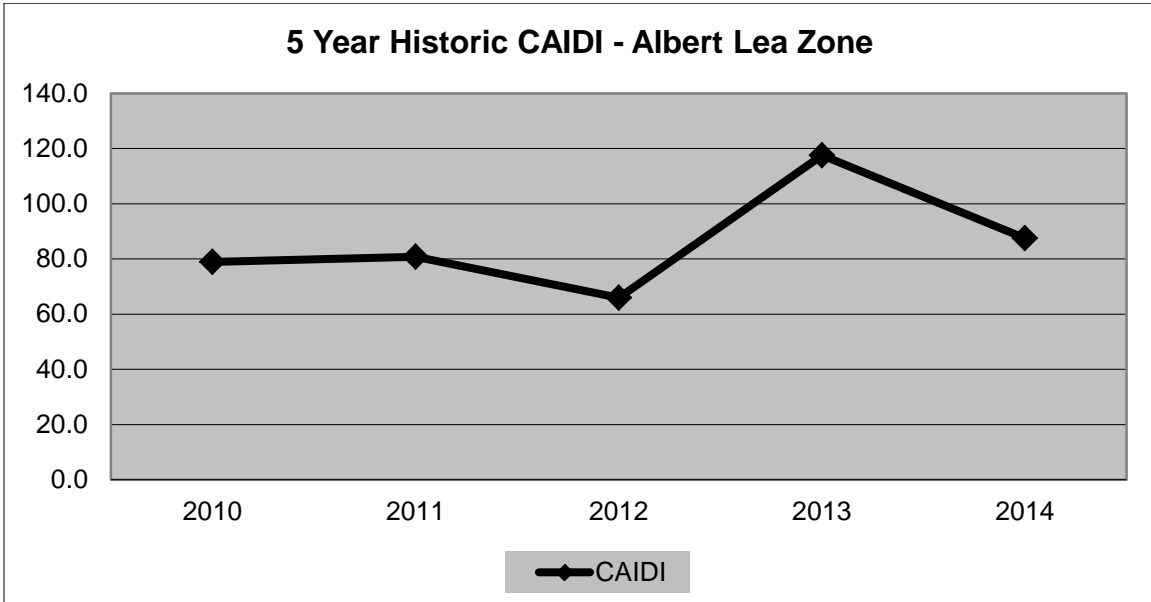
Graph 1 – Historical SAIDI and SAIFI trends Albert Lea Zone



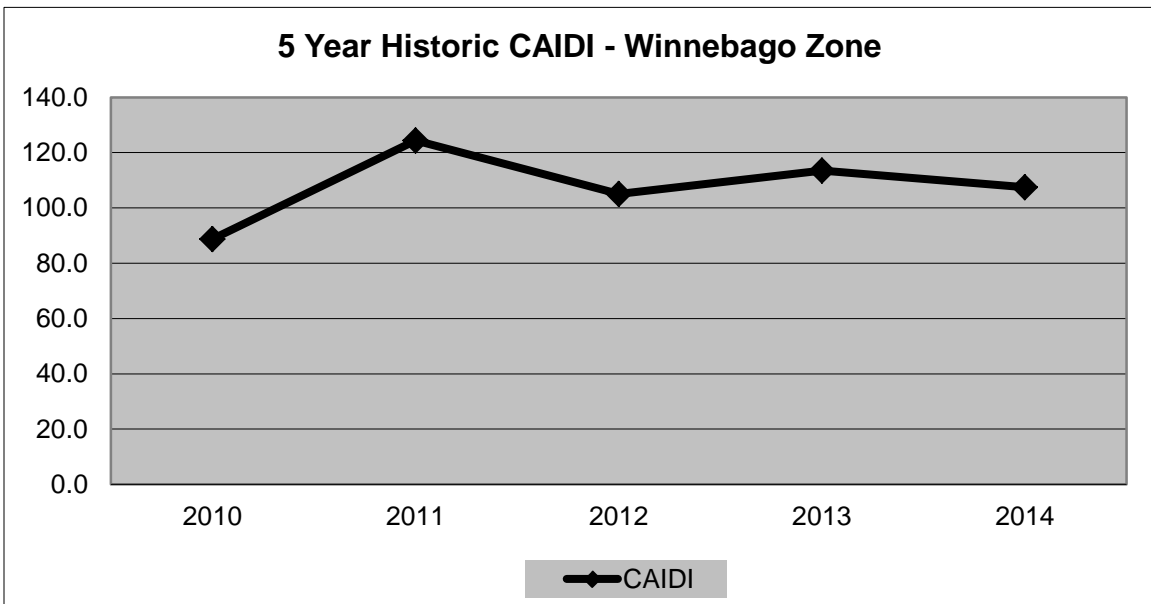
Graph 2 – Historical SAIDI and SAIFI trends Winnebago Zone



Graph 3 – Historical CAIDI trends Albert Lea Zone



Graph 4 – Historical CAIDI trends Winnebago Zone



Momentary Average Interruption Frequency Index (MAIFI)

As discussed in its previous Annual Electric Safety, Reliability, and Service Quality Reports, IPL currently has no automated or efficient process to record and track this information. In 2012, IPL reported plans to install distribution automation equipment, capable of SCADA reporting, at several of the larger substations located in Minnesota. In 2013, IPL began implementing the automation plan at substations in New Prague, Lewiston, and LeCenter with projects being placed into service as shown in Table 1.

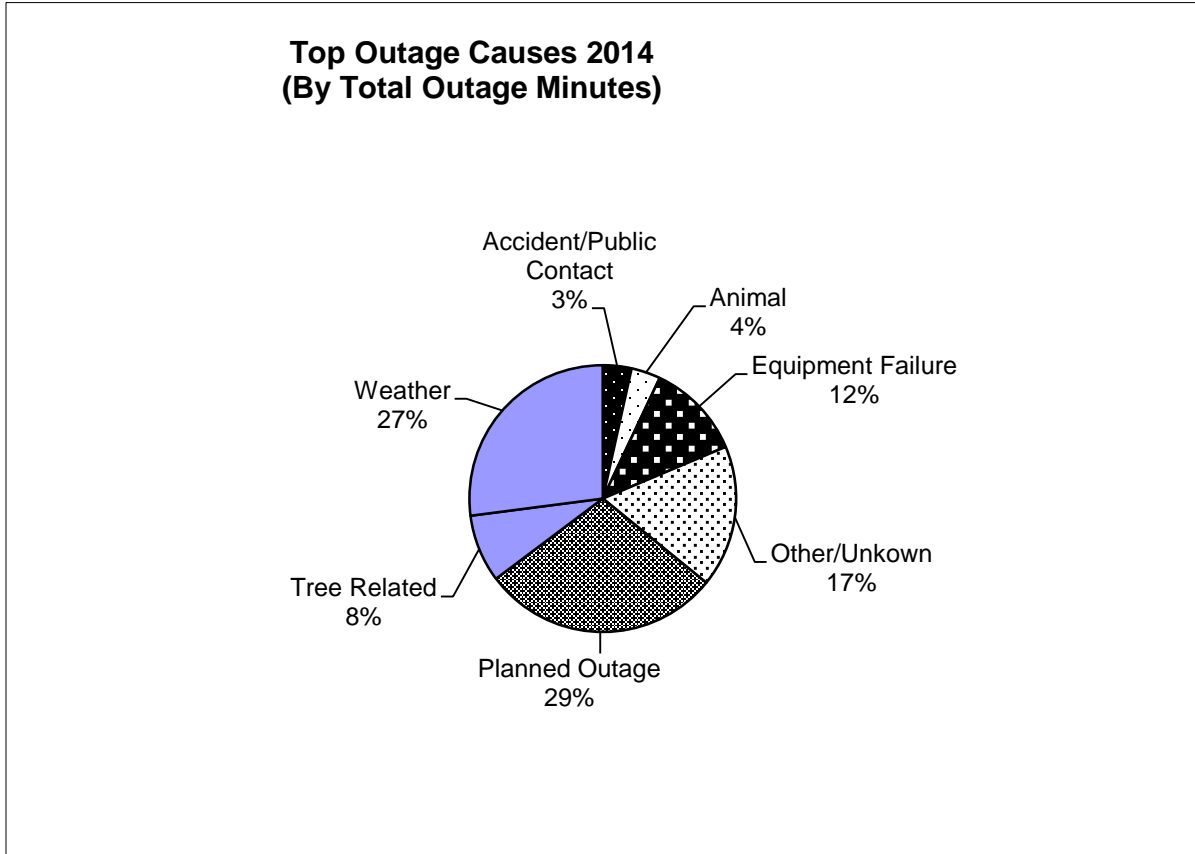
Table 1

Project	In-Service Date	Status
New Prague	8/1/2014	Completed
Lewiston	8/21/2014	Completed
LeCenter	9/9/2014	Completed

Outage Causes and Worst Performing Circuits

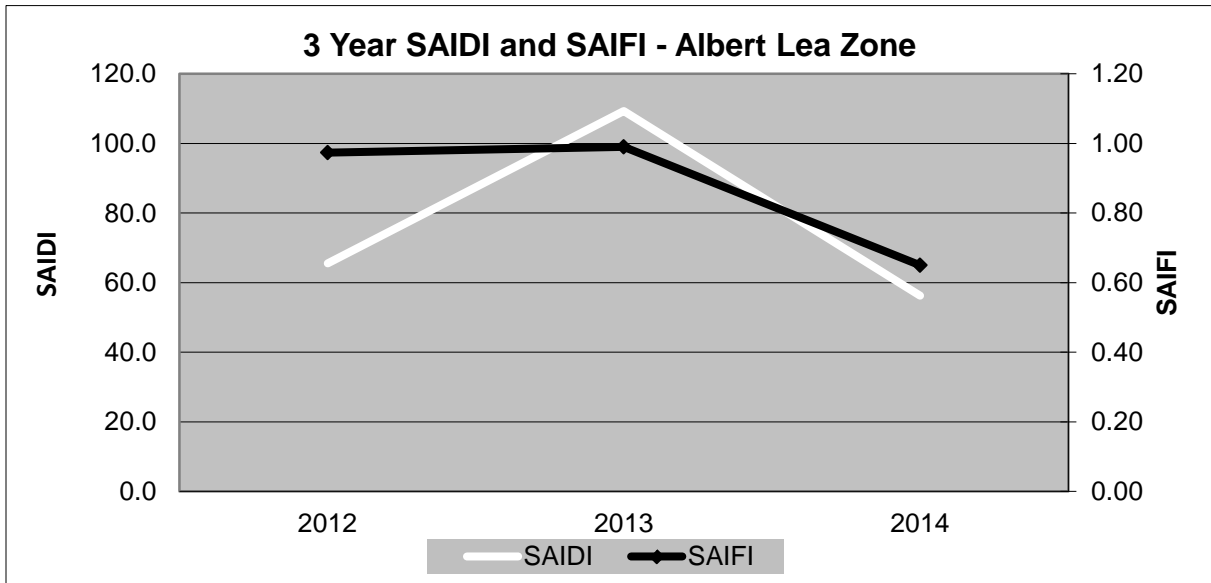
IPL has identified the major causes of outages and its worst performing circuits. Equipment failure accounted for 12% of total outage minutes in 2014 and is an improvement over 2013 when equipment failure attributed to 22% of customer outage minutes. Weather conditions, such as wind and lightning, continue to be a major factor of outages and constituted 27% of total outage minutes. IPL undertook several system improvement projects in 2014 that required taking circuits out of service to safely complete the construction work. Planned outages associated with the physical construction of these projects accounted for 29% of the total outage minutes on the system.

Graph 5 – Top Outage Cause Categories

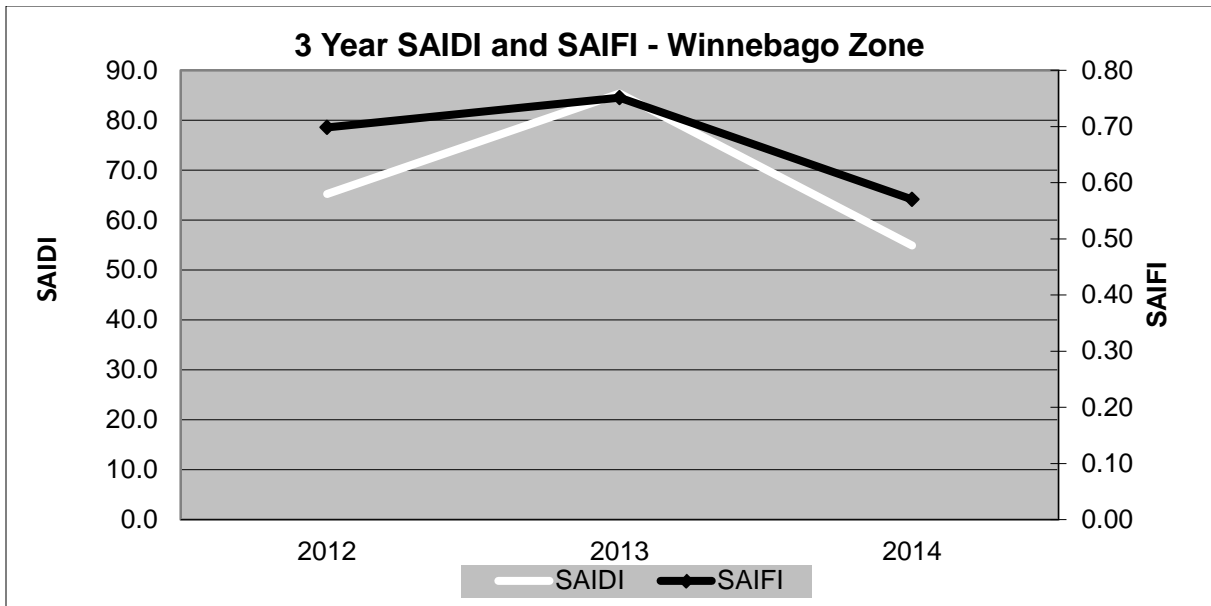


IPL implements planned outages for the purpose of safely performing specific construction and maintenance tasks on the electric system. The use of planned outages allows IPL to coordinate system work with sensitive customers and facilitates communicating outage plans to all customers who will be affected. IPL includes these planned outages when calculating reliability indices as required in Section 7826.0500 however, it is *unplanned* outage minutes that present a realistic view of how the system is functioning under normal operations. When company planned outage minutes are removed from the reliability indices for 2014, the Albert Lea operating zone and the Winnebago zone achieved both the SAIDI and SAIFI goals as shown on Graphs 6 and 7.

Graph 6 – Albert Lea Zone SAIDI and SAIFI excluding planned outages



Graph 7 – Winnebago Zone SAIDI and SAIFI excluding planned outages



The worst performing circuit in the Albert Lea Zone was the 19th Street 1164 feeder, which experienced three interruptions. In the Winnebago Zone, the worst performing circuit was the Blue Earth 1560 feeder, which experienced six

interruptions in 2014. These circuits, and IPL's actions relative to their performance, are more fully discussed under Section 7826.0500 of this report, Reliability Reporting Requirements.

2014 Activities Accomplished

IPL continued with its 10-year inspection, pole treatment, substation upgrades and Life-Extension investment plans in 2014. The Albert Lea South Broadway substation project consisted of retiring 4Kv equipment and installing new 12.5kV transformers that will now be the heart of the Albert Lea distribution system. This project was placed into service mid-January 2015 and will provide customers with a much more robust system.

Table 2 – System improvements completed in 2014

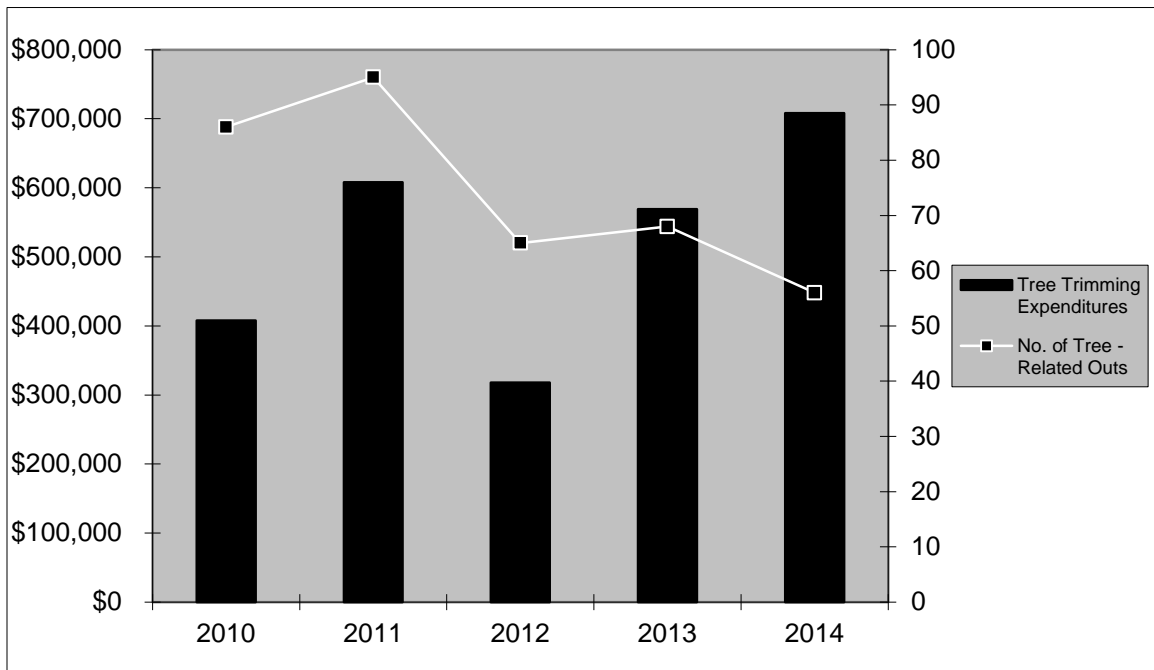
Project Name	Circuit miles	Reliability issue	Estimated Cost	Customers affected
Albert Lea Zone				
St Charles	22	Life Extension rebuild	\$245,895	78
Plainview	3	Life Extension rebuild	\$82,686	311
Chatfield	15	Life Extension rebuild	\$79,000	464
Eastside	13	Life Extension rebuild	\$293,097	1,100
Glenville	35	Life Extension rebuild	\$212,820	184
Le Center	41	Life Extension rebuild	\$316,192	613
Racine	11	Life Extension rebuild	\$102,765	222
Lewiston	50	Life Extension rebuild	\$296,820	874
Montgomery	19	Life Extension rebuild	\$112,500	1,155
Walters	15	Life Extension rebuild	\$85,560	75
South Broadway line Conversion Project	5	Voltage conversion	\$1,304,710	1,392
Albert Lea - South Broadway Substation Rebuild	NA	Voltage conversion	\$3,500,000	1,392
Westside OH to UG conversion	3	Reliability rebuild	\$218,313	170
Winnebago Zone				
Elmore Sub MN Section	31	Life Extension rebuild	\$208,208	410
Amboy	6	Life Extension rebuild	\$18,011	350
Hanska	42	Life Extension rebuild	\$370,420	405
Klay	3	Life Extension rebuild	\$21,403	107
Bat Lake	30	Life Extension rebuild	\$174,202	166
Winnebago	4	Life Extension rebuild	\$22,495	231
Wabasso OH and UG Reconfiguration	1	Reliability rebuild	\$399,079	86

IPL continues to use its GAP scoring process to prioritize circuits (based on outage data and identified physical deficiencies of the circuit) for a complete rebuild when it is determined they are not eligible for the Life-Extension program. The current detailed Life-Extension procedure calls for poles along the circuit to be ground-line inspected and treated. If 20% or more of the poles or if 40% or

more of the hardware are determined to be in need of replacement, the feeder is evaluated for a complete rebuild versus a Life-Extension project.

Since the fourth quarter of 2011, circuits with two or more preventable tree outages within the last 12 months have been evaluated by Line Clearance personnel to determine the need for trimming. The Line Clearance plan is based on a three- to five-year cycle. Circuits may be moved up based on outage information and circuit performance, but no circuits will exceed five years. In addition to tree trimming, IPL Line Clearance personnel inspected 184.71 miles of distribution line in 2014 and completed repairs on all reported line patrol deficiencies.

Graph 8 – Tree Trimming Expenses with Tree Outages



Service Quality **Customer Satisfaction Survey**

To provide quality service, IPL receives survey data from customers to gather feedback about their experiences with IPL. In 2014, J.D. Power Associates conducted an Electric Utility Business Customer Satisfaction Study. The study collected data from Midwest large segment utility customers from April to June and from September to December of 2014. Six factors comprised the overall ranking given to a utility:

- Power Quality and Reliability;
- Billing and Payment;
- Corporate Citizenship;
- Price;
- Communications; and
- Customer Service.

Alliant Energy Corporation's utility operations received a score of 675, compared to the large segment average score of 680 for business customers surveyed. This survey includes the business customers served by both IPL in Minnesota and Iowa, and Wisconsin Power and Light Company in Wisconsin.

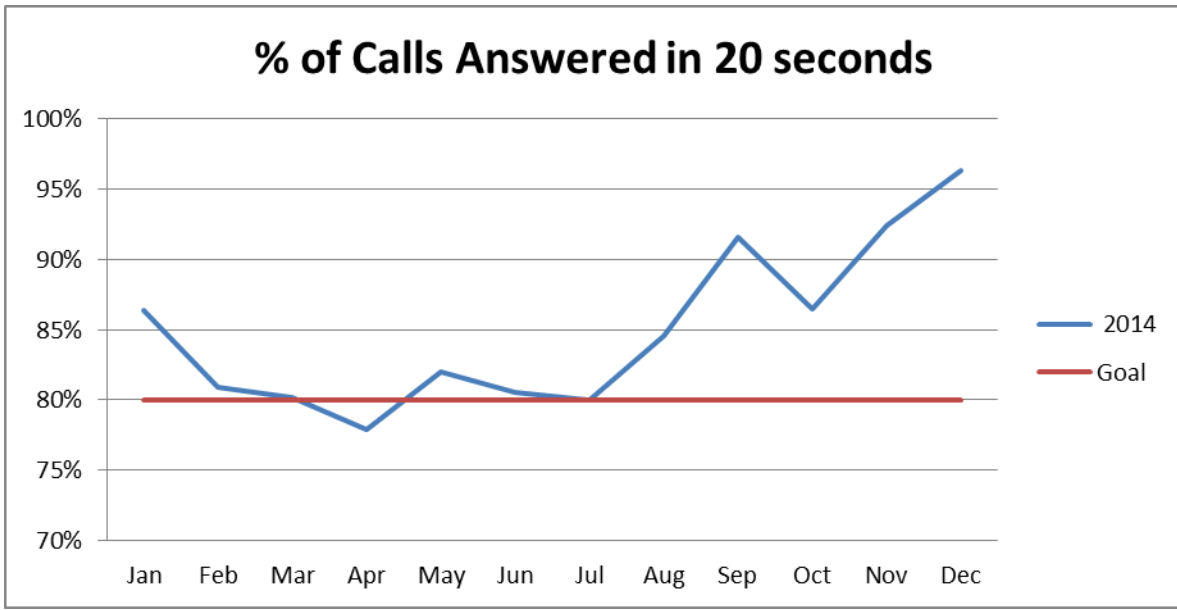
J.D. Power Associates conducted a similar study for residential utility customers in the Midwest large utility segment. The same six factors were used, and IPL's overall score was 655, compared to the Midwest large segment average of 644. Residential customers, including IPL's customers in both Iowa

and Minnesota, gave IPL a score of 715 in the area of Customer Service. The maximum index score possible in this survey is 1000.

IPL Customer Service Center Call Answer Time

In 2014, the call center handled 67,626 calls, and 84.8% of Minnesota customer calls were answered in 20 seconds or less. In addition, 91.2% of all outage calls were answered in 20 seconds or less. In the first four days of April a large seasonal storm produced an increase in call volume resulting in the monthly service level for April to be 77.9%. Staffing adjustments were made to manage the over forecasted call volume so the month rebounded. Removing the first four days of April would result in a monthly service level of 80.4%. Graph 9 depicts the monthly call answer times in relation to the goal of 80% of calls to be answered within 20 seconds.

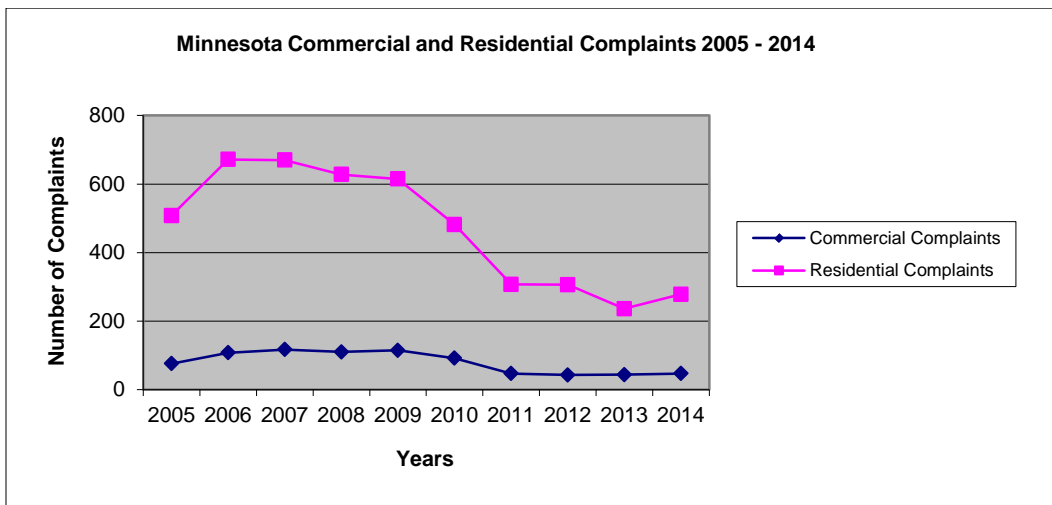
Graph 9 – Call Answer Time Performance



IPL Customer Complaints

The number of customer complaints IPL receive has demonstrated a decreasing trend over the last five years, as shown in Graph 10 below. Residential complaints accounted for approximately 82% of the total complaints. The top two categories of complaints in 2014 were meter reading at 17% and property damage concerns at 13%.

Graph 10 – Customer Complaint Call Trend



MINNESOTA RULES

PART 7826.0500, SUBPART 1 - RELIABILITY REPORTING REQUIREMENTS

2014

ANNUAL REPORT

7826.0500 RELIABILITY REPORTING REQUIREMENTS

Subpart 1. Annual reporting requirements. On or before April 1 of each year, each utility shall file a report on its reliability performance during the last calendar year.

This report shall include at least the following information:

- A. The utility's SAIDI for the calendar year, by work center and for its assigned service area as a whole;
- B. The utility's SAIFI for the calendar year, by work center and for its assigned service area as a whole;
- C. The utility's CAIDI for the calendar year, by work center and for its assigned service area as a whole;

IPL Response:

Table 1 2010-2014 Reliability Indices, Goals vs. Actuals

Zone	Year	SAIDI goal	SAIDI actual	SAIFI goal	SAIFI actual	CAIDI goal	CAIDI actual
ALBERT LEA	2010	80.30	125.70	1.02	1.60	78.44	78.90
	2011	80.30	81.83	1.02	1.01	78.44	80.81
	2012	80.30	75.41	1.02	1.14	78.44	65.98
	2013	80.30	136.14	1.02	1.16	78.44	117.51
	2014	80.30	72.5	1.02	0.83	78.44	87.5
WINNEBAGO	2010	59.81	110.40	0.90	1.20	66.17	88.74
	2011	59.81	90.07	0.90	0.72	66.17	124.40
	2012	59.81	99.31	0.90	0.95	66.17	105.03
	2013	59.81	86.44	0.90	0.76	66.17	113.54
	2014	59.81	95.30	0.90	0.89	66.17	107.50

- D. An explanation of how the utility normalizes its data to account for major storms;

IPL Response:

IPL uses the IEEE 1366 standard for defining a major event, as follows:

- Assign each outage to the date it started
- Calculate daily SAIDI for the five years prior to the current year
- Calculate natural log of each daily SAIDI, using the lowest daily SAIDI figure in place of zero, since zero is indeterminate
- Calculate mean and standard deviation of log data
- Set threshold equal to mean + 2.5 x standard deviation
- Convert log threshold back to SAIDI per day threshold and
- Exclude events from all days with SAIDI per day over threshold

Table 2 Normalized vs Non-Normalized Reliability Indices

	Year	SAIDI Normalized	SAIDI Non-Normalized	SAIFI Normalized	SAIFI Non-Normalized	CAIDI Normalized	CAIDI Non-Normalized
Albert Lea	2014	72.5	149.0	0.83	1.09	87.5	136.1
Winnebago	2014	95.3	178.0	0.89	1.21	107.5	147.4

The Winnebago zone feeder BLUE1560 experienced a major winter storm February 20, 2014, as well as major events with high winds and lightning on June 16-20, 2014, that qualified for exclusion under the Beta 2.5 method for calculating reliability indices.

The Albert Lea operating zone feeder WEST1185 also experienced outage events on June 16-20, 2014, qualifying for exclusion under the Beta 2.5 method. The zone experienced a series of severe storms over these four days with high winds, lightning, and non-preventable tree outages. IPL brought in thirty additional line crew members to assist with the line clearance and restore power to customers during this event. This major event accounted for 80% of the total outage minutes on this feeder in 2014.

E. An action plan for any failure to meet the reliability standards set forth in part 7826.0600, or an explanation why noncompliance was unavoidable under the circumstances.

IPL Response:

Albert Lea Zone

IPL met the SAIDI and SAIFI reliability goals in the Albert Lea operating zone for 2014. Equipment failures and tree related outages were down in 2014, which in turn, reduced the overall frequency of outages on the system, resulting in an improvement of the reliability metrics over 2013.

IPL did not meet the CAIDI goal of 78.44, however, the 2014 result of 87.5 was a marked improvement over the 2013 result of 117.51. IPL attributes the CAIDI result partially to the planned outages taken to perform system maintenance and complete the scheduled life-extension projects. Crews must de-energize lines to safely complete specific line work tasks and in 2014, 29% of all outage minutes were planned outages for these tasks.

Winnebago Zone

In 2014, IPL met the SAIFI goal, but not the SAIDI or CAIDI goals in the Winnebago Zone in part due to planned outages taken to perform construction and maintenance on the system. The frequency of outages has not increased indicating the system is functioning as designed, however, this operating zone is very rural causing the time to respond and restore service from isolated outages to be longer than in a more urban setting.

F. To the extent feasible, a report on each interruption of a bulk power supply facility during the calendar year, including the reasons for interruption, duration of interruption, and any remedial steps that have been taken or will be taken to prevent future interruption;

IPL Response:

Table 3 - Bulk Power Supply Facility Interruptions

Date	Zone	Duration (Minutes)	Cause	Remediation
21-Feb	Winnebago Zone	106	Foreign Utility_AE	ITC Midwest outage no reason communicated
26-Apr	Winnebago Zone	210	Foreign Utility_AE	Planned Outage
01-Jun	Albert Lea Zone	94	Foreign Utility_AE	Adams to Stewartville Jct line locked open. ITC Midwest sectionalized and restored power from Stewartville Jct
07-Jul	Albert Lea Zone	135	Foreign Utility_AE	Contractor got into communication cables and cause 69 kv bus tie to locked open
26-Jul	Winnebago Zone	538	Foreign Utility_AE	ITC Lost 69KV Source, Isolated fault on transmission
05-Sep	Albert Lea Zone	217	Foreign Utility_AE	Planned Outage
20-Sep	Winnebago Zone	233	Foreign Utility_AE	Planned Outage
10-Nov	Albert Lea Zone	52	Foreign Utility_AE	ITC Midwest lost source
10-Nov	Winnebago Zone	99	Foreign Utility_AE	ITC Midwest lost source

G. A copy of each report filed under part 7826.0700

IPL Response:

IPL submitted outage reports as required to the Consumer Affairs Office pursuant to Part 7826.0700, Subpart 1. IPL's Outage Report data is included in Appendix A.

H. To the extent feasible, circuit interruption data, including identifying the worst performing circuit in each work center, stating the criteria used to identify the worst performing circuit, stating the circuit's SAIDI, SAIFI, and CAIDI, explaining the reasons

that the circuit's performance is in last place, and describing any operational changes the utility has made, is considering, or intends to make to improve its performance;

IPL Response:

IPL has implemented a ranking process to identify distribution circuits whose reliability performance might be improved. Circuit outages beyond the control of IPL or which may not reflect the physical conditions of the equipment have been excluded from the analysis.

1. Types of events excluded from the circuit reliability analysis:

- Planned interruptions
- Interruptions caused by the failure of another utility's transmission or distribution system which feeds the IPL distribution system
- Interruptions caused by the public, such as vehicle accidents, customers dropping tree limbs in lines while trimming, etc.
- Interruptions caused by personnel errors such as switching errors or accidental contact during live utility work
- Interruptions due to flooding

2. Duration Scoring

Outage Duration	Points
Outage less than 1 hr duration	1
Outage between 1 and 3 hr duration	2
Outage between 3 and 6 hr duration	3
Outage between 6 and 12 hr duration	4
Outage between 12 and 24 hr duration	5
Outage over 24 hr duration	6

3. Frequency Scoring

Number of Outages	Points
1	0
2	1
3	4
4	8
5	16
6	35
7	70
8	150
9	300
10	500

For example, using this scoring analysis a customer with four outages, each less than one hour in duration would score four points for duration and eight points for frequency totaling twelve points.

Utilizing this method enables IPL to identify and prioritize circuits with both poor reliability and large customer counts which might not otherwise be identified if using only the SAIDI or SAIFI of a circuit. IPL can then invest in the system improvements that will result in the greatest reliability impact to more Minnesota customers.

Albert Lea Zone Worst Circuit:

The worst performing circuit in the Albert Lea Zone for 2014 was 19th Street 1164 with indices of SAIDI 171.76, SAIFI 2.81, and CAIDI 61.22. On April 4, 2014, this circuit was affected by high winds that caused a non-preventable tree outage. A tree limb fell across an un-fused tap causing the line to trip out. Responding crews removed the tree, restored the line, and the tap was subsequently fused to avoid a reoccurrence.

On April 27, 2014, a lightning strike during a severe storm caused a lightning arrester to fail violently, locking out the feeder. Responders were able to isolate the problem with line switching to restore power for customers on a portion of this circuit.

The lightning arrester was repaired and service was restored to the remainder of the customers one hour later.

Winnebago Zone Worst Circuit:

The worst performing circuit in the Winnebago Zone for 2014 was Blue Earth 1560 with indices of SAIDI 1,141.87, SAIFI 2.81, and CAIDI 405.87. This circuit experienced a major outage during a snow and ice storm on February 20, 2014; and high wind and lightning events on both June 16 and June 20, 2014. These events accounted for the majority of the outage minutes on this line. Absent these weather events, the Blue Earth 1560 circuit was very reliable and served customers well.

I. Data on all known instances in which nominal electric service voltages on the utility's side of the meter did not meet the standards of the American National Standards Institute for nominal system voltages greater or less than voltage range B;

IPL Response:

On June 6, 2014, fourteen Albert Lea residential customers experienced a high voltage event. The event was caused by a transformer that was not set to the proper voltage tap during a voltage conversion project. The event lasted approximately 2 seconds and supplied voltage in excess of 600 volts to the affected customers. The transformer was replaced, set to the proper tap, and the customers energized.

J. Data on staffing levels at each work center, including the number of full-time equivalent positions held by field employees responsible for responding to trouble and for the operation and maintenance of distribution lines

IPL Response:

The Albert Lea Zone has 18 employees available for responding to trouble and for the operation and maintenance of distribution lines. The Winnebago Zone has 15 employees available for responding to trouble and for the operation and maintenance of distribution lines. IPL hired five Apprentice Line Workers of which four were qualified for trouble call response by the end of 2014. Overall number of responders did not increase in 2014 as other journeyman line workers transferred to other work locations at IPL or chose to leave IPL due to the proposed sale of the IPL electric distribution facilities.

Mallie, Paul

From: Teply, Mark
Sent: Sunday, January 26, 2014 10:41 PM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather; Brouwer, Greg; Schmitt, John
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Mark Teply

Contact Phone Number: 800-526-3323

Date 01 / 26 /14

Time service interruption began – 1759

Location of the service interruption – Elmore, MN

Cause of the service interruption – weather, high winds, snow, blowing snow

Estimated duration of the interruption – 24 hrs.

Number of customers impacted - 198

Estimated time when service will be restored (by geographical area) – 1500 1/27/14

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mark Teply
DDCW

Mallie, Paul

From: Mallie, Paul
Sent: Thursday, February 20, 2014 7:31 PM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Paul Mallie

Contact Phone Number: 319-560-3031

Date 02/20/14

Time service interruption began – 17:20

Location of the service interruption – Vernon Center, Garden City, Amboy

Cause of the service interruption – Lost of 69kV Source

Estimated duration of the interruption – Unknown. Weather conditions hampering restoration

Number of customers impacted - 775

Estimated time when service will be restored (by geographical area) – Unknown. Weather conditions hampering restoration

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From: Mallie, Paul
Sent: Friday, February 21, 2014 7:56 AM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Paul Mallie

Contact Phone Number: 319-560-3031

Date 2/21/14

Time service interruption began – Most outages began on 2/20/14 early evening

Location of the service interruption – Amboy, Garden City, Vernon Center, Frost, Wykoff, Fillmore

Cause of the service interruption – Snow and strong winds

Estimated duration of the interruption – Depending on road conditions, we expect all customer outages to be restored by end of day.

Number of customers impacted – Total Alliant Energy Minnesota customers affected at this time is approx. 1200 customers

Estimated time when service will be restored (by geographical area) – Throughout the day with the expectation that all customers will be back on by the end of day.

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From: Mallie, Paul
Sent: Monday, June 16, 2014 8:13 PM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Paul Mallie

Contact Phone Number: 319-560-3031

Date 06 /16 /14

Time service interruption began – 18:48

Location of the service interruption – Albert Lea

Cause of the service interruption – Storm Damage

Estimated duration of the interruption –Three Hours

Number of customers impacted - 1800

Estimated time when service will be restored (by geographical area) – 23:00 Hours

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Paul Mallie
Supervisor – Distribution Systems Operations

Mallie, Paul

From: Mallie, Paul
Sent: Monday, June 16, 2014 8:16 PM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Paul Mallie

Contact Phone Number:319-560-3031

Date 06/16/14

Time service interruption began – 18:36

Location of the service interruption – Bricelyn, Frost, Kiester

Cause of the service interruption – Storm Damage

Estimated duration of the interruption – Three Hours

Number of customers impacted - 845

Estimated time when service will be restored (by geographical area) – 23:00

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Paul Mallie
Supervisor – Distribution Systems Operations

Mallie, Paul

From: Mallie, Paul
Sent: Wednesday, June 18, 2014 4:22 AM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Paul Mallie

Contact Phone Number: 319-286-1350

Date 06/18/14

Time service interruption began – 03:31

Location of the service interruption – Albert Lea

Cause of the service interruption – Storm – Loss of ITC Transmission Line

Estimated duration of the interruption – Three Hours

Number of customers impacted - 3100

Estimated time when service will be restored (by geographical area) – 06:00

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Paul Mallie
Supervisor – Distribution Systems Operations

Mallie, Paul

From: Reynolds, Mark
Sent: Sunday, June 22, 2014 5:02 PM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Mark Reynolds

Contact Phone Number: 800-526-3323 ext 120

Date 06 / 22 / 2014

Time service interruption began – 12:03

Location of the service interruption – Chatfield

Cause of the service interruption – Lightning / Storm Damage

Estimated duration of the interruption – 2 hours 32 minutes

Number of customers impacted - 810

Estimated time when service will be restored (by geographical area) – restored 14:35

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From: Gales, Janet
Sent: Monday, July 07, 2014 4:11 PM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Janet Gales

Contact Phone Number: 800-526-3223

Date 07 / 07 /14

Time service interruption began – 1523

Location of the service interruption – Albert Lea, MN

Cause of the service interruption – Contractor digging outside of Substation

Estimated duration of the interruption – 2 hours

Number of customers impacted - 821

Estimated time when service will be restored (by geographical area) – 18:10

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From: Gales, Janet
Sent: Monday, July 07, 2014 9:05 PM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Janet Gales

Contact Phone Number: 800-526-3323

Date 07 /07/14

Time service interruption began – 2019

Location of the service interruption – Chatfield, MN

Cause of the service interruption – Possible tree limb/storming

Estimated duration of the interruption – Approx 2 hours

Number of customers impacted - 811

Estimated time when service will be restored (by geographical area) – 2300

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From: Grady, Brian
Sent: Tuesday, July 22, 2014 5:17 AM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Brian Grady

Contact Phone Number: 800-526-3323

Date 07 /22 /2014

Time service interruption began – 0420 hours

Location of the service interruption – Plainview, MN

Cause of the service interruption – Truck snagged/pulled line at 1055 W Broadway, Plainview, MN

Estimated duration of the interruption – 2 hours

Number of customers impacted - 957

Estimated time when service will be restored (by geographical area) – 0630 hours

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From: Lloyd, Chad
Sent: Saturday, July 26, 2014 3:26 PM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Barr, Laura; Holmes, Heather; Nunemaker, Michael
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Mike Nunemaker

Contact Phone Number: 800-526-3323

Date: 7/26/14

Time service interruption began – 12:31

Location of the service interruption – Garden City, Vernon Center, Amboy

Cause of the service interruption – Failed arrestor on 69

Estimated duration of the interruption – 2 hours 56 minutes

Number of customers impacted - 767

Estimated time when service will be restored (by geographical area) – Power is restored at this time.

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From: Pfeiffer, Christopher
Sent: Monday, August 18, 2014 9:47 PM
To: consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc: Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Barr, Laura; Holmes, Heather; Durgin, Kim
Subject: Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Chris Pfeiffer

Contact Phone Number: 800-526-3323

Date 08 / 18 /14

Time service interruption began – 20:22

Location of the service interruption – Emmons, Twin Lakes,

Cause of the service interruption – Storms/lightning

Estimated duration of the interruption – 5 hrs

Number of customers impacted - 642

Estimated time when service will be restored (by geographical area) – 01:00 08/19/14

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more) with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

MINNESOTA RULES

PART 7826.0400 – SAFETY STANDARDS

2014

ANNUAL REPORT

7826.0400 ANNUAL SAFETY REPORT

Pursuant to Minn. Rule 7826.0400, regarding Annual Safety Reports:

On or before April 1 of each year, each utility shall file a report on its safety performance during the last calendar year.

The rule lists specific information that represents the minimum of information that should be supplied in these reports. These requirements are designed with letters A and B. IPL lists these requirements below, followed by its responses to the specific reporting requirements.

Requirement A:

A. summaries of all reports filed with the United States Occupational Safety and Health Administration [OSHA] and the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry during the calendar year;

IPL Response:

IPL is not required to submit annual reports to OSHA regarding safety performance. IPL does keep records in accordance with OSHA record keeping requirements. Please see Appendix B at the end of this section for the 2014 OSHA 300A Report Summaries for each of IPL's facilities in Minnesota.

Requirement B:

B. a description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electrical system failures and all remedial action taken as a result of any injuries or property damage described.

IPL Response:


There were no incidents or injuries reported requiring medical attention as a result of downed wires or other electrical system failures. The following table shows property damage claims resulting in compensation for 2014.

Property Damage Claims Resulting in Compensation (Electric)		
Switching error occurred resulting in higher voltage to customers	\$16,235.76	Paid for damaged customer electronic equipment
IPL OH Conductor was too low and was caught by a passing truck, pulling down wire and damaging customer electric service and siding	\$998.50	Paid to repair customer electric service and siding

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
 Event Range: 01/01/2014 To
 12/31/2014
 180 Day Rule: True
 Event Based: True
 Run Date: 1/8/2015

Year 20 14

 U.S. Department of Labor
 Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases			
Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of cases with other recordable cases
<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
(G)	(H)	(I)	(J)

Number of Days	
Total number of days away from work	Total number of days of job transfer or restriction
<u>0</u>	<u>0</u>
(K)	(L)

Injury and Illness Types			
Total number of... (M)			
(1) Injuries	<u>0</u>	(4) Poisonings	<u>0</u>
(2) Skin disorders	<u>0</u>	(5) Hearing loss	<u>0</u>
(3) Respiratory conditions	<u>0</u>	(6) All other	<u>0</u>

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Public reporting burden for this collection of information is estimated to average 50 minutes per response, including time to review the instructions, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any other aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistical Analysis, Room N-3644, 200 Constitution Avenue, NW, Washington, DC 20210. Do not send the completed forms to this office.

Establishment information

Your establishment name Albert Lea Albert Lea

Street 100 N. Broadway

City Albert Lea State MN ZIP 56007-0059

Industry description (eg., Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known e.g., 3715

OR _____

North American Industrial Classification (NAICS), if e.g., 336212

Employment information (If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees 32

Total hours worked by all employees last year 64,128

Sign here

Knowingly falsifying this document may result in a fine.


I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Donald Staden Senior Manager
 Company executive Title
507 379 1246 1/8/2015
 Phone Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
 Event Range: 01/01/2014 To
 12/31/2014
 180 Day Rule: True
 Event Based: True
 Run Date: 1/8/2015

Year 20 14 
 U.S. Department of Labor
 Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

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Number of Cases			
Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
(G)	(H)	(I)	(J)

Number of Days	
Total number of days away from work	Total number of days of job transfer or restriction
<u>0</u>	<u>0</u>
(K)	(L)

Injury and Illness Types			
Total number of... (M)			
(1) Injuries	<u>0</u>	(4) Poisonings	<u>0</u>
(2) Skin disorders	<u>0</u>	(5) Hearing loss	<u>0</u>
(3) Respiratory conditions	<u>0</u>	(6) All other	<u>0</u>

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Public reporting burden for this collection of information is estimated to average 50 minutes per response, including time to review the instructions, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any other aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistical Analysis, Room N-3644, 200 Constitution Avenue, NW, Washington, DC 20210. Do not send the completed forms to this office.

Establishment information

Your establishment name Bent Tree Wind Farm BTWF

Street 31072 State 13

City Hartland State MN ZIP 56042

Industry description (eg., *Manufacture of motor truck trailers*) _____

Standard Industrial Classification (SIC), if known e.g., 3715 _____

OR _____

North American Industrial Classification (NAICS), if e.g., 336212 _____

Employment information (If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees 8

Total hours worked by all employees last year 16,032

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Randy Sklar BENT TREE SITE MANAGER


Company executive 507-845-2879 Title _____

Phone _____ Date 1/8/2015

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
 Event Range: 01/01/2014 To
 12/31/2014
 180 Day Rule: True
 Event Based: True
 Run Date: 1/8/2015

Year 20 14

 U.S. Department of Labor
 Occupational Safety and Health Administration

Form approved OMB no. 1218-0175

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases			
Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>
(G)	(H)	(I)	(J)

Number of Days	
Total number of days away from work	Total number of days of job transfer or restriction
<u>16</u>	<u>27</u>
(K)	(L)

Injury and Illness Types			
Total number of... (M)			
(1) Injuries	<u>1</u>	(4) Poisonings	<u>0</u>
(2) Skin disorders	<u>0</u>	(5) Hearing loss	<u>0</u>
(3) Respiratory conditions	<u>0</u>	(6) All other	<u>0</u>

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Public reporting burden for this collection of information is estimated to average 50 minutes per response, including time to review the instructions, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any other aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistical Analysis, Room N-3644, 200 Constitution Avenue, NW, Washington, DC 20210. Do not send the completed forms to this office.

Establishment information

Your establishment name Chatfield CHAT

Street _____

City _____ State _____ ZIP _____

Industry description (eg., Manufacture of motor truck trailers) _____

Standard Industrial Classification (SIC), if known e.g., 3715 _____

OR _____

North American Industrial Classification (NAICS), if e.g., 336212 _____

Employment information (If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees 9

Total hours worked by all employees last year 18,036

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

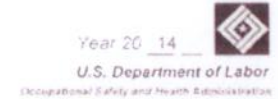
Alan Stodheim Semio
 Company executive Title

507 379 1246 1/8/2015
 Phone Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
 Event Range: 01/01/2014 To
 12/31/2014
 180 Day Rule: True
 Event Based: True
 Run Date: 1/8/2015



Year 20 14

U.S. Department of Labor
 Occupational Safety and Health Administration

Form approved OMB no. 1218-0110

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types

Total number of...			
(M)			
(1) Injuries	0	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time to review the instructions, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any other aspect of this data collection, contact: US Department of Labor, OSHA Office of Statistical Analysis, Room 70-5644, 200 Constitution Avenue, NW Washington, DC 20030. Do not send the completed forms to this office.

Establishment information

Your establishment name Fox Lake Fox Lake
 Street Country Road 28
 City Sherburn State MN ZIP 56171-0367

Industry description (e.g. Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known e.g. 3711

OR

North American Industrial Classification (NAICS), if e.g. 336212

Employment information (if you don't have these figures, see the Worksheet on the back of this page for instructions.)

Annual average number of employees 13
 Total hours worked by all employees last year 26,052

Sign here

Knowingly falsifying this document may result in a fine.


I certify that I have examined this document and that to the best of my knowledge the figures are true, accurate, and complete.

[Signature] PLANT MANAGER
 Company Name 563-587-6226 Title
 Phone 1/8/2015 Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
 Event Range: 01/01/2014 To
 12/31/2014
 180 Day Rule: True
 Event Based: True
 Run Date: 1/8/2015

Year 20 14 
 U.S. Department of Labor
 Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
<u>0</u>	<u>7</u>
(K)	(L)

Injury and Illness Types

Total number of... (M)			
(1) Injuries	<u>1</u>	(4) Poisonings	<u>0</u>
(2) Skin disorders	<u>0</u>	(5) Hearing loss	<u>0</u>
(3) Respiratory conditions	<u>0</u>	(6) All other	<u>0</u>

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

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Establishment information

Your establishment name Fulda Fulda
 Street 119 N. St. Paul Ave.
 City Fulda State MN ZIP 56131-9562

Industry description (eg., Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known e.g., 3715

OR

North American Industrial Classification (NAICS), if e.g., 336212

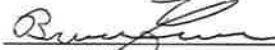
Employment information (If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees 6
 Total hours worked by all employees last year 12,024

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.


 Company executive SR MGR CUSTOMER SERVICE Title
 Phone 712-330-6004 Date 1/8/2015

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
 Event Range: 01/01/2014 To 12/31/2014
 180 Day Rule: True
 Event Based: True
 Run Date: 1/8/2015

Year 20 14
 U.S. Department of Labor
 Occupational Safety and Health Administration



Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

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Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
<u>0</u>	<u>0</u>
(K)	(L)

Injury and Illness Types

Total number of... (M)			
(1) Injuries	<u>0</u>	(4) Poisonings	<u>0</u>
(2) Skin disorders	<u>0</u>	(5) Hearing loss	<u>0</u>
(3) Respiratory conditions	<u>0</u>	(6) All other	<u>0</u>

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

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Establishment information

Your establishment name Hills MN Hills MN

Street Hwy 270

City Hills State MN ZIP 56138

Industry description (eg., Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known e.g., 3715

OR

North American Industrial Classification (NAICS), if e.g., 336212

Employment information (If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees 1

Total hours worked by all employees last year 2004

Sign here

Knowingly falsifying this document may result in a fine.


I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

[Signature] Title SR MGR CUSTOMER SERVICE
 Company executive
712-336-6007 Phone
1/8/2015 Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
 Event Range: 01/01/2014 To 12/31/2014
 180 Day Rule: True
 Event Based: True
 Run Date: 1/8/2015

Year 20 14

 U.S. Department of Labor
 Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

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Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
<u>0</u>	<u>0</u>
(K)	(L)

Injury and Illness Types

Total number of... (M)			
(1) Injuries	<u>0</u>	(4) Poisonings	<u>0</u>
(2) Skin disorders	<u>0</u>	(5) Hearing loss	<u>0</u>
(3) Respiratory conditions	<u>0</u>	(6) All other	<u>0</u>

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Establishment information

Your establishment name Lamberton Lamberton
 Street 205 South Main Street
 City Lamberton State MN ZIP 56152-1166

Industry description (eg., Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known e.g., 3715

OR

North American Industrial Classification (NAICS), if e.g., 336212

Employment Information (If you don't have these figures, see the Worksheet on the back of this page to estimate.)


Annual average number of employees 5

Total hours worked by all employees last year 10,000

Sign here

Knowingly falsifying this document may result in a fine.

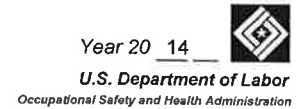
I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.


 Company executive SR MGR CUSTOMER Title OPERATIONS
 Phone 712.336.6004 Date 1/8/2015

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
 Event Range: 01/01/2014 To
 12/31/2014
 180 Day Rule: True
 Event Based: True
 Run Date: 1/8/2015



Form approved OMB no. 1218-0176

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Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of cases with other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types

Total number of... (M)			
(1) Injuries	0	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other	0

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Establishment information

Your establishment name Montgomery Montgomery
 Street 151 Elm Avenue E
 City Montgomery State MN ZIP 56069-0008

Industry description (eg., Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known e.g., 3715

OR

North American Industrial Classification (NAICS), if e.g., 336212

Employment information (if you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees 5

Total hours worked by all employees last year 10,020

Sign here

Knowingly falsifying this document may result in a fine.


I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Alan Stadherr Senior Manager
 Company executive Title
507 379 1246 1/8/2015
 Phone Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
 Event Range: 01/01/2014 To
 12/31/2014
 180 Day Rule: True
 Event Based: True
 Run Date: 1/8/2015

Year 20 14

 U.S. Department of Labor
 Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

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Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
<u>0</u>	<u>0</u>
(K)	(L)

Injury and Illness Types

Total number of... (M)			
(1) Injuries	<u>0</u>	(4) Poisonings	<u>0</u>
(2) Skin disorders	<u>0</u>	(5) Hearing loss	<u>0</u>
(3) Respiratory conditions	<u>0</u>	(6) All other	<u>0</u>

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

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Establishment information

Your establishment name Winnebago, MN Winnebago, MN
 Street 31 Main Street
 City Winnebago State MN ZIP 56098-0037

Industry description (eg., Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known e.g., 3715

OR

North American Industrial Classification (NAICS), if e.g., 336212

Employment information (If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees 8
 Total hours worked by all employees last year 16,030

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Dennis J. ...
 Company executive Title
 712-336-6004 1/8/2015
 Phone Date

MINNESOTA RULES

PART 7826.0600, SUBPART 1

RELIABILITY PERFORMANCE STANDARDS

2014

ANNUAL REPORT

7826.0600 RELIABILITY STANDARDS, SUBPART 1 ANNUALLY PROPOSED INDIVIDUAL RELIABILITY STANDARDS

Pursuant to Minn. Rule 7826.0600, Subpart 1, regarding Annually proposed individual reliability standards:

On or before April 1 of each year, each utility shall file proposed reliability performance standards in the form of proposed numerical values for the SAIDI, SAIFI, and CAIDI for each of its work centers. These filings shall be treated as "miscellaneous tariff filings" under the Commission's rules of practice and procedure, Part 7829.0100, Subpart 11.

IPL Response:

IPL proposes its 2015 electric reliability standards be set as stated in Table 1 below.

Table 1 - Proposed 2015 Electric Reliability Standards

Region	Index	Proposed 2015 Goals
Albert Lea	SAIDI	81.3
	SAIFI	1.14
	CAIDI	80.8
Winnebago	SAIDI	93.7
	SAIFI	0.87
	CAIDI	107.5

The methodology for developing the proposed goals for 2015 is consistent with the methodology utilized to develop the 2014 goals. The goal development involves three distinct calculations:

1. The mean of the previous five years' performance (used prior to 2011);
2. The median of the previous five years' performance (to exclude large swings);
and
3. The mean of the previous five years' performance with the highest and lowest figures excluded (again, to exclude large swings).

In proposing its goals for 2015, IPL has calculated the reliability indices using all three of these methods and chosen the result that provided the most favorable customer service goal in each category. The table below details the calculations using all three methods and offers a comparison to previous years' performance. The calculations include all outage minutes including the planned outages IPL uses to safely install new equipment or maintain existing facilities to prevent a future unplanned outage.

Table 3 - Indices Comparison

							Method 1	Method 2	Method 3
Region	Index	2010	2011	2012	2013	2014	Mean	Median	Mean with High/Low Excluded
Albert Lea	SAIDI	125.7	81.8	75.4	136.1	72.5	98.3	81.8	97.8
	SAIFI	1.60	1.01	1.14	1.16	0.83	1.15	1.14	1.30
	CAIDI	78.9	80.8	65.9	117.5	87.5	86.1	80.8	88.1
Winnebago	SAIDI	110.4	90.1	99.3	86.4	95.3	96.3	95.3	93.7
	SAIFI	1.20	0.72	0.95	0.76	0.89	0.90	0.89	0.87
	CAIDI	88.7	124.4	105.0	113.5	107.5	107.8	107.5	115.1

MINNESOTA RULES

PART 7826.1300 - ANNUAL SERVICE QUALITY REPORT

2014

ANNUAL REPORT

7826.1300 ANNUAL SERVICE QUALITY REPORT

IPL submits its Annual Report for Service Quality pursuant to Minnesota Rules Part 7826.1300. The Report provides data required through the following Minnesota Rules:

7826.1400 – REPORTING METER-READING PERFORMANCE

7826.1500 – REPORTING INVOLUNTARY DISCONNECTIONS

7826.1600 – REPORTING SERVICE EXTENSION REQUEST
RESPONSE TIMES

1826.1700 – REPORTING CALL CENTER RESPONSE TIMES

7826.1800 – REPORTING EMERGENCY MEDICAL ACCOUNT
STATUS

7826.1900 – REPORTING CUSTOMER DEPOSITS

7826.2000 – REPORTING CUSTOMER COMPLAINTS

Please refer to Appendix C for the compilation of items in IPL's Annual Service Quality Report.

IP&L Minnesota Results - Calendar Year 2014

Meter Reading Performance 7826.1400 (Electric & Gas Service)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
A1. Number of customer meters read by the utility - Electric and Gas													
Commercial	6,618	6,857	7,357	8,045	8,055	7,092	7,451	7,153	7,909	7,817	8,017	8,076	7,537
Industrial	280	267	291	303	306	271	288	271	304	313	314	316	294
Residential	30,789	34,074	37,093	43,397	42,784	36,923	38,235	38,433	42,111	41,408	41,928	42,211	39,116
Rural	1,120	1,133	1,243	1,299	1,295	1,142	1,159	964	1,250	1,261	1,238	1,262	1,197
Total	38,807	42,331	45,984	53,044	52,440	45,428	47,133	46,821	51,574	50,799	51,497	51,865	48,144
A2. Percentage of customer meters read by the utility - Electric and Gas													
Commercial	82.01%	85.68%	91.21%	98.42%	98.52%	86.79%	91.92%	88.25%	96.47%	95.04%	97.07%	97.36%	92.4%
Industrial	94.28%	92.71%	97.98%	99.67%	100.00%	90.64%	98.29%	94.43%	99.02%	99.05%	99.05%	99.68%	97.1%
Residential	70.82%	78.29%	85.11%	99.19%	97.73%	84.55%	87.41%	87.85%	96.02%	94.41%	95.51%	95.97%	89.4%
Rural	86.69%	88.03%	95.03%	99.08%	99.01%	87.31%	88.68%	74.44%	95.64%	96.33%	94.72%	96.26%	91.8%
Total	73.04%	79.71%	86.35%	99.08%	97.90%	85.00%	88.18%	87.62%	96.10%	94.58%	95.75%	96.21%	90.0%
A3. Number of customer meters estimated by the utility - Electric and Gas													
Commercial	1,451	1,144	709	129	121	1,079	654	952	289	408	241	219	616
Industrial	17	21	6	1	0	28	5	16	3	3	3	1	9
Residential	12,674	9,440	6,481	346	984	6,741	5,500	5,305	1,737	2,444	1,964	1,766	4,615
Rural	172	153	65	12	13	166	148	331	57	48	69	49	107
Total	14,314	10,758	7,261	488	1,118	8,014	6,307	6,604	2,086	2,903	2,277	2,035	5,347
A4. Total number of customer meters read by customer class - Electric and Gas													
Commercial	8,070	8,003	8,066	8,174	8,176	8,171	8,106	8,105	8,198	8,225	8,259	8,295	8,154
Industrial	297	288	297	304	306	299	293	287	307	316	317	317	302
Residential	43,472	43,525	43,583	43,750	43,776	43,669	43,743	43,749	43,855	43,859	43,897	43,983	43,738
Rural	1,292	1,287	1,308	1,311	1,308	1,308	1,307	1,295	1,307	1,309	1,307	1,311	1,304
Total	53,131	53,103	53,254	53,539	53,566	53,447	53,449	53,436	53,667	53,709	53,780	53,906	53,499

IP&L Minnesota Results - Calendar Year 2014

Meter Reading Performance 7826.1400 (Electric & Gas Service)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
B1. Number of customer meters self-read by customer - Electric and Gas													
Commercial	1	2	0	0	0	0	1	0	0	0	1	0	0
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	9	11	9	7	8	5	8	11	7	7	5	6	8
Rural	0	1	0	0	0	0	0	0	0	0	0	0	0
Total	10	14	9	7	8	5	9	11	7	7	6	6	8
B2. Percentage of customer meters self-read by customer - Electric and Gas													
Commercial	0.01%	0.02%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.01%	0.00%	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	0.02%	0.03%	0.02%	0.02%	0.02%	0.01%	0.02%	0.03%	0.02%	0.02%	0.01%	0.01%	0.02%
Rural	0.00%	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%
C1. Number of meters not read by utility for 6 to 12 months - Electric and Gas													
Commercial	3	3	5	10	9	8	4	2	2	2	1	2	4
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	12	16	31	36	29	14	17	11	7	10	9	8	17
Rural	2	3	8	11	11	5	7	6	4	4	1	4	6
Total	17	22	44	57	49	27	28	19	13	16	11	14	26
C2. Number of meters not read by utility for more than 12 months - Electric and Gas													
Commercial	0	0	0	0	0	0	1	2	2	2	1	2	1
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	2	2	2	1	2	2	3	2	1	1	0	0	2
Rural	2	2	1	2	1	1	1	1	1	1	0	0	1
Total	4	4	3	3	3	3	5	5	4	4	1	2	3

2014 – Minnesota Meter Estimates

IPL was out of compliance and did not meet the 80% meter read requirement in January (73.13%) and February (79.18%). The estimate levels were primarily due to inclement weather during the winter months, although illness hindered the number of meters read in January as well.

- Winter Weather Impact:
In January there were 16 days with below zero temperatures and bitterly cold wind chills along with 10 days of snowfall. In February an additional 13 days had below zero temperatures and bitterly cold wind chills along with 7 days of snowfall. These winter weather days proved to be a challenge for IPL meter readers when walking and/or driving the meter reading routes and the productivity of employees was reduced significantly.
- Meter reading staff absence due to illnesses also impacted the number of meters read with employees missing 22 work days in January, which is significantly higher than average. In February absence due to illness decreased to 10 days.

IPL was out of compliance and did not meet the 90% meter read requirement in June (84.41%), July (87.81%) and August (86.95%) resulting in more meters being estimated. The increase in meter estimates were due to staffing issues with contract employees hired through a temporary agency.

Several staffing challenges affected 2014 meter reads:

- Some full-time IPL meter reading employees in Albert Lea and Chatfield transferred to other IPL locations and positions within the company resulting in open full-time meter reading positions in both Minnesota offices.
- Due to uncertainty of the regulatory process and timeline for the proposed sale of IPL's Minnesota electric distribution assets, it was not prudent to hire additional full-time permanent employees. Therefore, IPL worked with a local agency to hire temporary employees to fill the staff vacancies with limited success. More specifically:
 - The contract employees failed to be reliable, dependable employees.
 - Three temporary employees quit their positions after a few weeks, with no advance notice. Multiple meter reading routes were estimated as a result.
 - The hiring and training process through SCOPE Services proved to be a lengthy process, forcing IPL meter reading estimate numbers to rise.
- A Winnebago, MN meter reader was required to attend military training for a five week period during the summer of 2014, which included the entire month of August.
- An Albert Lea, MN meter reader was required to attend annual military training for a two week period during the summer.

Notes:

- In September 2014, IPL eliminated all contract employees and hired temporary employees. The temporary employees are better compensated than contract employees, and thus, IPL was able to attract better candidates to these positions.
- IPL hired two additional full-time temporary employees in the Albert Lea Zone, one in each the Chatfield and Albert Lea offices, to improve meter reading results and customer service.
- Overtime work continued to be offered to all Customer Care employees to reduce the number of meter estimates.
- IPL Iowa employees provided meter reading assistance to eliminate route estimates in some areas of IPL's Minnesota Operation Zones. Mason City, IA employees assisted in the communities of Albert Lea and Winnebago while Spirit Lake and Sibley, IA employees assisted in Fulda community.

Requirement													
IP&L Results - Calendar Year 2014													
Involuntary Disconnections 7826.1500	Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
A. Number of disc notices sent													
Commercial	336	361	3336	333	340	386	301	321	366	370	270	327	7047
Industrial	12	9	13	8	6	8	8	10	10	15	15	17	131
Residential	3588	2539	2523	2605	3153	3409	3157	3382	3693	3544	2187	3025	36805
Rural	38	44	41	42	57	54	61	54	53	71	41	48	604
B. Number of custs. who sought Cold Weather Rule protection	1578	507	444	426	0	0	0	0	0	879	1427	1839	7100
B. Number of custs. who were granted CWR protection	1578	507	444	426	0	0	0	0	0	879	1427	1839	7100
C. Number of custs. whose service was disconnected													
Commercial	4	0	4	5	5	2	0	4	2	7	4	1	38
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential*	0	1	22	5/78	124	70	61	67	68	18/8	1	2	525
Rural	0	0	0	0	0	2	0	0	1	0	0	0	3
C. Number of disconnections restored w/in 24 hours													
Commercial	0	0	4	5	0	0	0	0	0	0	4	1	14
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	0	0	0	0	0	0	0	0	0	1	0	1	2
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0
D. Number of custs. who entered into a DPA to restore service	0	0	0	0	0	0	0	0	0	0	0	0	0

* Residential disconnects in April are listed as disconnects between April 1-15 and April 16-30; October results are listed from Oct. 1-16 and Oct. 17-31.

7826.1300- Appendix C

Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Serv. Extension Response Times 7826.1600 ¹													
A. # of custs requesting service to a location not previously served													
Commercial	39	1	11	1	2	1	6	24	83	11	7	64	20.80
Industrial	0	0	0	0	0	0	0	0	0	0	0	1	0.08
Residential	1	1	117	1	1	34	19	1	4	6	18	1	17.04
Rural	0	0	0	0	0	0	10	3	0	1	0	0	1.17
A. Avg. interval between request/readiness date and actual install date													
Commercial	1.00	1.00	1.00	2.00	4.00	1.00	14.00	10.00	7.00	14.00	12.00	11.00	6.50
Industrial	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.08
Residential	2.00	2.00	1.00	1.00	8.00	12.00	16.00	5.00	6.00	15.00	11.00	6.00	7.08
Rural	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	0.00	1.00	0.00	0.00	0.25
B. Number of customers requesting service to a location previously served (both Electric and Gas data in section "B")													
Commercial	63	38	36	36	28	38	52	45	44	64	56	69	47.42
Industrial	2	2	0	2	11	1	5	1	4	2	6	7*	3.27
Residential	263	251	338	397	514	573	565	652	732	882	660	637	538.67
Rural	2	0	1	2	0	1	1	0	1	0	2	0	0.83
B. Avg. Interval between request/readiness date and actual install date													
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

* one interruptible customer was included with the Industrial customer data as a separate classification is not identified for interruptible customers on this report

Footnote 1: IPL does not specifically track this information by account. However, when initiating 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 take longer when customers need to do work on their side of the meters before service can be installed.

7826.1300- Appendix C

Requirement	IP & L Results - Calendar Year 2014												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Call Center Response Times 7826.1700													
Total Call Volume	4,739	4,464	4,458	5,860	5,898	6,602	6,075	5,932	6,058	7,440	5,254	4,846	67,626
Total Outage Call Volume	154	1,006	102	464	222	1,280	422	319	212	172	350	158	4,861
Overall Service Level	86.4%	80.9%	80.2%	77.9%	82.0%	80.6%	80.0%	84.5%	91.6%	86.5%	92.4%	96.3%	84.8%
Outage Service Level	98.7%	88.7%	97.1%	93.5%	94.6%	90.9%	88.4%	96.6%	96.2%	89.5%	82.0%	100.0%	91.2%

Requirement	IP&L Results - Calendar Year 2014												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Emergency Medical Account Status 7826.1800													
Number of custs. w ho requested EMA status	1	0	0	0	3	1	0	0	0	1	1	0	7.00
Number of custs. granted EMA status	1	0	0	0	3	1		0	0	1	1	0	7.00
Number of custs. denied EMA status	0	0	0	0	0	0	0	0	0	0	0	0	0
Reasons for each denial	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

Requirement	IP&L Results - Calendar Year 2014												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Customer Deposits 7826.1900													
Number of custs. required to make a deposit to get service	11	23	23	32	35	31	30	30	48	57	29	32	381

7826.1300- Appendix C

Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Reporting Customer Complaints 7826.2000													
A. Number of complaints received	11	17	24	25	33	35	23	33	36	35	29	24	27
Commercial	2	2	3	5	4	1	3	2	6	4	8	4	4
Industrial	0	0	0	1	0	1	1	0	0	0	0	0	0
Residential	9	15	21	18	28	31	17	31	28	30	21	19	22
Rural	0	0	0	1	1	2	2	0	2	1	0	1	1
B. Number & percentage of complaints alleging:													
Billing errors - Number	0	0	0	0	2	0	1	1	0	2	0	0	0
Billing errors - Percent	0%	0%	0%	0%	6%	0%	4%	3%	0%	6%	0%	0%	2%
Commercial-number	0	0	0	0	0	0	1	0	0	1	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	3%	0%	0%	1%
Industrial-number	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%
Residential-number	0	0	0	0	2	0	0	1	0	1	0	0	0
Residential-percent	0%	0%	0%	0%	6%	0%	0%	3%	0%	3%	0%	0%	1%
Rural-number	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%
Inaccurate metering - Number	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
Commercial-percent	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
Industrial-percent	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
Residential-percent	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
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Wrongful disconnection - Number	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%
Commercial-number	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%
Industrial-number	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%
Residential-number	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%
Rural-number	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%

Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
High bills - Number	0	0	1	2	3	0	3	3	1	1	1	1	1
High bills - Percent	0%	0%	4%	8%	9%	0%	13%	9%	3%	3%	3%	4%	5%
Commercial-number	0	0	0	0	1	0	0	0	0	0	1	0	0
Commercial-percent	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	3%	0%	1%
Industrial-number	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%
Residential-number	0	0	1	2	2	0	2	3	1	1	0	1	1
Residential-percent	0%	0%	4%	8%	6%	0%	9%	9%	3%	3%	0%	4%	4%
Rural-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%
Inadequate service - Number	0	0	0	2	0	0	3	0	0	2	1	2	1
Inadequate service - Percent	0%	0%	0%	8%	0%	0%	13%	0%	0%	6%	3%	8%	3%
Commercial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%
Industrial-number	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%
Residential-number	0	0	0	1	0	0	2	0	0	2	1	2	1
Residential-percent	0%	0%	0%	4%	0%	0%	9%	0%	0%	6%	3%	8%	3%
Rural-number	0	0	0	1	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%
New service extension intervals - Number	0	0	0	1	1	0	1	0	2	1	1	1	1
New service extension intervals - Percent	0%	0%	0%	4%	3%	0%	4%	0%	6%	3%	3%	4%	2%
Commercial-number	0	0	0	0	1	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%
Industrial-number	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%
Residential-number	0	0	0	1	0	0	0	0	2	1	1	1	1
Residential-percent	0%	0%	0%	4%	0%	0%	0%	0%	6%	3%	3%	4%	2%
Rural-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%

Requirement	IP&L Results - Calendar Year 2014												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Service restoration intervals - Number	0	1	2	0	0	6	0	0	3	1	2	2	1
Service restoration intervals - Percent	0%	6%	8%	0%	0%	17%	0%	0%	8%	3%	7%	8%	4%
Commercial - number	0	0	0	0	0	0	0	0	1	1	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	3%	0%	0%	0%
Industrial-number	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%
Residential-number	0	1	2	0	0	5	0	0	2	0	2	1	1
Residential-percent	0%	6%	8%	0%	0%	14%	0%	0%	6%	0%	7%	4%	4%
Rural-number	0	0	0	0	0	1	0	0	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	4%	1%
Other categories involving 5% or more of the total complaints													
Meter Reading Other - number	1	3	6	2	5	3	5	6	10	7	3	4	5
Meter Reading Other - percent	9%	18%	25%	8%	15%	9%	22%	18%	28%	20%	10%	17%	17%
Commercial-number	0	1	2	0	1	0	0	0	1	0	1	2	1
Commercial-percent	0%	6%	8%	0%	3%	0%	0%	0%	3%	0%	3%	8%	3%
Industrial-number	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%
Residential-number	1	2	4	2	4	3	5	6	8	7	2	2	4
Residential-percent	9%	12%	17%	8%	12%	9%	22%	18%	22%	20%	7%	8%	14%
Rural-number	0	0	0	0	0	0	0	0	1	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%
Property Damage - number	0	1	2	4	3	11	5	3	4	2	4	3	4
Property Damage - percent	0%	6%	8%	16%	9%	31%	22%	9%	11%	6%	14%	13%	12%
Commercial-number	0	1	0	0	0	0	1	0	1	1	2	1	1
Commercial-percent	0%	6%	0%	0%	0%	0%	4%	0%	3%	3%	7%	4%	2%
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%
Residential-number	0	0	2	4	3	11	3	3	3	1	2	2	3
Residential-percent	0%	0%	8%	16%	9%	31%	13%	9%	8%	3%	7%	8%	9%
Rural-number	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%

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Requirement	IP&L Results - Calendar Year 2014												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Payment Status - number	2	3	3	4	5	2	0	4	4	4	8	1	3
Payment Status - percent	18%	18%	13%	16%	15%	6%	0%	12%	11%	11%	28%	4%	13%
Commercial-number	0	0	1	2	1	0	0	0	2	0	1	0	1
Commercial-percent	0%	0%	4%	8%	3%	0%	0%	0%	6%	0%	3%	0%	2%
Industrial-number	0	0	0	1	0	1	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	4%	0%	3%	0%	0%	0%	0%	0%	0%	1%
Residential-number	2	3	2	1	4	1	0	4	2	4	7	1	3
Residential-percent	18%	18%	8%	4%	12%	3%	0%	12%	6%	11%	24%	4%	10%
Rural-number	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%
General Billing Questions / General Other - number	5	2	2	3	4	1	1	3	2	4	2	4	3
General Billing Questions / General Other - percent	45%	12%	8%	12%	12%	3%	4%	9%	6%	11%	7%	17%	12%
Commercial-number	2	0	0	2	0	0	0	0	1	0	1	1	1
Commercial-percent	18%	0%	0%	8%	0%	0%	0%	0%	3%	0%	3%	4%	3%
Industrial-number	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%
Residential-number	3	2	2	1	4	1	1	3	1	4	1	3	2
Residential-percent	27%	12%	8%	4%	12%	3%	4%	9%	3%	11%	3%	13%	9%
Rural-number	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%
Engineering, Construction, Maintenance Other - number	0	1	3	4	1	2	0	3	4	3	1	1	2
Engineering, Construction, Maintenance Other - percent	0%	6%	13%	16%	3%	6%	0%	9%	11%	9%	3%	4%	7%
Commercial-number	0	0	0	1	0	0	0	1	0	0	1	0	0
Commercial-percent	0%	0%	0%	4%	0%	0%	0%	3%	0%	0%	3%	0%	1%
Industrial-number	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%
Residential-number	0	1	3	3	1	2	0	2	3	3	0	1	2
Residential-percent	0%	6%	13%	12%	3%	6%	0%	6%	8%	9%	0%	4%	6%
Rural-number	0	0	0	0	0	0	0	0	1	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%

Requirement	IP&L Results - Calendar Year 2014												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Turn On - number	1	0	2	1	3	0	2	3	1	4	4	2	2
Turn On - percent	9%	0%	8%	4%	9%	0%	9%	9%	3%	11%	14%	8%	7%
Commercial-number	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%
Industrial-number	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%
Residential-number	1	0	2	1	3	0	2	3	1	4	4	2	2
Residential-percent	9%	0%	8%	4%	9%	0%	9%	9%	3%	11%	14%	8%	7%
Rural-number	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%
Tree Trimming - number	2	4	2	2	1	4	1	1	2	1	1	1	2
Tree Trimming - percent	18%	24%	8%	8%	3%	11%	4%	3%	6%	3%	3%	4%	8%
Commercial-number	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%
Industrial-number	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%
Residential-number	2	4	2	2	1	3	1	1	2	0	1	1	2
Residential-percent	18%	24%	8%	8%	3%	9%	4%	3%	6%	0%	3%	4%	8%
Rural-number	0	0	0	0	0	1	0	0	0	1	0	0	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	3%	0%	0%	0%
Credit and Collections General - number	0	0	1	0	1	4	1	3	3	2	0	2	1
Credit and Collections General - percent	0%	0%	4%	0%	3%	11%	4%	9%	8%	6%	0%	8%	4%
Commercial-number	0	0	0	0	0	1	0	1	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	3%	0%	3%	0%	0%	0%	0%	0%
Industrial-number	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%
Residential-number	0	0	1	0	1	3	1	2	3	2	0	2	1
Residential-percent	0%	0%	4%	0%	3%	9%	4%	6%	8%	6%	0%	8%	4%
Rural-number	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%

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Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
C. Number of complaints resolved upon initial inquiry	2	2	3	5	4	9	5	6	8	7	8	5	5
C. Percentage of complaints resolved upon initial inquiry	18%	12%	13%	20%	12%	26%	22%	18%	22%	20%	28%	21%	19%
Commercial-number	1	0	0	2	0	0	0	1	1	0	1	0	1
Industrial-number	0	0	0	0	0	1	0	0	0	0	0	0	0
Residential-number	1	2	3	3	3	8	5	5	6	7	7	5	5
Rural-number	0	0	0	0	1	0	0	0	1	0	0	0	0
C. Number of complaints resolved w ithin ten days	6	12	18	18	27	21	13	25	26	25	18	15	19
C. Percentage of complaints resolved w ithin ten days	55%	71%	75%	72%	82%	60%	57%	76%	72%	71%	62%	63%	68%
Commercial-number	0	2	3	3	4	1	3	1	5	4	7	4	3
Industrial-number	0	0	0	1	0	0	1	0	0	0	0	0	0
Residential-number	6	10	15	14	23	19	9	24	20	21	11	10	15
Rural-number	0	0	0	0	0	1	0	0	1	0	0	1	0
C. Number of complaints resolved longer than ten days	3	3	3	2	2	5	5	2	2	3	3	4	3
C. Percentage of complaints resolved longer than ten days	27%	18%	13%	8%	6%	14%	22%	6%	6%	9%	10%	17%	13%
Commercial-number	1	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
Residential-number	2	3	3	1	2	4	3	2	2	2	3	4	3
Rural-number	0	0	0	1	0	1	2	0	0	1	0	0	0

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Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
D. Number and percentage of complains resolved by:													
(1) Taking the action the cust. Requested - number	4	12	15	13	13	11	14	19	22	15	20	14	14
(1) Taking the action the cust. Requested - percent	36%	71%	63%	52%	39%	31%	61%	58%	61%	43%	69%	58%	53%
Commercial-number	0	1	2	4	2	0	2	1	2	2	4	4	2
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	4	11	13	9	11	10	10	18	18	13	16	10	12
Rural-number	0	0	0	0	0	1	2	0	2	0	0	0	0
(2) Taking action cust. and utility agree is acceptable compromise	4	2	5	6	11	15	7	8	7	9	3	3	7
(2) Taking action cust. and utility agree is acceptable compromise	36%	12%	21%	24%	33%	43%	30%	24%	19%	26%	10%	13%	24%
Commercial-number	1	0	1	1	2	0	1	0	1	1	1	0	1
Industrial-number	0	0	0	1	0	1	0	0	0	0	0	0	0
Residential-number	3	2	4	4	8	13	6	8	6	8	2	3	6
Rural-number	0	0	0	0	1	1	0	0	0	0	0	0	0
(3) Explaining that situation is not reasonably w ithin utility's control	0	1	1	4	5	5	2	4	5	6	3	3	3
(3) Explaining that situation is not reasonably w ithin utility's control	0%	6%	4%	16%	15%	14%	9%	12%	14%	17%	10%	13%	11%
Commercial-number	0	0	0	0	0	1	0	1	3	1	1	0	1
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Residential-number	0	1	1	3	5	4	1	3	2	4	2	3	2
Rural-number	0	0	0	1	0	0	0	0	0	1	0	0	0
(4) Refusing to take the action the cust. Requested-number	3	2	3	2	4	4	0	2	2	5	3	4	3
(4) Refusing to take the action the cust. Requested-percent	27%	12%	13%	8%	12%	11%	0%	6%	6%	14%	10%	17%	11%
Commercial-number	1	1	0	0	0	0	0	0	0	0	2	0	0
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	2	1	3	2	4	4	0	2	2	5	1	3	2
Rural-number	0	0	0	0	0	0	0	0	0	0	0	1	0
E. # of complaints forw arded to the PUC's Consumer Affairs Ofc.	0	0	0	0	1	0	1	0	0	0	1	0	0
Commercial-number	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
Residential-number	0	0	0	0	1	0	1	0	0	0	1	0	0
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0