



AN ALLETE COMPANY

30 West Superior Street
Duluth, MN 55802-2093
www.mnpower.com



August 25, 2025

VIA E-FILING

Mike Bull
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2147

Re: In the Matter of Minnesota Power’s 2024 Annual Safety, Reliability, and Service Quality Report
Docket No. E015/M-25-29
SUPPLEMENTAL COMMENTS

Dear Mr. Bull:

Minnesota Power (or, the “Company”) respectfully submits these Supplemental Comments in the above referenced Docket, to include additional information on the payment services error rate percentage found on page three of the Company’s July 25, 2025 Reply Comments. Please refer to the data below for summary information on payment error rates and categorization.

Credit Card Transactions

Date	Submitted	Approved	Declined	Approval Rate	Decline Rate
Jan-24	22,693	21,544	1,149.00	94.94%	5.06%
Feb-24	23,055	21,998	1,057.00	95.42%	4.58%
Mar-24	23,268	22,201	1,067.00	95.41%	4.59%
April-24	23,919	22,747	1,172.00	95.10%	4.90%
May-24	24,116	22,835	1,281.00	94.69%	5.31%
Jun-24	22,136	21,006	1,130.00	94.90%	5.10%
Jul-24	23,773	22,656	1,117.00	95.30%	4.70%
Aug-24	23,782	22,610	1,172.00	95.07%	4.93%
Sep-24	24,206	22,919	1,287.00	94.68%	5.32%
Oct-24	23,986	22,746	1,240.00	94.83%	5.17%
Nov-24	22,624	21,436	1,188.00	94.75%	5.25%
Dec-24	23,283	22,178	1,105.00	95.25%	4.75%



Together we choose to work safely for our families, each other, and the public. We commit to be injury-free through continuous learning and improvement.

Automated Clearing House (ACH)

Date	Total ACH Payments	Total Returns	Unauthorized Returns	Unauthorized Return %	Administrative Returns	Administrative Return %	NSF Returns	NSF Return %	Overall %
Jan-24	22,693	21,544	1,149.00	94.94%	5.06%	0.22%	170	0.39%	0.66%
Feb-24	23,055	21,998	1,057.00	95.42%	4.58%	0.22%	171	0.41%	0.67%
Mar-24	23,268	22,201	1,067.00	95.41%	4.59%	0.23%	174	0.42%	0.68%
April-24	23,919	22,747	1,172.00	95.10%	4.90%	0.19%	172	0.38%	0.61%
May-24	24,116	22,835	1,281.00	94.69%	5.31%	0.27%	230	0.53%	0.87%
Jun-24	22,136	21,006	1,130.00	94.90%	5.10%	0.23%	204	0.51%	0.79%
Jul-24	23,773	22,656	1,117.00	95.30%	4.70%	0.22%	256	0.56%	0.81%
Aug-24	23,782	22,610	1,172.00	95.07%	4.93%	0.26%	236	0.55%	0.86%
Sep-24	24,206	22,919	1,287.00	94.68%	5.32%	0.24%	246	0.55%	0.82%
Oct-24	23,986	22,746	1,240.00	94.83%	5.17%	0.23%	231	0.52%	0.79%
Nov-24	22,624	21,436	1,188.00	94.75%	5.25%	0.25%	190	0.46%	0.73%
Dec-24	23,283	22,178	1,105.00	95.25%	4.75%	0.17%	215	0.48%	0.70%

Please contact me at (218) 591-4870 or avang@mnpower.com if you have any questions regarding this filing.

Sincerely,

A handwritten signature in black ink, appearing to read 'Analeisha Vang', with a stylized flourish at the end.

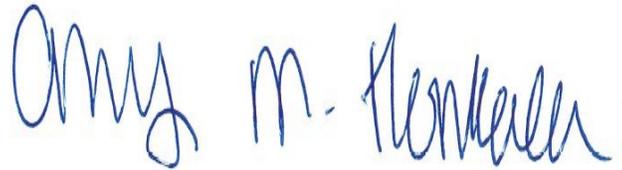
Analeisha Vang
Regulatory Compliance Specialist, Senior

AMV:ah

STATE OF MINNESOTA)
)ss
COUNTY OF ST. LOUIS)

AFFIDAVIT OF SERVICE VIA
ELECTRONIC FILING

I, Amy M. Honkala of the City of Duluth, County of St. Louis, State of Minnesota, hereby certify that on the 25th day of August, 2025, I electronically filed a true and correct copy of Minnesota Power's **Supplemental Comments in Docket No. E015/M-25-29** on the Minnesota Public Utilities Commission and the Energy Resources Division of the Minnesota Department of Commerce via electronic filing. The persons on eDocket's Official Service List for this Docket were served as requested.



Amy M. Honkala