

2019 SAFETY, RELIABILITY, AND SERVICE QUALITY

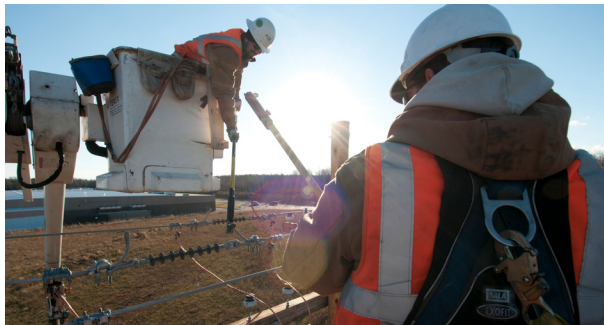


OUR MISSION: *Together we will safely and reliably create and deliver vital energy to enhance security, comfort, and quality of life.*

Minnesota Power, a division of ALLETE Inc., is committed to the reliability and security of the regional powersystem that provides electricity in a 26,000-square-mile electric service area in northeastern Minnesota.



RELIABILITY: Minnesota Power provides over 99% reliability for its residential, commercial and industrial customers.



CUSTOMER SERVICE:

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

- In 2019, we answered 84 percent of calls received during business hours within 20 seconds.
- Last winter we provided Cold Weather Rule protection to 100% of the customers who requested protection.
- In 2019, 99 Minnesota Power lineworkers responded to trouble calls and worked on maintenance of our distribution lines.

SAFETY:

We reported no incidents in 2019 in which there were injuries that required medical attention as a result of downed wires or other electrical system failures.





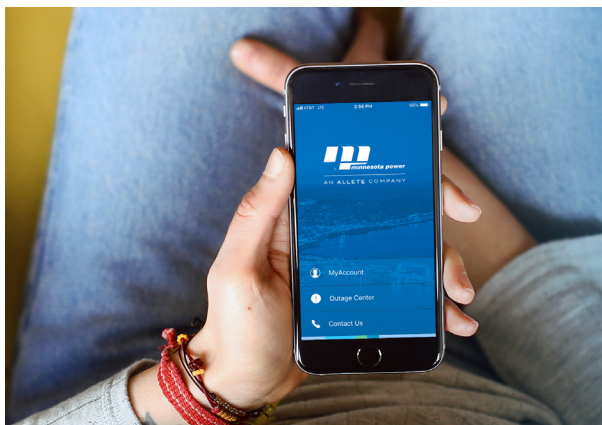
EMERGENCY PREPAREDNESS AND MUTUAL AID:

Minnesota Power is a respected mutual aid partner. In October 2019, a fierce snowstorm left thousands without power in Manitoba, Canada. Ten Minnesota Power lineworkers and four support personnel traveled more than 500 miles to help restore service to customers of Manitoba Hydro. Crews spent about two weeks in Manitoba working long days in unforgiving wet and muddy conditions. It was the first time in Manitoba Hydro's history that it asked for mutual aid assistance from other utilities, underscoring the scope of the damage.

In recognition of our mutual aid in Manitoba, Minnesota Power received an Emergency Assistance Award from the Edison Electric Institute. We received similar awards for our response in Puerto Rico in 2018 after Hurricane Maria and in the Miami area in 2017 while assisting Florida Power and Light after Hurricane Irma.

We respond to outages as quickly and safely as possible, Windstorms occurred more often than usual in 2019 and weather impacted service reliability more than any other factor in 2019. We work to minimize weather-related outages in a variety of ways, including:

- Modernizing and upgrading equipment on the system
- Increased tree trimming in areas of heavy vegetation
- Preventive maintenance



A Minnesota Power app launched in 2019 makes it easier for customers to access the company's outage map and other outage information. Users are able to check on the status of power outages in their area, learn when their power will be restored or report an outage. The contact page includes phone numbers, links to Minnesota Power social media pages (another great way to keep up to date on outages), a link to Minnesota Power's outage and public safety web page, and a handy flashlight button that will turn a cellphone's flashlight on if a user is caught in the dark.