

Attachment E1

Energy CENTS Coalition Utility Information Request

Docket Number:	E015/M-18-250	Date of Request:	May 9, 2018
Requested From:	Minnesota Power	Response Due:	May 21, 2018
Requesting By:	Pam Marshall Energy CENTS Coalition 823 E 7 th Street, St. Paul, MN 55106 651-774-9010 pam@energycents.org		

REQUEST NO.																																									
3	<p>Please update the table below for 2016 and to date in 2017 (provided in Docket No. 16-664) to ECC IR #12.</p> <div style="text-align: center;"> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>LIHEAP Crisis Funds vs Reconnects within 24 hours</caption> <thead> <tr> <th>Year</th> <th>Crisis Paid (\$)</th> <th>2-year Avg Reconnects (%)</th> <th>Reconnects w/in 24 hours (%)</th> </tr> </thead> <tbody> <tr> <td>2016 - 2017 (3-29-17)</td> <td>~\$350,000</td> <td>~55%</td> <td>~65%</td> </tr> <tr> <td>2015 - 2016</td> <td>~\$1,000,000</td> <td>~65%</td> <td>~75%</td> </tr> <tr> <td>2014 - 2015</td> <td>~\$350,000</td> <td>~55%</td> <td>~45%</td> </tr> <tr> <td>2013 - 2014</td> <td>~\$450,000</td> <td>~45%</td> <td>~55%</td> </tr> <tr> <td>2012 - 2013</td> <td>~\$500,000</td> <td>~55%</td> <td>~65%</td> </tr> <tr> <td>2011 - 2012</td> <td>~\$450,000</td> <td>~65%</td> <td>~75%</td> </tr> <tr> <td>2010 - 2011</td> <td>~\$1,000,000</td> <td>~65%</td> <td>~65%</td> </tr> <tr> <td>2009 - 2010</td> <td>~\$800,000</td> <td>~65%</td> <td>~65%</td> </tr> <tr> <td>2008 - 2009</td> <td>~\$750,000</td> <td>~65%</td> <td>~65%</td> </tr> </tbody> </table> </div>	Year	Crisis Paid (\$)	2-year Avg Reconnects (%)	Reconnects w/in 24 hours (%)	2016 - 2017 (3-29-17)	~\$350,000	~55%	~65%	2015 - 2016	~\$1,000,000	~65%	~75%	2014 - 2015	~\$350,000	~55%	~45%	2013 - 2014	~\$450,000	~45%	~55%	2012 - 2013	~\$500,000	~55%	~65%	2011 - 2012	~\$450,000	~65%	~75%	2010 - 2011	~\$1,000,000	~65%	~65%	2009 - 2010	~\$800,000	~65%	~65%	2008 - 2009	~\$750,000	~65%	~65%
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RESPONSE:

As noted in the Company's 2018 SRSQ filing, in Appendix A, Pages 29-30, in light of some recent corrections to previously reported figures, Minnesota Power reviewed its reporting process for disconnections and reconnections and revised the process for improved accuracy. In the past, some reports used the date the disconnection was completed in the system to count disconnections, while others used the date the disconnection notice occurred in the field. In addition, there were situations when one customer was disconnected and another was started at the same location, and this type of customer could have been missed or the wrong customer could have been counted. Also, in months where a disconnection occurred with a payment plan created under CWR in that same month, disconnections were not included in previous counts. During times when the CWR applies, a customer may be reconnected if they enter into a payment plan.

For uniformity and accuracy in determining the number of disconnections, going forward the Company will use the date the disconnection was completed in the field when determining the customer affected. With this change, the number of disconnections that had been communicated before in any previous report/information request could be different than the numbers provided in the Company's April 1, 2018 Report. Consequently, the Company has revised the graph provided below to reflect the most accurate and current disconnection data.

