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Interstate Power and Light Company
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May 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. G001/M-15-____
2014 Annual Gas Service Quality Report

Dear Mr. Wolf:

Enclosed for e-filing with the Minnesota Public Utilities Commission, please find Interstate Power and Light Company's 2014 Annual Gas Service Quality Report.

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

Respectfully submitted,

/s/ 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 Lipshultz
John Tuma
Betsy Wergin

Chair
Commissioner
Commissioner
Commissioner
Commissioner

<p>IN THE MATTER OF INTERSTATE POWER AND LIGHT COMPANY'S ANNUAL GAS SERVICE QUALITY REPORT</p>	<p>DOCKET NO. G001/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 May, 2015, copies of the foregoing Affidavit of Service, together with Interstate Power and Light Company's 2014 Annual Gas Service Quality Report, were served upon the parties on the attached service list, by e-Filing, overnight delivery, electronic mail, and/or first-class mail, proper postage prepaid from Cedar Rapids, Iowa.

 /s/ Kathleen C. Balvanz
Kathleen C. Balvanz

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

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

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Bobby	Adam	bobby.adam@conagrafoods.com	ConAgra	Suite 5022 11 ConAgra Drive Omaha, NE 68102	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Christopher	Anderson	canderson@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022191	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
William A.	Blazar	bblazar@mnchamber.com	Minnesota Chamber Of Commerce	Suite 1500 400 Robert Street North St. Paul, MN 55101	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Michael	Bradley	mike.bradley@lawmoss.com	Moss & Barnett	150 S. 5th Street, #1200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
City	Clerk	sschulte@ci.albertlea.mn.us	City of Albert Lea	221 E Clark St Albert Lea, MN 56007	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Daniel R	Culhane	DanielCulhane@alliantenergy.com	Alliant Energy Corporate Services, Inc.	4902 North Biltmore Ln Madison, WI 53718-2148	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Ian	Dobson	ian.dobson@ag.state.mn.us	Office of the Attorney General-RUD	Antitrust and Utilities Division 445 Minnesota Street, BRM Tower St. Paul, MN 55101	Electronic Service 1400	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Michael	Greiveldinger	michaelgreiveldinger@alliantenergy.com	Interstate Power and Light Company	4902 N. Biltmore Lane Madison, WI 53718	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Grover	dgrover@itctransco.com	ITC Midwest	901 Marquette Avenue Suite 1950 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Annete	Henkel	mui@mnuilityinvestors.org	Minnesota Utility Investors	413 Wacouta Street #230 St.Paul, MN 55101	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Linda	Jensen	linda.s.jensen@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota Street St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Jim	Krueger	jkruieger@fmcs.coop	Freeborn-Mower Cooperative Services	Box 611 Albert Lea, MN 56007	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Kavita	Maini	kmains@wi.rr.com	KM Energy Consulting LLC	961 N Lost Woods Rd Oconomowoc, WI 53066	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E St. Paul, MN 55106	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022093	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Carl	Nelson	cnelson@mncee.org	Center for Energy and Environment	212 3rd Ave N Ste 560 Minneapolis, MN 55401	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Samantha	Norris	samanthanorris@alliantenergy.com	Alliant Energy	200 1st Street SE PO Box 351 Cedar Rapids, IA 52406-0351	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Steven	Nyhus	swnyhus@flaherty-hood.com	Flaherty & Hood PA	525 Park St Ste 470 Saint Paul, MN 55103	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Richard	Savelkoul	rsavelkoul@martinsquires.com	Martin & Squires, P.A.	332 Minnesota Street Ste W2750 St. Paul, MN 55101	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Larry L.	Schedin	Larry@LLSResources.com	LLS Resources, LLC	12 S 6th St Ste 1137 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Matthew J.	Schuerger P.E.	mjsreg@earthlink.net	Energy Systems Consulting Services, LLC	PO Box 16129 St. Paul, MN 55116	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Ron	Spangler, Jr.	rlspangler@otpc.com	Otter Tail Power Company	215 So. Cascade St. PO Box 496 Fergus Falls, MN 565380496	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Robyn	Woeste	robynwoeste@alliantenergy.com	Interstate Power and Light Company	200 First St SE Cedar Rapids, IA 52401	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
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
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Commissioner**

**IN THE MATTER OF INTERSTATE
POWER AND LIGHT COMPANY'S 2014
ANNUAL GAS SERVICE QUALITY
REPORT**

DOCKET NO. G001/M-15-____

SUMMARY OF FILING

Please take notice that on May 1, 2015, Interstate Power and Light Company (IPL), filed with the Minnesota Public Utilities Commission (Commission) its annual gas service quality report pursuant to the Commission's *Order Setting Reporting Requirements* issued on August 26, 2010, in Docket No. G-999/CI-09-409, and *Order Accepting Reports and Setting Further Requirements* issued on March 6, 2012, in Docket No. G001/M-11-361.

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger
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IN THE MATTER OF INTERSTATE
POWER AND LIGHT COMPANY'S 2014
ANNUAL GAS SERVICE QUALITY
REPORT

DOCKET NO. G001/M-15-____

INTERSTATE POWER AND LIGHT COMPANY'S 2014 ANNUAL GAS SERVICE
QUALITY REPORT

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

A. Summary of Filing

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

B. Service on Other Parties

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

C. General Filing Information

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

1. Name, Address, and Telephone Number of Utility

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

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

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

D. Date of Filing

The date of this filing is May 1, 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
Senior Attorney
Alliant Tower
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PO Box 351
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(319) 786-4236

Robyn Woeste
Manager - Regulatory Affairs
Alliant Tower
200 First Street, SE
PO Box 351
Cedar Rapids, Iowa 52406-0351
(319) 786-4384

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

Dated this 1st day of May 2015.

Respectfully submitted,

INTERSTATE POWER AND LIGHT COMPANY

By /s/Samantha C. Norris

Samantha C. Norris
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Interstate Power and Light Company

2014 Annual Gas Service Quality Report

Docket No. G001/M-15-_____

May 1, 2015

Interstate Power and Light Company 2014 Annual Gas Service Quality Report

Introduction

Interstate Power and Light Company (IPL) is committed to delivering safe and reliable gas service to its Minnesota customers at levels that meet or exceed their expectations. The data provided in this 2014 Gas Service Quality Report serves to support IPL's commitment to that goal. IPL is a combination utility, providing both gas and electric service to its Minnesota customers through approximately 42,976 electric meters and 10,728 gas meters. As of December 31, 2014, IPL's gas distribution system consisted of 237 miles of main and 10,401 service lines. IPL does not operate any gas transmission pipelines in the state of Minnesota. This will be the final full-year filing of IPL's Gas Service Quality Report, due to the sale of IPL's Minnesota gas assets to Minnesota Energy Resources Company (MERC), which closed on April 30, 2015. A partial year filing containing 2015 data will be filed within 90 days of the close of the sale, as stipulated by the Commission on Thursday, March 12, 2015 in its approval of IPL's 2013 Annual Gas Service Quality Report.

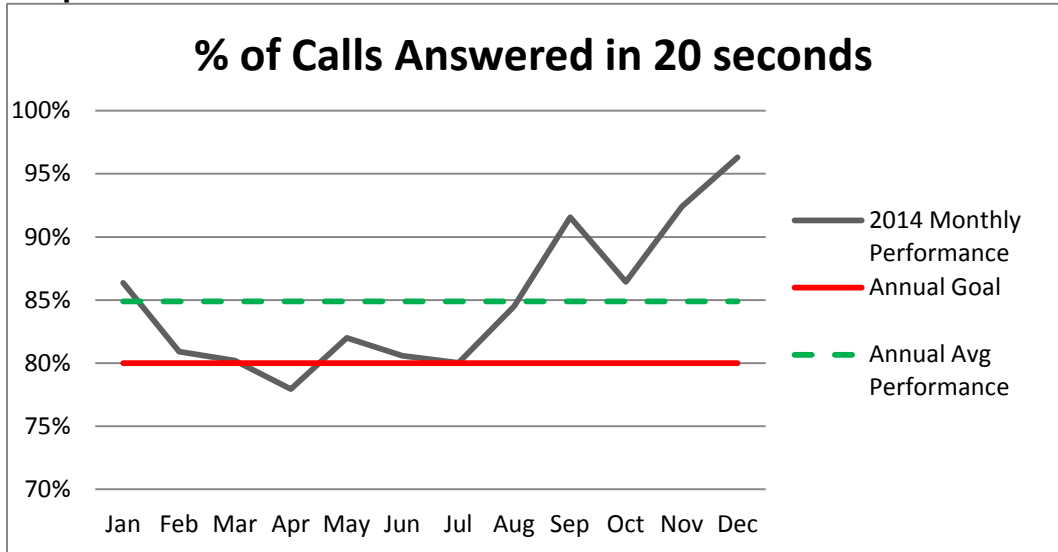
The following information is provided per the Minnesota Public Utilities Commission's (Commission) *Order Setting Reporting Requirements* in Docket No. G-999/CI-09-409, issued on August 26, 2010, and *Order Accepting Reports and Setting Further Requirements* in Docket No. G-001/M-11-361, issued on March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

1. Requirement not applicable for IPL.
2. IPL shall file annual service quality reports beginning May 1, 2011. Each report shall be based on data from the previous calendar year. The first reporting period begins January 1, 2010, except as otherwise specified below. Each annual report shall be filed according to the following requirements:

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

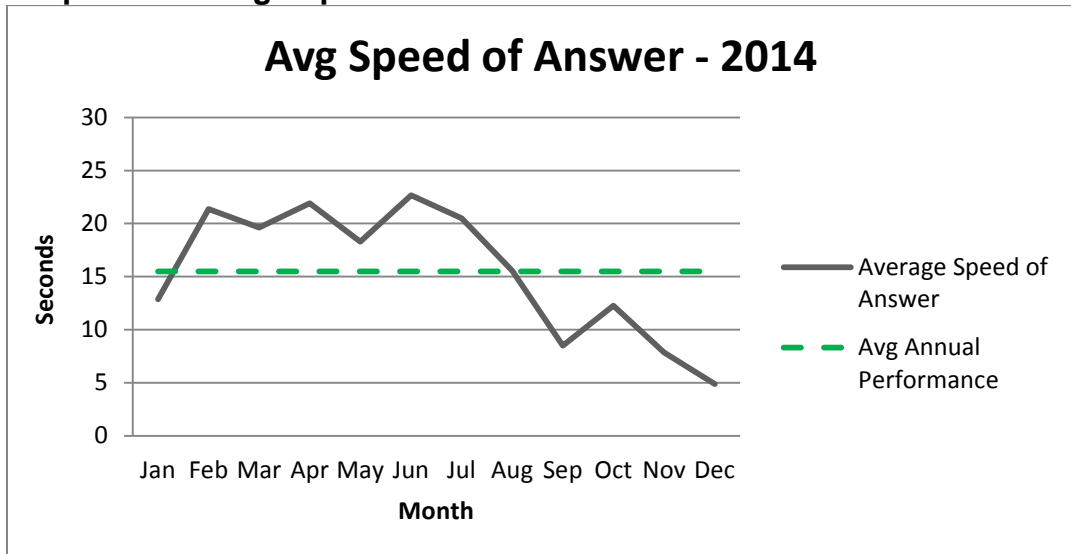
IPL Response – On an annualized basis for the year of 2014, 84.9% of the 67,626 Minnesota customer calls to IPL’s customer service center were answered in 20 seconds or less. With the exception of April 2014, IPL met or exceeded the regulatory requirement of 80% of calls answered within 20 seconds. The first four days of April saw a large seasonal storm pass through IPL’s service territory, producing an increase in call volume that caused the monthly service level for April drop to 77.9%. Staffing adjustments were implemented to allow the performance to rebound for the remainder of the month. Outside of the first four days, the balance of April would have resulted in a monthly service level of 80.4%. See Graph 1 below for a graphical representation of the answer time data. Tabular details can be found in Appendix A at the end of this report. The data provided contains both gas and electric calls.

Graph 1 – Call Center Answer Time Performance



Graph 2 below displays the monthly and annual speed of answering data. The average annualized speed of answer time was 15.5 seconds per call, based on an overall queue time of 1,054,031 seconds and 67,626 calls. Even with approximately 2,500 additional calls received over the previous year, this represents an improvement of 1.5 seconds over the annual average speed of answer from 2013.

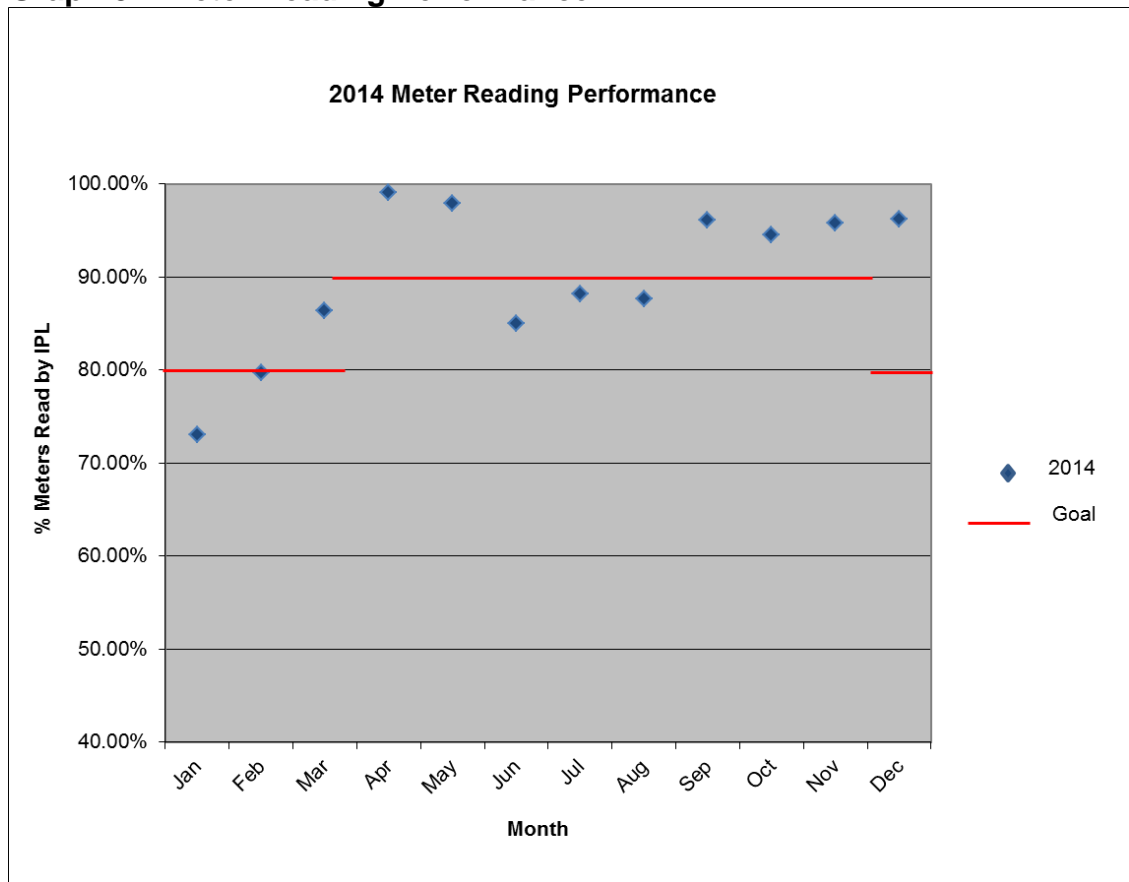
Graph 2 – Average Speed of Answer Performance



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

IPL Response – IPL met the meter reading performance requirements under Minnesota Rules, part 7826.0900 during seven months of 2014; however, performance fell below the required levels during the months of January and February, and also June, July, and August. A plot of IPL meter reading performance can be seen in Graph 3 below.

Graph 3 – Meter Reading Performance



Severe weather, employee illness, and other staffing issues all contributed to IPL not meeting the required meter reading metrics.

Specific details regarding the various issues encountered are further described starting on page 4 of Appendix A.

Total meter reader staffing levels increased by two between 2013 and 2014. A geographical breakdown of meter reader staffing, shown below, indicates nine meter readers covering routes in the gas/electric areas and four meter readers covering the routes in the electric-only sections of the service territory.

Table 1 – Meter Reader Staffing

Staffing Location	Number of Meter Readers	Type of Routes Read
Albert Lea	5	gas/electric
Chatfield	4	gas/electric
Fulda	1	electric-only
Lamberton	1	electric-only
Winnebago	1	electric-only
Montgomery	1	electric-only
Total	13	

IPL's meter readers were not asked to undertake any non-meter reading tasks during 2014 that would take them away from their normal tasks of reading meters. Specific performance data relating to IPL's meter reading performance may be found starting on page 2 of Appendix A at the end of this report. Data reported contains both gas and electric information. In the tabular data, the difference between the total percentage of meters and the percentage of meters read (by IPL and customers) is equal to the percentage of estimated meter reads.

C. Requirement not applicable for IPL.

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

IPL Response – In 2014, IPL filed the referenced data as required under Minn. Stat. §§ 216B.091 and 216B.096 as part of its routine filings filed in Docket No. G999/PR-14-02. A summary copy of the monthly Cold Weather Rule reports begins on page 6 of Appendix A.

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

IPL Response – IPL received requests for gas service at new locations every month except January 2014. For commercial and residential customers, the average time between notification of readiness and the actual installation date was 1.8 and 3.4 days, respectively. For locations not previously served, the data measures the time for new service to be initiated at the new location. For locations that were previously served, the data excludes reconnects for credit/non-payment issues. Specific monthly details on IPL's service extension response times may be found in Appendix A, page 9.

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

IPL Response – On average, 32 customers per month were required to provide a deposit prior to initiating service during 2014. This number is slightly lower than recent years, when the monthly average number of customers required to make a deposit during 2012 and 2013 were 36 and 34, respectively. The types of deposits included in the data are for new and reconnecting customers. As of December 31, 2014, IPL held 877 deposits for Minnesota gas and electric customers with a total value of \$193,063. Additional customer deposit data may be found in Appendix A, page 10 at the end of this report. The information provided contains both gas and electric data.

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

IPL Response – During 2014, IPL averaged 27 customer complaints per month, with the top three categories being Meter Reading, Property Damage, and Payment Status. These three categories account for approximately 42% of the customer complaints received during the year. As a means of comparison, the monthly average number of customer complaints received by IPL for 2012 and 2013 were 29 and 23, respectively. Detailed customer complaint data, including the summary complaint information report required under Minn. Rules 7820.0500, may

be found in Appendix A, pages 11 - 19. The information provided contains both gas and electric data.

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

IPL Response – For 2014, IPL fielded 1,494 emergency calls, with an average answer time of 43 seconds. This call volume includes both gas and electric callers who responded “Yes” to the initial interactive voice response question, “Is this a life threatening emergency, such as a downed wire or gas odor?” This average is greatly skewed by June’s data, when 72% of the month’s 313 emergency calls were received in a four-day period, driving June’s average answer time on emergency calls to 107 seconds. This high concentration of calls can be attributed to a series of severe storms that passed through the service territory during this timeframe. Monthly call answer time data may be found in Appendix A, page 20.

IPL also provides a direct phone number to emergency responders, fire, and law enforcement personnel that places them at the top of the queue when calling to report an emergency situation. The average answer time for the 240 calls to this direct emergency line was 15 seconds during 2014. Monthly data for these calls may also be found on page 20 of Appendix A.

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

IPL Response – In 2014, IPL had one gas line damaged as a result of a mismarked line and three due to failure to mark a line. IPL received 14,529 total gas and/or electric locate requests covering its Minnesota electric and gas service territory. Of that number, approximately 2,022 resulted in actual field locates for gas facilities. This data yields a mismark rate of 0.049% and a failure to mark rate of 0.148%. A table containing the locate data can be found on page 21 of Appendix A.

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

IPL Response – In 2014, there were eleven instances where IPL's gas facilities were damaged. None of those damages were caused by IPL or contractors working on IPL's behalf. Of the eleven damages, nine were attributable to power operated equipment (backhoes, trackhoe, auger, skid loader, and directional drill), one was caused by a shovel, and one was caused by the collapse of a section of street. Table 2 below lists gas damages by month.

Table 2 – Gas Damages by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Gas Damages	1	0	0	1	2	2	2	1	1	1	0	0	11

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

IPL Response – In 2014, there were zero service interruptions on IPL’s gas system due to system integrity issues. Of the eleven damages cited above in part J, ten resulted in gas outages to at least one customer. None of the outages were attributed to actions of IPL or one of its contractors. Of those ten line hits resulting in an outage, nine resulted in an outage to only a single customer, while one resulted in an outage to multiple customers. Two of the outages met the incident reporting criteria for the Minnesota Office of Pipeline Safety (MNOPS) and are discussed in part L below.

For those ten line hits that resulted with an outage to a customer, the average outage duration was approximately 147 minutes. The outage duration is based on the cumulative time from the initial notification to the time the gas line was repaired, purged, and repressurized so relight(s) can begin. This definition is consistent with the definition contained on the MNOPS Emergency Response Reporting Form. As nine of the ten outages in 2014 involved just a single customer, relights typically took approximately one-half hour. For the remaining outage, almost all relights

were completed the same day or next day following the outage. The last remaining active customer was relit seven days later, when requested by the customer. One customer affected by this outage never requested a relight as the building was vacant and the electricity to this location had been previously disconnected. IPL had notified these two customers on numerous occasions that turn-on service was available. Copies of IPL's MNOPS bi-monthly Emergency Response Reporting Forms for 2014 are included starting on page 22 of Appendix A.

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

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

IPL Response – There were two incidents that met the MNOPS incident reporting threshold in 2014.

While not a typical “excavating” incident, the first event that met the reporting threshold for a MNOPS incident occurred in Albert Lea on April

4, 2014. Although only one customer was impacted, media attention due to the uniqueness of the outage warranted the reporting of this damage. MNOPS Report #140739 was assigned. A garbage truck driving on a city street caused a section of pavement to collapse over a void in the roadbed, damaging a ½” plastic service line. A piece of concrete tore the service line, causing a leak that blew for approximately 15 minutes. The garbage truck driver called 911 to report the incident. The line was repaired and the customer’s appliances were re-lit by IPL personnel later that afternoon.

The second incident that met the MNOPS reporting threshold occurred at approximately 9:00 a.m. on October 25, 2014, in Albert Lea. IPL received a call that the 60 psig gas line at 501 S. Newton Ave. had been hit by a contractor performing telecommunications duct installation with a directional drill. IPL crews operated 5 valves to shut off the flow of gas, interrupting service to 105 customers. MNOPS was contacted as more than fifty customers were impacted and Report #145917 was assigned. Initially, it was thought that the 6” steel main was hit, but upon excavating, the damage was discovered on a 1” retired stub service that was not mapped. The contractor performing the work appeared to have appropriate locates. Crews from Albert Lea, Mason City, IA and Buffalo Center, IA were dispatched to relight customers’ appliances. Seventy-four customers were back in service by the end of the day, with all but four

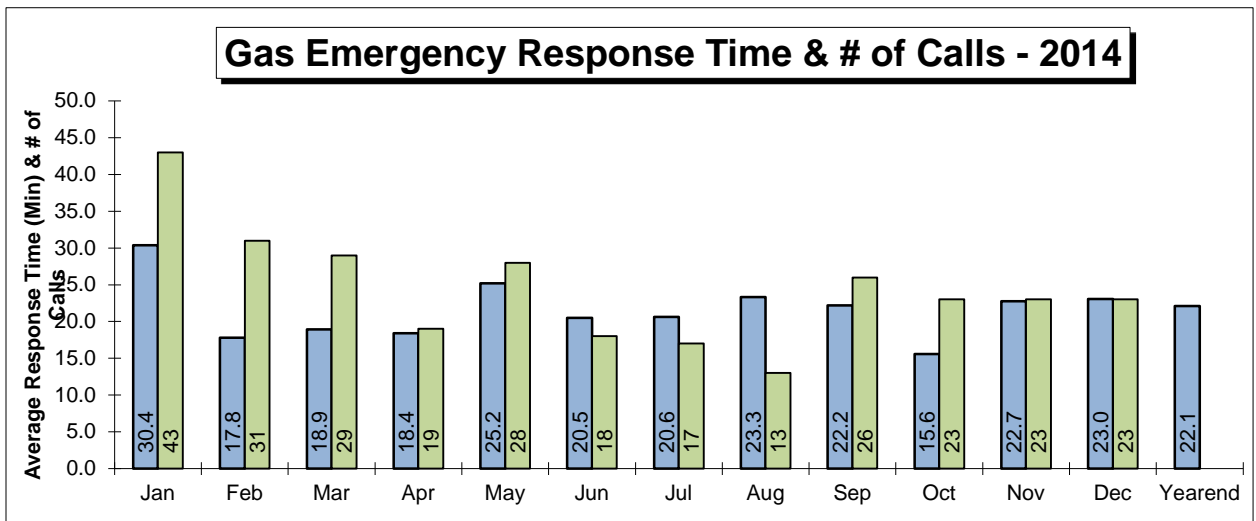
customers back in service by October 27, 2014. The last active customer was relit by IPL personnel on November 1, 2014.

M. Contains reporting criteria only – No response required.

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

IPL Response – In 2014, IPL responded to 99.7% of 293 gas emergency calls within 60 minutes, with an average gas emergency response time of 22.1 minutes. A graph detailing the number of gas emergency calls and average response times can be seen below in Graph 4.

Graph 4 – Gas Emergency Response Performance



Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearend
MN - Avg Resp Time	30.4	17.8	18.9	18.4	25.2	20.5	20.6	23.3	22.2	15.6	22.7	23.0	22.1
MN - # of Gas Calls	43	31	29	19	28	18	17	13	26	23	23	23	293

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

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

IPL Response – In 2014, customer-service related costs related to FERC Accounts 901 and 903 were \$5,905 and \$96,221, respectively. These costs include payroll taxes and benefits.

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

Contains Gas & Electric Data	IPL Results - Calendar Year 2014												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Call Center Response Times (2A or 7826.1700)													
Total Call Volume	4,739	4,464	4,458	5,860	5,898	6,602	6,075	5,932	6,058	7,440	5,254	4,846	67,626
Overall Service Level (20 seconds)	86.4%	80.9%	80.2%	77.9%	82.0%	80.6%	80.0%	84.5%	91.6%	86.5%	92.4%	96.3%	84.9%
Average Speed of Answer	12.9	21.4	19.6	21.9	18.3	22.7	20.5	15.5	8.5	12.3	7.8	4.9	15.5

IP&L Minnesota Results - Calendar Year 2014

Meter Reading Performance 2B or 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 2B or 7826.1400 (Electric & Gas Service)													Monthly Average
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
B1. Number of customer meters self-read by customer - Electric and Gas													
Commercial	1	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
D1. Data on meter reading staffing levels (Total MN - Gas & Electric)													
Total	11	11	11	11	11	11	11	11	11	12	13	13	11.4

2014 Minnesota Meter Estimates –

Severe weather, staff availability, and equipment related issues all contributed to IPL not meeting the required meter reading metrics as further described below.

IPL was out of compliance and did not meet the 80% meter read requirement in January and February. 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:

- These winter weather days proved to be a challenge for IPL meter readers when walking and/or driving the meter reading routes. The productivity of the employees was reduced significantly.
- January 2014
 - In January, there were 16 days with below zero temperatures and bitterly cold wind chills.
 - There were 10 days of snowfall.
- February 2014
 - In February, there were an additional 13 days with below zero temperatures and bitterly cold wind chills.
 - There were 7 days of snowfall.

Higher than Average Sick Days:

- Meter reading staff absences due to illness also impacted the number of meters read. Meter reader employees missed 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, July, and August resulting in more meters being estimated. The increase in meter estimates can be attributed to staffing issues.

Staffing Challenges:

- 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.
- With the pending sale of IPL's Minnesota assets, it was not deemed prudent to hire full time employees due to the uncertainty surrounding the timing of the sale. Therefore, IPL worked with a local agency to hire temporary employees to fill the staff vacancies with limited success.
 - The contract employees failed to be reliable, dependable employees.

2014 Minnesota Meter Estimates (Continued) –

- 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 the staffing agency 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 5 week period during the summer, which included the entire month of August.
- An Albert Lea, MN meter reader was required to attend annual military training for a 2 week period during the summer.

Corrective Actions Taken:

- In September 2014 IPL eliminated all contract employees and hired IPL temporary employees. IPL 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.

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

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

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
1 Number of Residential Customer Accounts:	43,903	43,903	43,858	43,795	43,753	43,760	43,751	43,736	43,852	44,121	43,812	43,832
2 Number of Past Due Residential Customer Accounts:	8,515	7,529	7,534	7,440	7,190	7,361	7,881	7,834	7,290	8,693	8,907	8,206
3 Number of Cold Weather Protection Requests:	1,578	507	444	426						879	1,427	1,839
RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS												
4 Number of "Right to Appeal" notices mailed to customers:	0	0	0	0						0	0	0
5 <i>Intentionally Blank</i>												
6 Number of customer accounts granted reconnection request:	3	3	8	34						28	11	8

INABILITY TO PAY (ITP)

10% PLAN (TPP)

IPL 2014 Gas Service Quality Report

Interstate Power & Light Company Gas Service Quality Report

Appendix A

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

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
PAYMENT SCHEDULE (PS)												
16	Number of "Right to Appeal" notices mailed to customers:											
	0	0	0	0	0	0	0	0	0	0	0	0
a)	Number of PS requests received											
	94	35	120	184						217	195	8
17	<i>Intentionally Blank</i>											
18	Number of PS negotiations mutually agreed upon:											
	94	35	120	184						217	195	8
19	<i>Intentionally Blank</i>											
DISCONNECTIONS												
20	Number of disconnection notices mailed to customers:											
	3,614	2,953	1,913	2,605	3,153	3,409	3,157	3,382	3,693	3,544	2,187	3,025
21	Number of customer accounts disconnected who did not seek protection:											
Duplicate columns for use in Apr and Oct April 1-15 and October 1-15 in 1st column <i>All other months, use 1st column only</i>												
a)	# Electric - heat affected											
	4	1	27	5	124	67	63	68	71	32	5	3
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	Total # disconnected											
	4	1	27	5	124	67	63	68	71	32	5	3
April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>												
a)	# Electric - heat affected											
				78						1		
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	Total # disconnected											
	0	0	0	78	0	0	0	0	0	1	0	0
22	Number of customer accounts disconnected seeking protection:											
a)	# Electric - heat affected											
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	Total # disconnected (See Note)											
	0	0	0	0	0	0	0	0	0	0	0	0
NOTE: Please report immediately the names and addresses of customers whose service has been disconnected more than 24 hours.												
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):											
	4	1	27	83	124	67	63	68	71	33	5	3

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

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
DOLLAR VALUE												
24	Total dollars past due on all residential accounts:											
	\$1,478,870	\$1,622,851	\$1,586,084	\$1,375,324	\$1,192,639	\$1,092,726	\$1,133,757	\$1,161,419	\$1,187,047	\$1,343,084	\$1,347,576	\$1,391,662
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):											
	\$174	\$216	\$211	\$185	\$166	\$148	\$144	\$148	\$163	\$155	\$151	\$170
26	Total dollars received from energy assistance programs:											
	\$137,343	\$224,094	\$140,031	\$99,393	\$87,266	\$28,856	\$866	\$0	\$0	\$48,045	\$104,996	\$156,282
27	Total dollars received from other sources (private organizations):											
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
28	Total Revenue from sales to residential accounts:											
	\$5,461,185	\$4,862,605	\$4,494,710	\$3,837,510	\$3,429,351	\$3,673,082	\$4,700,694	\$6,085,270	\$4,267,458	\$3,022,584	\$3,241,415	\$4,527,254
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)											
	\$124	\$111	\$102	\$88	\$78	\$84	\$107	\$139	\$97	\$69	\$74	\$103
30	<i>Intentionally Blank</i>											
30	Average annual residential bill:											
31	Total residential account write-offs due to uncollectible:											
	\$33,817	\$21,672	\$29,638	\$46,476	\$46,476	\$66,460	\$56,789	\$69,526	\$43,696	\$56,817	\$36,007	\$57,485
DISCONNECTION DURATION												
32	Number of customer accounts disconnected 24 hours or more:											
a)	# Electric - heat affected											
	4	1	18	0	0	0	0	0	0	1	1	1
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	Total # disconnected											
	4	1	18	0	0	0	0	0	0	1	1	1
33	<i>Intentionally Blank</i>											
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).											
	0	0	0	0	0	0	0	0	0	0	0	0
35	<i>Intentionally Blank</i>											
36	<i>Intentionally Blank</i>											
RECONNECTION DATA												
37	# Accounts reconnected											
	3	3	8	34	70	45	38	37	40	28	11	8
38	# Accounts remaining disconnected											
	63	44	63	95	102	100	109	120	116	98	79	88
a)	1-30 days											
	4	1	23	46	38	22	23	30	22	5	0	1
b)	31-60 days											
	1	0	1	15	27	28	16	12	16	9	4	1
c)	61+ days											
	58	43	39	34	37	50	70	78	78	84	75	86

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 (2E or 7826.1600)													
Gas Only Data in "A"													
A. # of custs requesting service to a location not previously served													
Commercial	0	4	1	0	3	16	2	0	0	1	15	15	4.7
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Residential	0	0	0	25	6	99	2	12	4	4	10	19	15.0
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0.00
A. Avg. interval between request/readiness date and actual install date													
Commercial	n/a	1	1	n/a	1	1	1	n/a	n/a	2	4	3	1.8
Industrial	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.00
Residential	n/a	n/a	n/a	1	1	2	3	2	4	8	4	6	3.4
Rural	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0.00

B. # of custs requesting service to a location previously served *1													
Gas & Electric Data in "B"													
Commercial	63	38	33	31	25	37	50	44	43	62	54	65	45.4
Industrial	2	2	0	2	11	1	5	1	4	2	6	6	3.5
Residential	260	248	333	363	444	529	527	615	693	856	651	633	512.7
Rural	2	0	1	2	0	1	1	0	1	0	2	0	0.8
B. Avg. interval between request/readiness date and actual install date *2													
Commercial	1	1	1	1	1	1	1	1	1	1	1	1	1
Industrial	1	1	1	1	1	1	1	1	1	1	1	1	1
Residential	1	1	1	1	1	1	1	1	1	1	1	1	1
Rural	1	1	1	1	1	1	1	1	1	1	1	1	1

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

Requirement	IP&L Results - Calendar Year 2014												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Customer Deposits 2F or 7826.1900													
Contains Gas & Electric Data													
Number of custs. required to make a deposit to get service	11	23	23	32	35	31	30	30	48	57	29	32	32

Contains Electric & Gas Data	IP&L Results - Calendar Year 2014													Monthly Average	
	Reporting Customer Complaints	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Annual
(2G) or 7826.2000															
A. Number of complaints received	11	17	24	25	33	35	23	33	36	35	29	24	325	27	
Commercial	2	2	3	5	4	1	3	2	6	4	8	4	44	4	
Industrial	0	0	0	1	0	1	1	0	0	0	0	0	3	0	
Residential	9	15	21	18	28	31	17	31	28	30	21	19	268	22	
Rural	0	0	0	1	1	2	2	0	2	1	0	1	10	1	
B. Number & percentage of complaints alleging:															
Billing errors - Number	0	0	0	0	2	0	1	1	0	2	0	0	6	1	
Billing errors - Percent	0%	0%	0%	0%	6%	0%	4%	3%	0%	6%	0%	0%	1.8%		
Commercial-number	0	0	0	0	0	0	1	0	0	1	0	0	2	0	
Commercial-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	3%	0%	0%	0.6%		
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Residential-number	0	0	0	0	2	0	0	1	0	1	0	0	4	0	
Residential-percent	0%	0%	0%	0%	6%	0%	0%	3%	0%	3%	0%	0%	1.2%		
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Inaccurate metering - Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Inaccurate metering - Percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Residential-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Residential-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%		

Contains Electric & Gas Data Reporting Customer Complaints – 2G (cont.)	IP&L Results - Calendar Year 2014													Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Average
Wrongful disconnection - Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wrongful disconnection - Percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
Residential-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
High bills - Number	0	0	1	2	3	1	2	3	1	1	1	1	16	1
High bills - Percent	0%	0%	4%	8%	9%	3%	9%	9%	3%	3%	3%	4%	4.9%	
Commercial-number	0	0	0	0	1	0	0	0	0	0	1	0	2	0
Commercial-percent	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	3%	0%	0.6%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	0	1	2	2	0	2	3	1	1	0	1	13	1
Residential-percent	0%	0%	4%	8%	6%	0%	9%	9%	3%	3%	0%	4%	4.0%	
Rural-number	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0.3%	
Inadequate service - Number	0	0	0	2	0	0	3	0	0	2	1	2	10	1
Inadequate service - Percent	0%	0%	0%	8%	0%	0%	13%	0%	0%	6%	3%	8%	3.1%	
Commercial-number	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Commercial-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0.3%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	0	0	1	0	0	2	0	0	2	1	2	8	1
Residential-percent	0%	0%	0%	4%	0%	0%	9%	0%	0%	6%	3%	8%	2.5%	
Rural-number	0	0	0	1	0	0	0	0	0	0	0	0	1	0
Rural-percent	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0.3%	

Contains Electric & Gas Data Reporting Customer Complaints – 2G (cont.)	IP&L Results - Calendar Year 2014													Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Average
New service extension intervals - Number	0	0	0	1	1	0	1	0	2	1	1	1	8	1
New service extension intervals - Percent	0%	0%	0%	4%	3%	0%	4%	0%	6%	3%	3%	4%	2.5%	
Commercial-number	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Commercial-percent	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0.3%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	0	0	1	0	0	0	0	2	1	1	1	6	1
Residential-percent	0%	0%	0%	4%	0%	0%	0%	0%	6%	3%	3%	4%	1.8%	
Rural-number	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0.3%	
Service restoration intervals - Number	0	1	2	0	0	6	0	0	3	1	2	2	17	1
Service restoration intervals - Percent	0%	6%	8%	0%	0%	17%	0%	0%	8%	3%	7%	8%	5.2%	
Commercial - number	0	0	0	0	0	0	0	0	1	1	0	0	2	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	3%	0%	0%	0.6%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	1	2	0	0	5	0	0	2	0	2	1	13	1
Residential-percent	0%	6%	8%	0%	0%	14%	0%	0%	6%	0%	7%	4%	4.0%	
Rural-number	0	0	0	0	0	1	0	0	0	0	0	1	2	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	4%	0.6%	
Other categories involving 5% or more of the total complaints														
Payment Status-number	2	3	3	4	5	2	0	4	4	4	8	1	40	3
Payment Status-percent	18%	18%	13%	16%	15%	6%	0%	12%	11%	11%	28%	4%	12.3%	
Commercial-number	0	0	1	2	1	0	0	0	2	0	1	0	7	1
Commercial-percent	0%	0%	4%	8%	3%	0%	0%	0%	6%	0%	3%	0%	2.2%	
Industrial-number	0	0	0	1	0	1	0	0	0	0	0	0	2	0
Industrial-percent	0%	0%	0%	4%	0%	3%	0%	0%	0%	0%	0%	0%	0.6%	
Residential-number	2	3	2	1	4	1	0	4	2	4	7	1	31	3
Residential-percent	18%	18%	8%	4%	12%	3%	0%	12%	6%	11%	24%	4%	9.5%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	

Contains Electric & Gas Data Reporting Customer Complaints – 2G (cont.)	IP&L Results - Calendar Year 2014													Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Average
Turn On -number	1	0	2	1	3	0	2	3	1	4	4	2	23	2
Turn On - percent	9%	0%	8%	4%	9%	0%	9%	9%	3%	11%	14%	8%	7.1%	
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	1	0	2	1	3	0	2	3	1	4	4	2	23	2
Residential-percent	9%	0%	8%	4%	9%	0%	9%	9%	3%	11%	14%	8%	7.1%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Meter Reading other - number	1	3	6	2	5	3	5	6	10	7	3	4	55	5
Meter Reading other - percent	9%	18%	25%	8%	15%	9%	22%	18%	28%	20%	10%	17%	16.9%	
Commercial-number	0	1	2	0	1	0	0	0	1	0	1	2	8	1
Commercial-percent	0%	6%	8%	0%	3%	0%	0%	0%	3%	0%	3%	8%	2.5%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	1	2	4	2	4	3	5	6	8	7	2	2	46	4
Residential-percent	9%	12%	17%	8%	12%	9%	22%	18%	22%	20%	7%	8%	14.2%	
Rural-number	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0.3%	
Credit and Collections General-number	0	0	1	0	1	4	1	3	3	2	0	2	17	1
Credit and Collections General-percent	0%	0%	4%	0%	3%	11%	4%	9%	8%	6%	0%	8%	5.2%	
Commercial-number	0	0	0	0	0	1	0	1	0	0	0	0	2	0
Commercial-percent	0%	0%	0%	0%	0%	3%	0%	3%	0%	0%	0%	0%	0.6%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	0	1	0	1	3	1	2	3	2	0	2	15	1
Residential-percent	0%	0%	4%	0%	3%	9%	4%	6%	8%	6%	0%	8%	4.6%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	

Contains Electric & Gas Data Reporting Customer Complaints – 2G (cont.)	IP&L Results - Calendar Year 2014													Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Average
Property Damage-number	0	1	2	4	3	11	5	3	4	2	4	3	42	4
Property Damage-percent	0%	6%	8%	16%	9%	31%	22%	9%	11%	6%	14%	13%	12.9%	
Commercial-number	0	1	0	0	0	0	1	0	1	1	2	1	7	1
Commercial-percent	0%	6%	0%	0%	0%	0%	4%	0%	3%	3%	7%	4%	2.2%	
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Industrial-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0.3%	
Residential-number	0	0	2	4	3	11	3	3	3	1	2	2	34	3
Residential-percent	0%	0%	8%	16%	9%	31%	13%	9%	8%	3%	7%	8%	10.5%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Tree Trimming-number	2	4	2	2	1	4	1	1	2	1	1	1	22	2
Tree Trimming-percent	18%	24%	8%	8%	3%	11%	4%	3%	6%	3%	3%	4%	6.8%	
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	2	4	2	2	1	3	1	1	2	0	1	1	20	2
Residential-percent	18%	24%	8%	8%	3%	9%	4%	3%	6%	0%	3%	4%	6.2%	
Rural-number	0	0	0	0	0	1	0	0	0	1	0	0	2	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	3%	0%	0%	0.6%	
Engineering,Construction,Maintenance Other	0	1	3	4	1	2	0	3	4	3	1	1	23	2
Engineering,Construction,Maintenance Other-percent	0%	6%	13%	16%	3%	6%	0%	9%	11%	9%	3%	4%	7.1%	
Commercial-number	0	0	0	1	0	0	0	1	0	0	1	0	3	0
Commercial-percent	0%	0%	0%	4%	0%	0%	0%	3%	0%	0%	3%	0%	0.9%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	0	1	3	3	1	2	0	2	3	3	0	1	19	2
Residential-percent	0%	6%	13%	12%	3%	6%	0%	6%	8%	9%	0%	4%	5.8%	
Rural-number	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0.3%	

Contains Electric & Gas Data Reporting Customer Complaints – 2G (cont.)	IP&L Results - Calendar Year 2014													Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Average
General Billing Questions/General Other-number	5	2	2	3	4	1	1	3	2	4	2	4	33	3
General Billing Questions/General Other-percent	45%	12%	8%	12%	12%	3%	4%	9%	6%	11%	7%	17%	10.2%	
Commercial-number	2	0	0	2	0	0	0	0	1	0	1	1	7	1
Commercial-percent	18%	0%	0%	8%	0%	0%	0%	0%	3%	0%	3%	4%	2.2%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Residential-number	3	2	2	1	4	1	1	3	1	4	1	3	26	2
Residential-percent	27%	12%	8%	4%	12%	3%	4%	9%	3%	11%	3%	13%	8.0%	
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	

C. Number of complaints resolved upon initial inquiry	2	2	3	5	4	9	5	6	8	7	8	5	64	5
C. Percentage of complaints resolved upon initial inquiry	18%	12%	13%	20%	12%	26%	22%	18%	22%	20%	28%	21%	19.7%	
Commercial-number	1	0	0	2	0	0	0	1	1	0	1	0	6	1
Industrial-number	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Residential-number	1	2	3	3	3	8	5	5	6	7	7	5	55	5
Rural-number	0	0	0	0	1	0	0	0	1	0	0	0	2	0
C. Number of complaints resolved within ten days	6	12	18	18	27	21	13	25	26	25	18	15	224	19
C. Percentage of complaints resolved within ten days	55%	71%	75%	72%	82%	60%	57%	76%	72%	71%	62%	63%	68.9%	
Commercial-number	0	2	3	3	4	1	3	1	5	4	7	4	37	3
Industrial-number	0	0	0	1	0	0	1	0	0	0	0	0	2	0
Residential-number	6	10	15	14	23	19	9	24	20	21	11	10	182	15
Rural-number	0	0	0	0	0	1	0	0	1	0	0	1	3	0
C. Number of complaints resolved longer than ten days	3	3	3	2	2	5	5	2	2	3	3	4	37	3
C. Percentage of complaints resolved longer than ten days	27%	18%	13%	8%	6%	14%	22%	6%	6%	9%	10%	17%	11.4%	
Commercial-number	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Industrial-number	0	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	31	3
Rural-number	0	0	0	1	0	1	2	0	0	1	0	0	5	0

Contains Electric & Gas Data	IP&L Results - Calendar Year 2014													Month
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Avg
Reporting Customer Complaints - 2G (cont.)														
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	172	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	24	2
Industrial-number	0	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	143	12
Rural-number	0	0	0	0	0	1	2	0	2	0	0	0	5	0
(2) Taking action cust. and utility agree is acceptable compromise	4	2	5	6	11	15	7	8	7	9	3	3	80	7
(2) Taking action cust. and utility agree is acceptable compromise	36%	12%	21%	24%	33%	43%	30%	24%	19%	26%	10%	13%	25%	
Commercial-number	1	0	1	1	2	0	1	0	1	1	1	0	9	1
Industrial-number	0	0	0	1	0	1	0	0	0	0	0	0	2	0
Residential-number	3	2	4	4	8	13	6	8	6	8	2	3	67	6
Rural-number	0	0	0	0	1	1	0	0	0	0	0	0	2	0
(3) Explaining that situation is not reasonably within utility's control	0	1	1	4	5	5	2	4	5	6	3	3	39	3
(3) Explaining that situation is not reasonably within utility's control	0%	6%	4%	16%	15%	14%	9%	12%	14%	17%	10%	13%	12%	
Commercial-number	0	0	0	0	0	1	0	1	3	1	1	0	7	1
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Residential-number	0	1	1	3	5	4	1	3	2	4	2	3	29	2
Rural-number	0	0	0	1	0	0	0	0	0	1	0	0	2	0
(4) Refusing to take the action the cust. Requested-number	3	2	3	2	4	4	0	2	2	5	3	4	34	3
(4) Refusing to take the action the cust. Requested-percent	0%	12%	13%	8%	12%	11%	0%	6%	6%	14%	10%	17%	10%	
Commercial-number	1	1	0	0	0	0	0	0	0	0	2	0	4	0
Industrial-number	0	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	29	2
Rural-number	0	0	0	0	0	0	0	0	0	0	0	1	1	0
E. # of complaints forwarded to the PUC's Consumer Affairs Ofc.	0	0	0	2	0	0	0	0	0	0	0	0	2	0.2
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	0	0	0	0	1	0	1	0	0	0	1	0	3	0.3
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Summary Complaint Report
MN Rule 7820.0500

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

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS
FOR YEAR ENDING December 31, 2014
IN ACCORDANCE WITH MINN. RULE 7820.0500

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

NUMBER OF DISCONNECTS
FOR NON-PAYMENT
(By Month)

I. Complaint Type	RESIDENTIAL - GAS and ELECTRIC			COMMERCIAL/INDUSTRIAL - GAS and ELECTRIC			INTERRUPTIBLE - GAS and ELECTRIC		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
	A. Service	178	178	0	24	24	0	0	0
B. Billing	100	100	0	23	23	0	0	0	0
C. Rates	0	0	0	0	0	0	0	0	0
D. Rules	0	0	0	0	0	0	0	0	0
Total Complaints	278	278	0	47	47	0	0	0	0

	1	2	3
Jan	0	4	0
Feb	1	0	0
Mar	22	4	0
Apr	83	5	0
May	124	5	0
June	70	2	0
July	61	0	0
Aug	67	4	0
Sept	68	2	0
Oct	26	7	0
Nov	1	4	0
Dec	2	1	0
Total	525	38	0

	Residential	Commercial Industrial	Interruptible
II. Number of Disconnections for Nonpayment	525	38	0
Number of Escrow Forms Filed	0	0	0
III. Total Number of Customers (average)	46,585	8,254	12
Number of Customers Added During Year	6,474	611	1

1 Residential
2 Commercial/Industrial
3 Interruptible

Summary Complaint Report (cont.)
 MN Rule 7820.0500



Contact Information:

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

Contacts

<i>Name</i>	<i>Telephone number</i>	<i>Cell phone</i>	<i>E-mail address</i>
E-Mail Address			complaints@alliantenergy.com
Brandi Lund	(319) 786-5821		BrandiLund@alliantenergy.com
Paul Koestner	(641) 437-5364		PaulKoestner@alliantenergy.com
Kathy Harriott – Manager	(319) 786-7771	319-551-8352	KathyHarriott@alliantenergy.com

Mailing Address

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

Contains Gas & Electric Data

Reporting Emergency Phone Answer Times - 2H			
Month	Calls	Total Queue Times [seconds]	Average Queue Times [seconds]
January	27	593	21.96
February	241	15,996	66.37
March	34	224	6.59
April	105	1,558	14.84
May	78	857	10.99
June	313	33,532	107.13
July	158	3,428	21.70
August	106	2,077	19.59
September	97	868	8.95
October	103	1,731	16.81
November	178	3,507	19.70
December	54	8	0.15
Total	1,494	64,379	43.09

Contains Gas & Electric Data

Direct Emergency Phone Line Answer Times - 2H			
Month	Calls	Total Queue Times [seconds]	Average Queue Times [seconds]
January	21	121	5.76
February	29	514	17.72
March	6	0	0.00
April	37	390	10.54
May	12	37	3.08
June	35	1,662	47.49
July	12	119	9.92
August	22	507	23.05
September	9	0	0.00
October	18	34	1.89
November	21	102	4.86
December	18	0	0.00
Total	240	3,486	14.53

Reporting Gas Locate Data - 2I

<i>2014</i>	<i>Total Locates Requested</i>	<i>Locates Completed ("Paint on the Ground")</i>		
Month		Electric	Gas	Combo
January	192	14	36	2
February	202	9	16	5
March	259	24	32	1
April	1,366	187	135	23
May	2,302	438	206	84
June	1,912	339	250	84
July	1,840	312	252	69
August	1,544	271	146	53
September	1,724	313	179	35
October	1,846	284	207	48
November	937	140	74	27
December	405	44	43	15
	14,529	2,375	1,576	446

Total # Gas Facilities located: **2,022**



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2014

Reporting Company:	Alliant Energy -IPL	Circle Reporting Period:	
Contact Person:	Todd Newhouse	January/February	March/April
Phone:	319 786 5853	May/June	July/August
Email Address:	toddnewhouse@alliantenergy.com	September/October	November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	72	15		no shut offs	no line hits
> 10 min. to 20 min.	2	19			
> 20 min. to 40 min.		27			
> 40 min. to 60 min.		13			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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

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

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

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

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



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2014

Reporting Company:	Alliant Energy -IPL	Circle Reporting Period:	
Contact Person:	Todd Newhouse	January/February	March/April
Phone:	319 786 5853	May/June	July/August
Email Address:	toddnewhouse@alliantenergy.com	September/October	November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	48	12			
> 10 min. to 20 min.		20	1	1	
> 20 min. to 40 min.		13			
> 40 min. to 60 min.					1
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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Phone:	319 786 5853	May/June	July/August
Email Address:	toddnewhouse@alliantenergy.com	September/October	November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	45	13	2	2	
> 10 min. to 20 min.	1	7			
> 20 min. to 40 min.		19	1	1	1
> 40 min. to 60 min.		7			2
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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> 0 min. to 10 min.	30	6	1	1	
> 10 min. to 20 min.		8	2	2	
> 20 min. to 40 min.		13	1	1	1
> 40 min. to 60 min.		3			1
> 60 min. to 80 min.					1
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					1
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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Email Address:	toddnewhouse@alliantenergy.com	September/October	November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	49	9	2		
> 10 min. to 20 min.		23			1
> 20 min. to 40 min.		15			1
> 40 min. to 60 min.		1			
> 60 min. to 80 min.		1			
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					1
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					1
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> 8 hrs					

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> 0 min. to 10 min.	46	11	2		
> 10 min. to 20 min.					1
> 20 min. to 40 min.					
> 40 min. to 60 min.			5		1
> 60 min. to 80 min.					1
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
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