



09/16/20

Jenna Warmuth
Minnesota Power
30 West Superior Street
Duluth, MN 55802

Re: 2019 Safety, Reliability and Service Quality Standards Report Docket No. E015/M-20-404.

Jenna Warmuth:

Enclosed is Public Utilities Commission Information Requests # 1. Please e-file the Company's response within ten business days. Please indicate where, if at all, your responses include trade secret information.

Respectfully submitted,

Tera Dornfeld
Public Engagement Regulatory Specialist

This question is:

Trade Secret

Public X

State of Minnesota
Public Utilities Commission
Utility Information Request

Docket Number: E015/M-20-404

Date of Request: Sept. 16, 2020

Requested From: Minnesota Power

Response Due: Sept. 30, 2020

Analyst Requesting Information: Tera Dornfeld

Type of Inquiry:

<input type="checkbox"/>	Financial	<input type="checkbox"/>	Rate of Return	<input type="checkbox"/>	Rate Design
<input type="checkbox"/>	Engineering	<input type="checkbox"/>	Forecasting	<input type="checkbox"/>	Conservation
<input type="checkbox"/>	Cost of Service	<input type="checkbox"/>	CIP	<input checked="" type="checkbox"/>	Other: Annual Service Quality Report

If you feel your responses are proprietary, please indicate.

<p>Request Number 1</p>	<p>The Commission is interested in inquiring about other ways customers now communicate with Utilities. To determine the feasibility of such reporting, we request the following information or a short statement as to why it cannot be provided:</p> <p>REQUEST:</p> <ul style="list-style-type: none">a. Please provide monthly and yearly total page visits or logins to the Company’s mobile app, website, and Facebook page (for all applicable platforms used for customer communication).b. Please provide monthly and yearly number of emails received (including those sent via website-based platforms).c. Please provide a statement regarding the feasibility of reporting Response Time for electronic correspondence (# emails responded to within one business day and number responded to in two or more business days).d. Please provide a statement regarding the feasibility of maintaining a log of customer electronic correspondence by type (similar to the log of customer complaints reported in 7826.2000) and then reporting the top five most common issues for which customers initiate contact.
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