Alliant Energy Corporate Services
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Paula N. Johnson
Senior Attorney - Regulatory

Interstate Power and Light Company
An Alliant Energy Company

Alliant Tower
200 First Street SE
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April 1, 2014

Dr. Burl W. Haar, 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. E001/M-14-____
2013 Annual Safety, Reliability, and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Indices for 2014

Dear Dr. Haar:

Enclosed for e-filing with the Minnesota Public Utilities Commission please find Interstate Power and Light Company's (IPL) Annual Report in compliance with Minn. Rules 7826.0400, 7826.0500, and 7826.1300. This annual report presents IPL's performance for 2013 and proposes reliability indices for 2014 pursuant to Minn. Rule 7826.0600, subp. 1.

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/ Paula N. Johnson
Paula N. Johnson
Senior Attorney - Regulatory

PNJ/tao
Enclosures

cc: Service List

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	**Chair**
David C. Boyd	**Commissioner**
Nancy Lange	**Commissioner**
Dan Lipschultz	**Commissioner**
Betsy Wergin	**Commissioner**

IN THE MATTER OF INTERSTATE POWER AND LIGHT COMPANY'S 2013 ANNUAL SAFETY, RELIABILITY AND SERVICE QUALITY REPORT AND PROPOSED SAIFI, SAIDI AND CAIDI INDICES FOR 2014	**DOCKET NO. E001/M-14-____**

AFFIDAVIT OF SERVICE

STATE OF IOWA)
) ss.
COUNTY OF LINN)

Tonya A. O'Rourke being first duly sworn on oath deposes and states:

That on the 1st day of April, 2014, copies of the foregoing Affidavit of Service, together with Interstate Power and Light Company's Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Indices for 2014 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/ Tonya A. O'Rourke__
Tonya A. O'Rourke

Subscribed and Sworn to Before Me
this 1st day of April, 2014.

___/s/ Kathleen J. Faine_____
Kathleen J. Faine
Notary Public
My Commission Expires on February 20, 2015

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
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
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
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
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City	Clerk	sschulte@ci.albertlea.org	City of Albert Lea	221 E Clark St Albert Lea, MN 56007	Paper 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, 1400 BRM Tower St. Paul, MN 55101	Electronic Service	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
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
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	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
Annete	Henkel	mui@mnutilityinvestors.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
Paula N.	Johnson	PaulaJohnson@alliantenergy.com	Interstate Power and Light Company	200 First Street SE PO Box 351 Cedar Rapids, IA 524060351	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Company General Service List
Jim	Krueger	jkrueger@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	kmaini@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
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

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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
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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@otpco.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

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	**Chair**
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IN THE MATTER OF INTERSTATE POWER AND LIGHT COMPANY'S 2013 ANNUAL SAFETY, RELIABILITY AND SERVICE QUALITY REPORT AND PROPOSED SAIFI, SAIDI AND CAIDI INDICES FOR 2014	**DOCKET NO. E001/M-14-___**

SUMMARY OF FILING

Please take notice that on April 1, 2014, Interstate Power and Light Company (IPL), filed with the Minnesota Public Utilities Commission (Commission) its Annual Safety, Reliability and Service Quality Report (Report) pursuant to Minn. Rules 7826.0400, 7826.0500 and 7826.1300, and pursuant to Minn. Rule 7826.0600, subp. 1, IPL proposes SAIFI, SAIDI and CAIDI indices for 2014. IPL also provides information as ordered by the Commission's January 12, 2012, Order in Docket No. E001/M-11-277, and also notes that included within the Report is the Smart Grid Report required by the Commission's June 5, 2009, and March 4, 2011, Orders in Docket No. E999/CI-08-948.

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	**Chair**
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IN THE MATTER OF INTERSTATE POWER AND LIGHT COMPANY'S 2013 ANNUAL SAFETY, RELIABILITY AND SERVICE QUALITY REPORT AND PROPOSED SAIFI, SAIDI AND CAIDI INDICES FOR 2014	**DOCKET NO. E001/M-14-___**

INTERSTATE POWER AND LIGHT COMPANY'S 2013 ANNUAL REPORT AND PROPOSAL

COMES NOW, Interstate Power and Light Company (IPL), and hereby files with the Minnesota Public Utilities Commission (Commission) its Annual Safety, Reliability and Service Quality Report (Report) pursuant to Minn. Rules 7826.0400, 7826.0500 and 7826.1300 and pursuant to Minn. Rule 7826.0600, subp. 1, IPL proposes SAIFI, SAIDI and CAIDI indices for 2013. IPL also provides information as ordered by the Commission's January 12, 2012 Order in Docket No. E001/M-11-277, and also notes that included within the Report is the Smart Grid Report required by the Commission's June 5, 2009 and March 4, 2011 Orders in Docket No. E999/CI-08-948.

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

Paula N. Johnson
Senior Attorney – Regulatory
Alliant Tower
200 First Street SE
PO Box 351
Cedar Rapids, Iowa 52406-0351
(319) 786-4742

D. Date of Filing and Date Reliability Indices Will Take Effect

The date of this filing is April 1, 2014. IPL requests that the Commission accept this annual report on IPL's performance for 2013. Additionally, IPL requests that the proposed reliability indices be approved for the calendar year 2014.

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

Paula N. Johnson
Senior Attorney – Regulatory
Alliant Tower
200 First Street, SE
PO Box 351
Cedar Rapids, Iowa 52406-0351
(319) 786-4742

Robyn Woeste
Manager - Regulatory Affairs
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Cedar Rapids, Iowa 52406-0351
(319) 786-4384

WHEREFORE, IPL respectfully requests the Commission accept this annual Report and approve IPL's proposed reliability indices for 2014.

Dated this 1st day of April 2014.

Respectfully submitted,

INTERSTATE POWER AND LIGHT COMPANY

By *__/s/ Paula N. Johnson___*

Paula N. Johnson
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Interstate Power and Light Company

2013 Annual Electric Safety, Reliability and Service Quality Report

April 1, 2014

INTERSTATE POWER AND LIGHT COMPANY

2013 ANNUAL REPORT

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IPL

Annual Electric Safety, Reliability and Service Quality Report

Executive Summary

2013

Interstate Power and Light Company
2013 Annual Electric Safety, Reliability and Service Quality Report Executive Summary

Reliability

Interstate Power and Light Company (IPL) remained focused on improving reliability and proactively managing the electric distribution system in 2013 through the use of Zone Reliability Teams (ZRTS), continued implementation of an effective vegetation management program, and the continued use of the proactive Life Extension process. The ZRT group consists of Operating Managers, Distribution Engineers, Substation Managers and the Electric Planner responsible for the Minnesota operating zones. This group reviews the performance of circuits that have experienced three or more outages to determine the root cause of those outages. System improvement plans are then developed based upon the root causes. IPL has included circuit performance metrics within this report demonstrating the value of using ZRT circuit analysis.

IPL achieved the 2013 SAIFI goal in the Winnebago operating zone, but did not meet all the reliability indices goals assigned in the Minnesota Public Utilities Commission's (Commission) January 13, 2014, *Order Accepting Reports, Setting 2013 Reliability Standards and Requiring Filings* (January 2014 Order).

IPL employs multiple approaches to identify outage causes and is committed to building a robust distribution system for Minnesota customers.

- IPL continues to proactively manage the electrical distribution system impacts from severe weather which continues to be the single largest cause of variability in reliability results over time. IPL continues to explore and implement the latest in industry best practices to mitigate the effects of severe weather on the reliability of the system.
- In 2013, IPL began participating in an Electric Power Research Institute (EPRI) initiative to identify new and better ways in which to make the distribution electric grid be more resilient. This is an industry-wide effort focused on hardening the system and developing ways to restore the power more quickly after major outage events.
- IPL continues to review the engineering and design guidelines with all Field Engineers as part of the review of the life extension process. This is in an effort to ensure that all reliability issues the specific circuit are being addressed in the design and completion of these projects. IPL believes that, over time, this will reduce some of the variability in the annual reliability results from weather-related and equipment failure events.
- As reported in IPL's 2012 Annual Electric Safety, Reliability and Service Quality Report, IPL includes planned outage minutes incurred to perform proactive improvements on the system in the reliability metrics calculated in both Operating Zones. In 2013, IPL planned outages taken to perform maintenance on electric facilities accounted for 16% of all outage minutes

customers experienced. This is almost entirely due to the improvements made during the life-extension process projects. In most cases, crews took short outages in order to safely replace equipment and install wildlife protection during the life-extension project. While these outage minutes negatively impact metrics in the year for which the system improvement was implemented, IPL believes the work performed will make a positive long term impact for customers.

- ZRT analysis of events impacting the SAIDI and CAIDI metrics for the Winnebago Zone identified two outages in the Wabasso area as main contributors. The outages occurred as the result of a failed insulator and a loose wire. ZRT has evaluated the root cause of these occurrences and is in the process of implementing a plan to reconstruct the circuit and reconfigure the system in 2014. Reconfiguring the system will provide more flexibility for switching and restoring power to customers in less time should an outage occur in the future.

Metrics

IPL continues to measure its own reliability performance using CAIDI, SAIFI and SAIDI indices. Because these are industry standards, CAIDI, SAIFI and SAIDI are good metrics to measure the reliability of the distribution system. IPL's future use of Momentary Average Interruption Frequency Index (MAIFI) will be discussed later in this report, while there are no current plans to use Average Service Availability Index (ASAI) at IPL.

The following definitions are the standard IEEE definitions for the five reliability indices.

System Average Interruption Frequency Index
SAIFI = Total Number of Customers Interrupted
Total Number of Customers Served

Customer Average Interruption Duration Index
CAIDI = Sum of All Customer Interruption Durations
Total Number of Customer Interruptions

System Average Interruption Duration Index
SAIDI = Sum of All Customer Interruption Durations
Total number of Customers Served

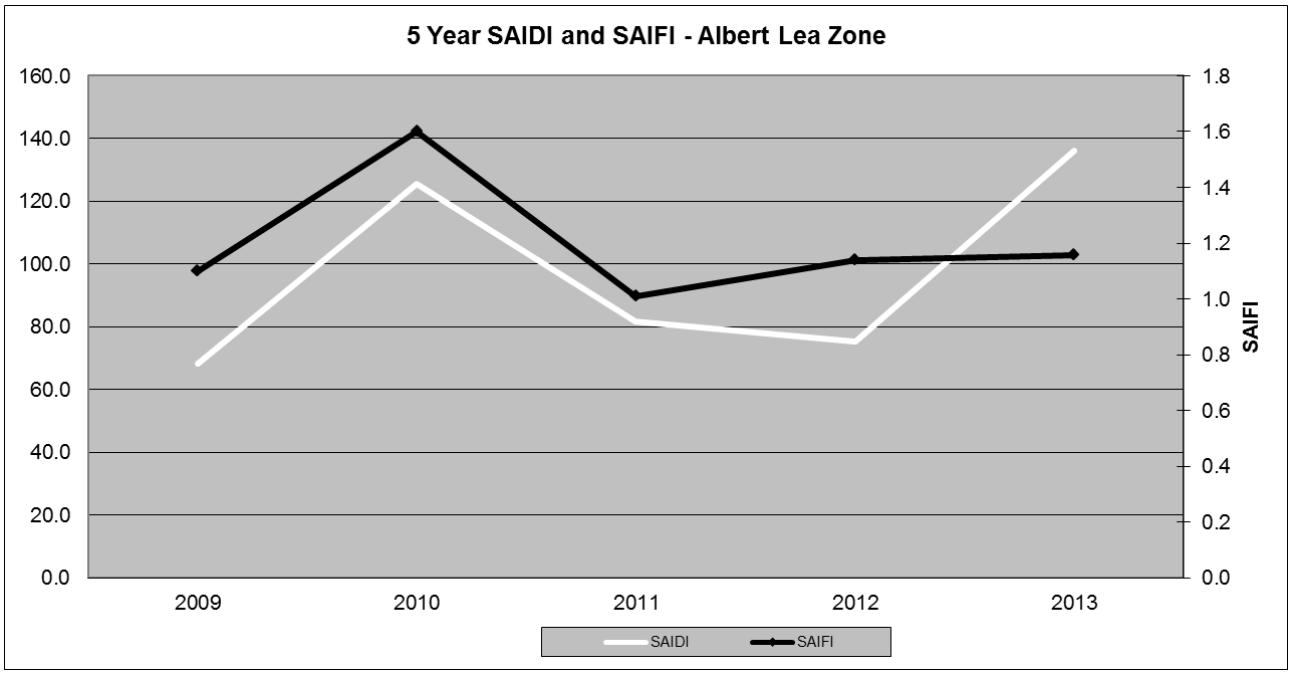
Average Service Availability Index
ASAI = Customer Hours Service Availability
Customer Hours Service Demand

ASAI = 8760 – SAIDI (24 Hours/Day x 365 Days/Year = 8,760 Hours/Year)
8760 (Note: SAIDI is in Hours or SAIDI (minutes)/60)

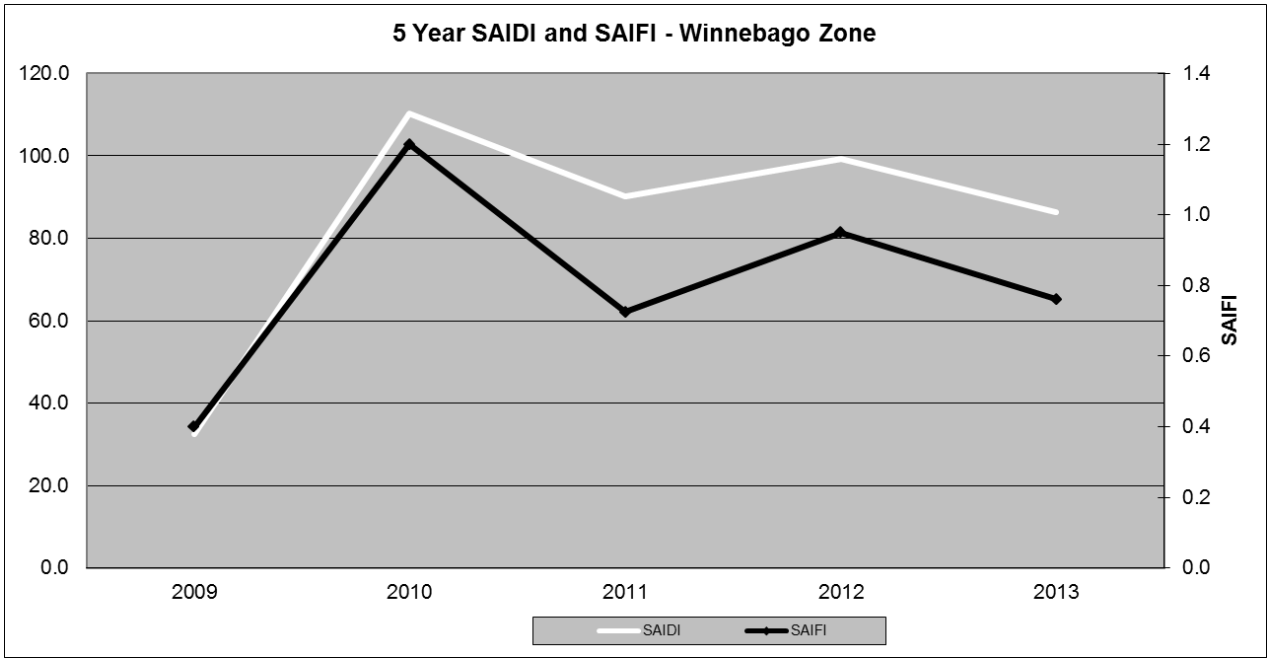
Momentary Average Interruption Frequency Index
MAIFI = Total Number of Customer Momentary Interruptions
Total Number of Customers Served

IPL strives to provide reliable power to its customers. Reliability indices are shown in the following graphs to illustrate 2013 and historical results for all outage minutes calculated per the IEEE standards as required by the Commission.

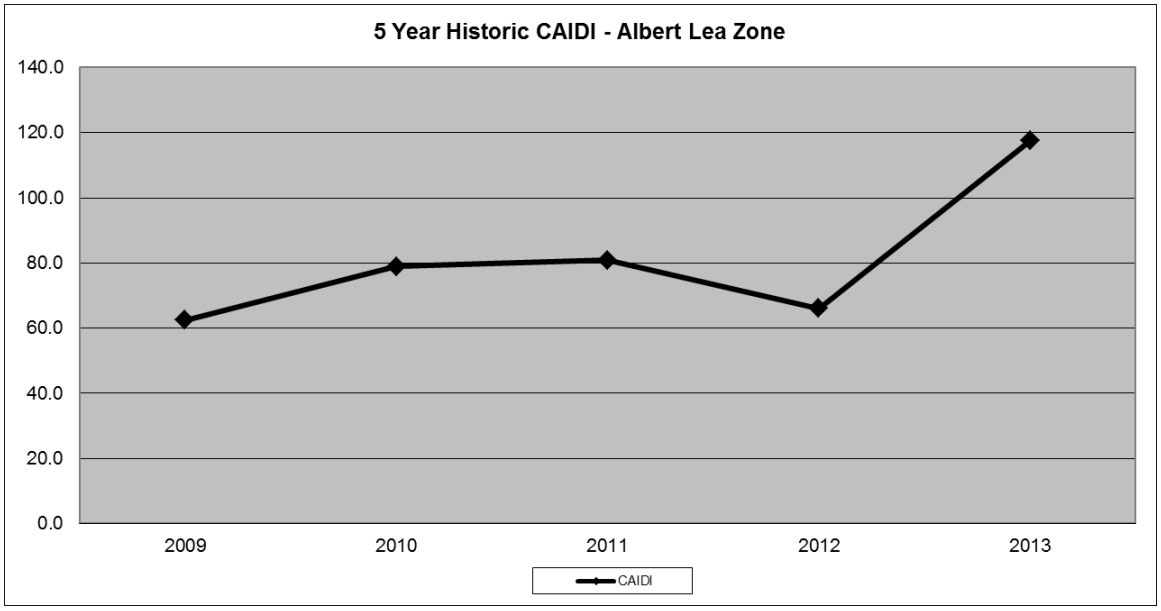
Graph 1 – Historical SAIDI and SAIFI trends Albert Lea Zone



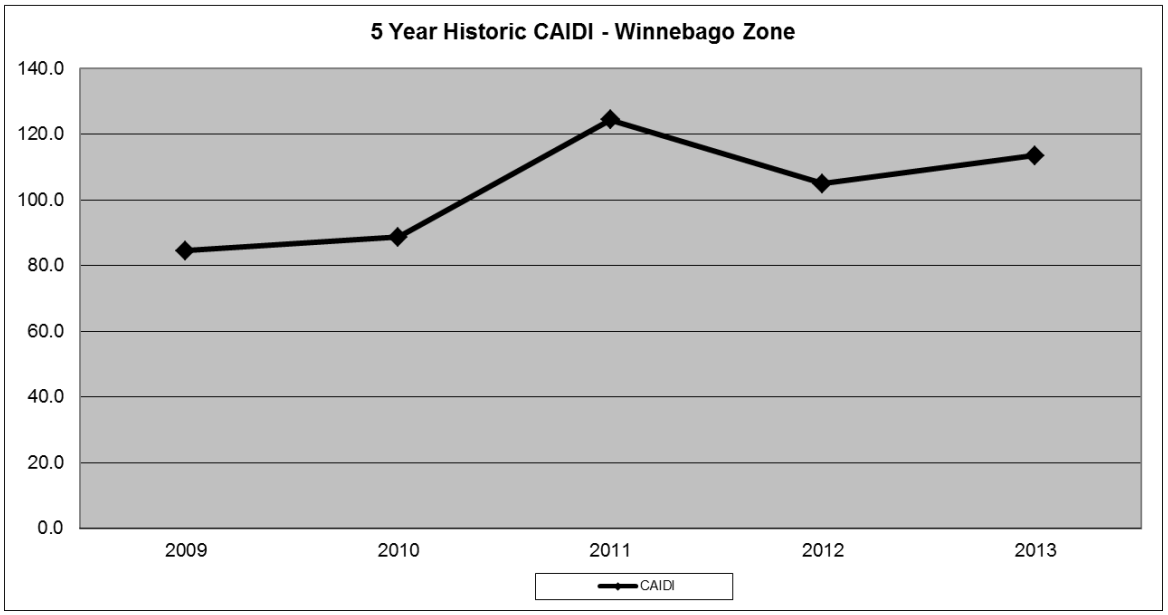
Graph 2 – Historical SAIDI and SAIFI trends Winnebago Zone



Graph 3 – Historical CAIDI trends Albert Lea Zone



Graph 4 – Historical CAIDI trends Winnebago Zone



Momentary Average Interruption Frequency Index (MAIFI)

As discussed in its previous Annual Electric Safety, Reliability, and Service Quality Reports, IPL currently has no automated or efficient process to record and track this information. In 2012, IPL reported plans to install distribution automation equipment, capable of SCADA reporting, at several of the larger substations located in Minnesota. In 2013, IPL began implementing the automation plan at substations in New Prague, Lewiston, and LeCenter with project statuses listed in Table 1.

Table 1

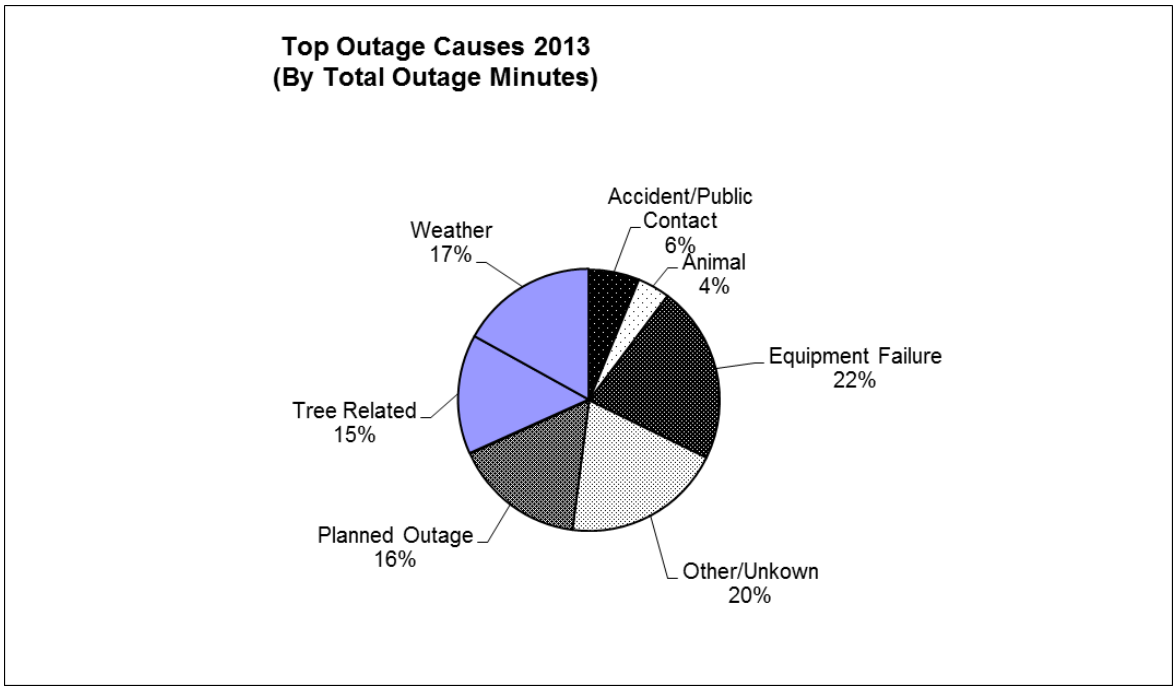
Project	In-Service Date	Status
New Prague	2/18/2014	Completed
Lewiston	4/21/2014	In-Construction
LeCenter	6/9/2014	In-Construction

In the future, IPL plans to expand its distribution SCADA system, which will allow real time access to recloser operations. This may also include the ability to log MAIFI related information for reporting purposes.

Outage Causes and Worst Performing Circuits

IPL has identified the major causes of outages and its worst performing circuits. Equipment failure accounted for 22% of total outage minutes in 2013. Weather conditions, such as wind and lightning, continue to be a major factor of outages.

Graph 5 – Top Outage Cause Categories



The worst performing circuit in the Albert Lea Zone was the Spring Valley 1419 feeder, which experienced two interruptions. In the Winnebago Zone, the worst performing circuit was the Bat Lake 1243 feeder, which experienced five interruptions in 2013. These circuits, and IPL's actions relative to their performance, are more fully discussed under Section 7826.0500 of this report, Reliability Reporting Requirements.

2013 Activities Accomplished

IPL continued with its 10-year inspection, pole treatment and Life-Extension plans in 2013. The projects are highlighted below in the year in which they were completed. IPL has seen a dramatic improvement in reliability indices in the years following project completion as a result of the investment, as illustrated in Table 2 below. In the few cases where the reliability indices do not show sustained improvement, a singular severe weather event was generally the

cause. This further evidences the effect that severe weather plays in the variability over time of the indices.

Table 2- ZRT Recommended Actions

Project name	circuit miles	reliability issue	est. cost	2010 SAIDI SAIFI	2011 SAIDI SAIFI	2012 SAIDI SAIFI	2013 SAIDI SAIFI
ALBERT LEA ZONE							
Hayward 11-53	29	life extension rebuild	$125,000	32/1.08	3.16/0.05	0.44/0	1.11/0.01
Alden 11-30	14	life extension rebuild	$118,242	104/0.25	3.95/0.05	19.5/0.16	337/2.14
Lewiston/Stockton 14-49	13	life extension rebuild	$170,676	722/2.34	90.69/1.22	11.71/0.2	168/1.11
Chosen Valley 14-71	15	life extension rebuild	$82,000	17/0.17	30/0.35	61/1.05	0.28/0.02
Westside 11-85	16	life extension rebuild	$125,000	34/0.47	94/0.85	22/0.37	11.59/0.11
Dover 14-30	23	life extension rebuild	$149,000	3.8/0.03	0.3/0	3.3/0.04	12.2/0.05
Dover 14-31	14	life extension rebuild	$75,000	13/0.15	14/0.27	4.7/0.06	0/0
Eastside 11-83	14	life extension rebuild	$73,000	7.3/0.04	11/0.2	78/0.86	121/2.37
Glenville 11-20	10	life extension rebuild	$68,000	23/0.22	92/0.84	100/1.01	64/0.64
LeCenter 11-98	5	life extension rebuild	$104,000	14/0.14	24/0.19	4.94/0.05	6.91/0.08
Eyota 14-25	7	life extension rebuild	$157,000	2.2/0.02	121/2.04	25/0.16	57/1.03
Elkton 14-47	4	life extension rebuild	$85,129	3.1/0.02	1.8/0.01	5.7/0.03	32/0.14
Stewartville 14-65	7	life extension rebuild	$15,565	292/1.06	0/0	2.4/0.02	0/0

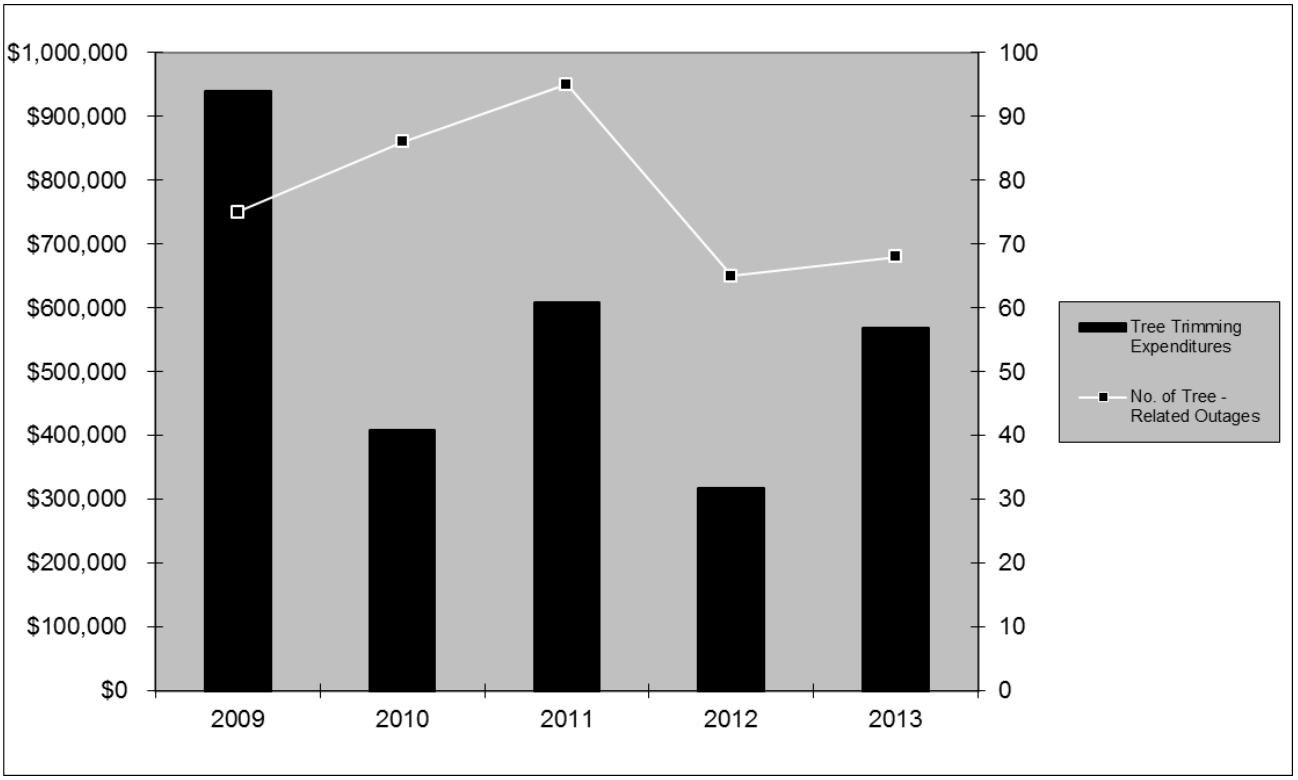
Stewartville 14-66	6	life extension rebuild	$54,427	567/1.14	41/0.16	28/0.30	0.71/0.01
Northbridge 11-51	9	life extension rebuild	$209,406	13/0.14	176/1.08	28/0.13	5.6/0.12
WINNEBAGO ZONE							
Lewisville 15-29	1	life extension rebuild	$12,000	15.6/0.02	24.7/0.2	1.87/0.01	114/1.05
Magnolia 816 rebuild	3	line condition rebuild	$325,000	6.9/0.05	71.3/1.05	547/2.74	2.79/0.02
Lismore (fed from Magnolia 816)rebuild	5	line condition rebuild	$432,200	6.9/0.06	71.3/1.06	547/2.74	2.32/0.04
Easton 15-75	17	life extension rebuild	$175,200	237.5/1.78	11/0.14	1.08/0.02	64.48/1.01
Lamberton 12-51	8	life extension rebuild	$111,000	0.5/0.01	68.7/1.01	40.17/1.05	0/0
Heron Lake 12-31	38	life extension rebuild	$210,000	9.5/0.1	2.1/0.02	145/1.6	8/0.11
Hills 12-02	9	life extension rebuild	$57,530	96/2.12	3.99/0.08	0/0	12/0.05
Blue Earth 15-60	30	life extension rebuild	$160,281	85/0.46	32/0.38	7.2/0.1	3/0.05
Truman 15-39	27	life extension rebuild	$120,989	1.3/0.01	249/1.06	327/2.13	66/0.33
Comfrey 12-46	12	life extension rebuild	$79,317	13/0.08	0.95/0.02	209/1.13	2.55/0.05
Hanska 15-03	13	life extension rebuild	$84,500	4/0.03	89/0.34	8.3/0.08	16/0.10

IPL continues to use its GAP scoring process to prioritize circuits for a complete rebuild when it is determined they are not eligible for the Life-Extension program. The current detailed Life-Extension procedure calls for poles along the circuit to be ground-line inspected and treated. If 20% or more of the poles or if

40% or more of the hardware are determined to be in need of replacement, the feeder is evaluated for a complete rebuild versus a Life-Extension project.

Since the fourth quarter of 2011, circuits with two or more preventable tree outages within the last 12 months have been evaluated by Line Clearance personnel to determine the need for trimming. The Line Clearance plan is based on a three- to five-year cycle. Circuits may be moved up based on outage information and circuit performance, but no circuits will exceed five years. In addition to tree trimming, IPL Line Clearance personnel inspected 188.57 miles of distribution line in 2013 and completed repairs on all reported line patrol deficiencies.

Graph 6 – Tree Trimming Expenses with Tree Outages



2014 Construction and Maintenance Plan

The ZRTs will continue to meet and discuss the worst performing circuits identified in 2013 and monitor system performance. Discussion will surround root cause analysis and best course of action solution screening. Work is currently underway to complete the large capital projects that were identified and scoped last year including the Life-Extension work.

IPL has included its current Work Plan in Section 7826.0500, Subpart 1, which contains a detailed list of projects identified for the Life-Extension program or complete rebuild in 2014.

Service Quality

Customer Satisfaction Survey

To provide quality service, IPL receives survey data from customers to gather feedback about their experiences with IPL. In 2013, J.D. Power Associates conducted an Electric Utility Business Customer Satisfaction Study. The study collected data from Midwest large segment utility customers from April to June and from September to December of 2013. Six factors comprised the overall ranking given to a utility:

- Power Quality and Reliability;
- Billing and Payment;
- Corporate Citizenship;
- Price;

- Communications; and
- Customer Service.

Alliant Energy Corporation's utility operations received a score of 670, compared to the large segment average score of 662 for business customers surveyed. This survey includes the business customers served by both IPL in Minnesota and Iowa, and Wisconsin Power and Light Company in Wisconsin.

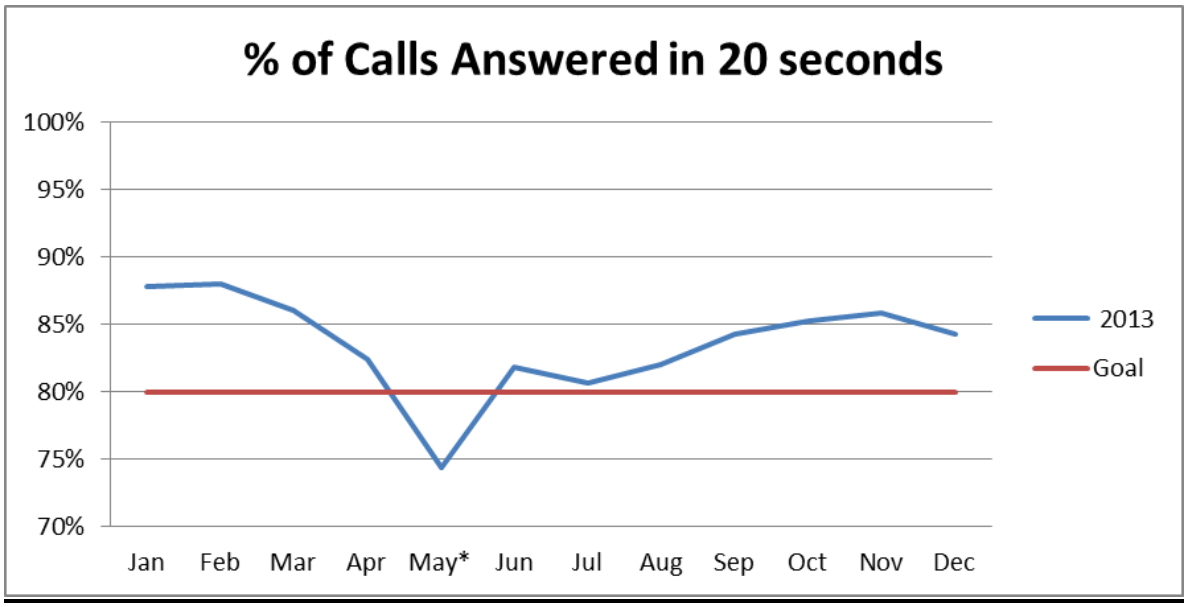
J.D. Power Associates conducted a similar study for residential utility customers in the Midwest large utility segment. The same six factors were used, and IPL's overall score was 650, compared to the Midwest large segment average of 631. Residential customers, including IPL's customers in both Iowa and Minnesota, gave IPL a score of 675 in the area of Customer Service. The maximum index score possible in this survey is 1000.

IPL Customer Service Center Call Answer Time

In 2013, the call center handled 65,133 calls, and 82.9% of Minnesota customer calls were answered in 20 seconds or less. In addition, 95.5% of calls reporting outages were answered in 20 seconds or less. In May 2013, nearly 25% of call volume for the month occurred within two days, May 2nd and 3rd. This high call volume was directly related to a late-season snow storm that resulted in up to 10 inches of snow in parts of IPL's Minnesota service territory. The event generated a large number of outages and calls to IPL's customer service center, causing a lower percentage of calls to be answered within 20 seconds as shown in Graph 7. Graph 7 depicts the monthly call answer times in

relation to the goal of 80% of calls to be answered within 20 seconds. IPL missed this goal in the month of May due to the snow event.

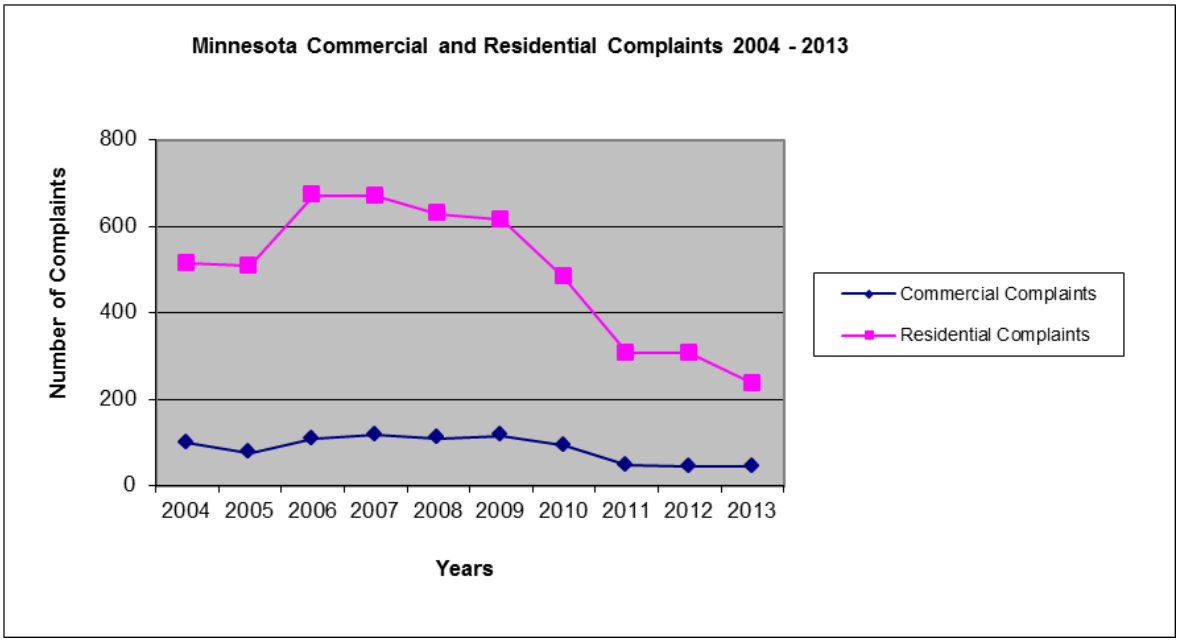
Graph 7 – Call Answer Time Performance



IPL Customer Complaints

The number of customer complaints IPL receive has demonstrated a decreasing trend, as shown in Graph 8 below. Residential complaints accounted for approximately 84% of the total complaints. The top two categories of complaints in 2013 were property damage inquiries at 15% and tree trimming concerns at 14%. The category of Power Quality & Reliability accounted for only 2% of customer complaints received.

Graph 8 – Customer Complaint Call Trend



MINNESOTA RULES

PART 7826.0500, SUBPART 1 - RELIABILITY REPORTING REQUIREMENTS

2013

ANNUAL REPORT

7826.0500 RELIABILITY REPORTING REQUIREMENTS

Subpart 1. Annual reporting requirements. On or before April 1 of each year, each utility shall file a report on its reliability performance during the last calendar year.

This report shall include at least the following information:

A. The utility's SAIDI for the calendar year, by work center and for its assigned service area as a whole;

B. The utility's SAIFI for the calendar year, by work center and for its assigned service area as a whole;

C. The utility's CAIDI for the calendar year, by work center and for its assigned service area as a whole;

IPL Response:

Table 1 - 2009-2013 Reliability Indices, Goals vs. Actuals

Zone	Year	SAIDI goal	SAIDI actual	SAIFI goal	SAIFI actual	CAIDI goal	CAIDI actual
ALBERT LEA	2009	80.30	68.31	1.02	1.09	78.44	62.52
	2010	80.30	125.70	1.02	1.60	78.44	78.90
	2011	80.30	81.83	1.02	1.01	78.44	80.81
	2012	80.30	75.41	1.02	1.14	78.44	65.98
	2013	**80.3**	**136.14**	**1.02**	**1.16**	**78.44**	**117.51**
WINNEBAGO	2009	59.81	32.63	0.90	0.39	66.17	84.59
	2010	59.81	110.40	0.90	1.20	66.17	88.74
	2011	59.81	90.07	0.90	0.72	66.17	124.40
	2012	59.81	99.31	0.90	0.95	66.17	105.03
	2013	**59.81**	**86.44**	**0.90**	**0.76**	**66.17**	**113.54**

D**.** An explanation of how the utility normalizes its data to account for major storms;

IPL Response:

IPL uses the IEEE 1366 standard for defining a major event, as follows:

- Assign each outage to the date it started

- Calculate daily SAIDI for the five years prior to the current year
- Calculate natural log of each daily SAIDI, using the lowest daily SAIDI figure in place of zero, since zero is indeterminate
- Calculate mean and standard deviation of log data
- Set threshold equal to mean + 2.5 x standard deviation
- Convert log threshold back to SAIDI per day threshold and
- Exclude events from all days with SAIDI per day over threshold

Table 2 Normalized vs Non-Normalized Reliability Indices

	Year	SAIDI Normalized	SAIDI Non-Normalized	SAIFI Normalized	SAIFI Non-Normalized	CAIDI Normalized	CAIDI Non-Normalized
Albert Lea	2013	136.1	232.6	1.2	1.4	117.5	163.8
Winnebago	2013	86.4	1163.4	0.8	1.5	113.5	768.0

The Winnebago zone experienced a major ice storm April 9-12, 2013, accounting for 92 outage events. This event accumulated 13,393,845 outage minutes and 97% of the total 13,858,439 outage minutes for the entire zone. This event qualified for exclusion under the Beta 2.5 method for calculating reliability indices.

In the Albert Lea operating zone, outage events occurring on May 2, 2013 qualified for exclusion under the Beta 2.5 method. On May 2nd a record breaking late-season snowstorm created significant damage and outages in the Albert Lea area.

E. An action plan for any failure to meet the reliability standards set forth in part 7826.0600, or an explanation why noncompliance was unavoidable under the circumstances.

IPL Response:

Albert Lea Zone

IPL did not meet the reliability goals in the Albert Lea operating zone for 2013. IPL attributes the SAIFI result of 1.16 versus the goal of 1.02 to continued use of small duration planned outages to facilitate life extension and substation maintenance work as reported in IPL's 2012 filing.

IPL attributes the SAIDI result of 136.14 versus the goal of 80.3 and the CAIDI result of 117.51 versus the goal of 78.44 partially to the planned outages discussed above. Although total annual outage events are trending downwards over time, longer average repair times for events in 2013 also attributed to IPL missing the SAIDI and CAIDI goals. One factor in the longer repair times was that fewer responders were available due to a number of reasons. IPL has hired four Apprentice Line Workers, however, they are not yet qualified to be responders. Three of the four line mechanic apprentices in the zone will be qualified for responding to outage events in late 2014. Also affecting responder numbers was the extended illness in 2013 for a Journeyman Worker in Albert Lea and unexpected vacancies caused by Journeyman Workers leaving IPL. The Journeyman Worker who was ill has returned to full duty and is available to respond to outage events as of January 2014.

Winnebago Zone

In 2013 IPL met the SAIFI goal but not the SAIDI or CAIDI in the Winnebago Zone. The SAIDI result of 86.44 versus the goal of 59.81 is due largely to two outages in the Wabasso area. One outage was the result of a failed insulator and the second outage was due to a loose wire, both of which have been repaired. In addition, the

Wabasso system is presently undergoing reconstruction and reconfiguration that will replace older equipment. Tree trimming has been completed and line construction is scheduled for completion in the summer of 2014. The system upgrades will also provide more flexibility for switching and restoring power to customers should an outage occur.

F. To the extent feasible, a report on each interruption of a bulk power supply facility during the calendar year, including the reasons for interruption, duration of interruption, and any remedial steps that have been taken or will be taken to prevent future interruption;

IPL Response:

Table 3 – Bulk Power Supply Facility Interruptions

Date	Zone	Duration (Minutes)	Cause	Remediation
28-Jan	Albert Lea Zone	418	Foreign Utility_AE	Repaired static line
11-Apr	Winnebago Zone	589	Foreign Utility_AE	Repaired 69kv line from storm
14-Apr	Albert Lea Zone	124	Foreign Utility_AE	Sectionalized line and close back in at Adam
01-May	Winnebago Zone	161	Foreign Utility_AE	Sectionalized line at WestSide
17-May	Albert Lea Zone	132	Foreign Utility_AE	Tranformer lockout, broken insulator on 69kv bus, sectionalized and re-energized
24-May	Winnebago Zone	98	Foreign Utility_AE	Repaired transmission line due to car accident
12-Jun	Winnebago Zone	196	Foreign Utility_AE	ITC lost source
25-Jun	Winnebago Zone	95	Foreign Utility_AE	ITC outage no reason communicated
29-Aug	Albert Lea Zone	297	Foreign Utility_AE	Primary hit by northern pipeline restored service
05-Nov	Albert Lea Zone	131	Foreign Utility_AE	Repaired damaged arrestor in the sub
09-Dec	Winnebago Zone	18	Foreign Utility_AE	ITC reported 69k bus to Wabasso was down, restored power
10-Dec	Winnebago Zone	121	Foreign Utility_AE	High winds caused galloping lines on the 69kv line. Sectionlized and restored power.

G. A copy of each report filed under part 7826.0700

IPL Response:

IPL submitted outage reports as required to the Consumer Affairs Office pursuant to Part 7826.0700, Subpart 1. IPL's Outage Report data is included in Appendix A.

H. To the extent feasible, circuit interruption data, including identifying the worst performing circuit in each work center, stating the criteria used to identify the worst

performing circuit, stating the circuit's SAIDI, SAIFI, and CAIDI, explaining the reasons that the circuit's performance is in last place, and describing any operational changes the utility has made, is considering, or intends to make to improve its performance;

IPL Response:

IPL has implemented a ranking process to identify distribution circuits whose reliability performance might be improved. Circuit outages beyond the control of IPL or which may not reflect the physical conditions of the equipment have been excluded from the analysis.

1. **Types of events excluded from the circuit reliability analysis:**
    - Planned interruptions
    - Interruptions caused by the failure of another utility's transmission or distribution system which feeds the IPL distribution system
    - Interruptions caused by the public, such as vehicle accidents, customers dropping tree limbs in lines while trimming, ect
    - Interruptions caused by personnel errors such as switching errors or accidental contact during live utility work
    - Interruptions due to flooding
2. **Duration Scoring**

Outage Duration	**Points**
Outage less than 1 hr duration	1
Outage between 1 and 3 hr duration	2
Outage between 3 and 6 hr duration	3
Outage between 6 and 12 hr duration	4
Outage between 12 and 24 hr duration	5
Outage over 24 hr duration	6

3. Frequency Scoring

Number of Outages	Points
1	0
2	1
3	4
4	8
5	16
6	35
7	70
8	150
9	300
10	500

For example, using this scoring analysis a customer with four outages, each less than one hour in duration would score four points for duration and eight points for frequency totaling twelve points.

Utilizing this method enables IPL to identify and prioritize circuits with both poor reliability and large customer counts which might not otherwise be identified if using only the SAIDI or SAIFI of a circuit. IPL can then invest in the system improvements that will result in the greatest reliability impact to more Minnesota customers.

Albert Lea Zone Worst Circuit:

The worst performing circuit in the Albert Lea Zone for 2013 was Spring Valley 1419 with indices of SAIDI 695.8, SAIFI 2.58 and CAIDI 270.09. This circuit experienced 23 outage events in 2013, of these events only two events involved the entire circuit. In both cases where the entire circuit was affected, the cause of the outage was lightning during a severe thunderstorm causing equipment damage. Equipment repairs have been made and additional lightning protection was installed on

the circuit with the intent of preventing a reoccurrence of lightning caused outage events.

Winnebago Zone Worst Circuit:

The worst performing circuit in the Winnebago Zone for 2013 was Bat Lake 1243 with indices of SAIDI 44.71, SAIFI 0.64, and CAIDI 70.29. This circuit experienced five outages, two of which occurred during the April 10th ice storm. The remaining three outages were a result of line floaters in January and February, and a blown transformer fuse in December 2013.

I. Data on all known instances in which nominal electric service voltages on the utility's side of the meter did not meet the standards of the American National Standards Institute for nominal system voltages greater or less than voltage range B;

IPL Response:

There were no known reports of voltages on the utility side of the meter not meeting the American National Standards Institute for nominal system voltages in 2013.

J. Data on staffing levels at each work center, including the number of full-time equivalent positions held by field employees responsible for responding to trouble and for the operation and maintenance of distribution lines

IPL Response:

The Albert Lea Zone has 18 employees available for responding to trouble and for the operation and maintenance of distribution lines. The Winnebago Zone has 16 employees available for responding to trouble and for the operation and maintenance of distribution lines. The number of available Journeyman Line Workers available to respond to trouble decreased from 2012. IPL has hired five Apprentice Line Workers

who are able to perform electric line repairs and construction tasks under the direct supervision of a Journeyman, however, they are not yet fully qualified to respond to trouble calls and therefore not available on the call-out roster after hours. Four of the five Apprentice Workers will be qualified for trouble call response by the end of 2014.

RESPONSE TO JANUARY 2014 ORDER IN DOCKET NO. E-001/M-13-249

Regarding additional issues for reports due April 1, 2014, Interstate Power and Light shall include the following identified as Order Points 3, 4, 5 and 6 of the Order Accepting Reports, Setting 2013 Reliability Standards, and Requiring Filings dated January 13, 2014:

3. a description of the policies, procedures and actions that it has implemented, and plans to implement, to assure reliability, including information demonstrating proactive management of the system as a whole, increased reliability, and active contingency planning.

IPL Response:

Detailed information demonstrating IPL's pro-active management of the system, increased reliability, and active contingency planning is documented throughout the 2013 Annual Electric Reliability Report Executive Summary.

4. a summary table that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability.

IPL Response:

IPL has included within its Executive Summary a number of graphs that will assist readers in assessing IPL's customer service response time and electric reliability trends. Construction projects IPL has identified or implemented have also been

included to demonstrate where projects will take place, the cost to implement them, and the positive effect they have on reliability of the IPL electric system. In addition, Table 4 below identifies projects that have been approved for construction in 2014. The majority of the projects planned are identified as Life Extension projects and will include replacement of equipment in poor condition as well as addition of equipment such as lightening arrestor and wildlife protection to minimize future outages due to these causes.

Table 4 – Planned Construction Projects for 2014

Project Name	Circuit miles	Reliability issue	Estimated Cost	Customers affected
Albert Lea Zone	-	-	-	-
St Charles	22	Life Extension rebuild	$245,895	78
Plainview	3	Life Extension rebuild	$82,686	311
Chatfield	15	Life Extension rebuild	$79,000	464
Eastside	13	Life Extension rebuild	$293,097	1,100
Glenville	35	Life Extension rebuild	$212,820	184
Le Center	41	Life Extension rebuild	$316,192	613
Racine	11	Life Extension rebuild	$102,765	222
Lewiston	50	Life Extension rebuild	$296,820	874
Montgomery	19	Life Extension rebuild	$112,500	1,155
Walters	15	Life Extension rebuild	$85,560	75
South Broadway line Conversion Project	5	Voltage conversion	$1,304,710	1,392
Albert Lea - South Broadway Substation Rebuild	NA	Voltage conversion	$3,500,000	1,392
Westside OH to UG conversion	3	Reliability rebuild	$218,313	170
Winnebago Zone				
Elmore Sub MN Section	31	Life Extension rebuild	$208,208	410
Amboy	6	Life Extension rebuild	$18,011	350
Hanska	42	Life Extension rebuild	$370,420	405
Klay	3	Life Extension rebuild	$21,403	107
Bat Lake	30	Life Extension rebuild	$174,202	166
Winnebago	4	Life Extension rebuild	$22,495	231
Wabasso OH and UG Reconfiguration	1	Reliability rebuild	$399,079	86

5. a report on IPL's review of the Life Extension guidelines with Field Engineering and construction crews; the review should ensure wildlife protection is installed on all projects and lightening protection is installed as designed by the engineer

IPL Response:

As in 2012, IPL reviewed design and construction policies, practices and procedures with IPL's Field Engineering staff. In addition, IPL now has a one hour classroom instructional program to train all new Field Engineering staff on the Life Extension polices, practices and procedures. This instruction is required to be completed within their first year of employment.

6. The reports required under Minnesota Rules, part 7826.0500, subp. 1G and the performance data for its worst-performing circuits, as required under Minn. R. 7826.0500, subp. 1H.

IPL Response:

IPL had identified the worst performing circuit and provided the performance metrics within the report Section 7826.0500.

Mallie, Paul

From:	Andersen, Darrell
Sent:	Sunday, March 17, 2013 12:08 PM
To:	consumer.puc@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Darrell Andersen

Contact Phone Number: 800-526-3323

Date 03 /17/2013

Time service interruption began – 1111

Location of the service interruption – Ellendale, Geneva, Hollandale, Maple Island

Cause of the service interruption – TBD

Estimated duration of the interruption – 2 hrs

Number of customers impacted - 1116

Estimated time when service will be restored (by geographical area) – All by 1315

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Havel, Lori
Sent:	Tuesday, April 09, 2013 11:54 PM
To:	consumer.puc@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Corey Miles

Contact Phone Number: 1-800-526-3323

Date 4/09/2013

Time service interruption began – 4-9-13 1900

Location of the service interruption – Kenneth, Lismore, Reading, Wilmont

Cause of the service interruption – ice, wind, lines down

Estimated duration of the interruption – 16 hours

Number of customers impacted - 502

Estimated time when service will be restored (by geographical area) – 4-10-13 noon

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Reynolds, Deborah
Sent:	Tuesday, April 09, 2013 6:31 PM
To:	consumer.puc@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Debi Reynolds

Contact Phone Number:1-800-526-3323

Date 04 / 09 /13

Time service interruption began –16:59

Location of the service interruption –Heron Lake, Kinbrae, Okabena

Cause of the service interruption – Ice & line down

Estimated duration of the interruption – 4 hours

Number of customers impacted - 613

Estimated time when service will be restored (by geographical area) – 21:00

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Havel, Lori
Sent:	Wednesday, April 10, 2013 12:01 AM
To:	consumer.puc@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Corey Miles/Todd Sneigowski

Contact Phone Number: 1-800-526-3323

Date 4/09/2013

Time service interruption began – 4-9-13 1720

Location of the service interruption –Ash Creek, Beaver Creek, Ellsworth, Hills, Kanaranzi, Lester, Magnolia, Steen

Cause of the service interruption – ice, wind, poles, lines down

Estimated duration of the interruption – 16 hours

Number of customers impacted - 1180

Estimated time when service will be restored (by geographical area) – 4-10-13 noon

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Mallie, Paul
Sent:	Wednesday, April 10, 2013 7:51 AM
To:	consumer.puc@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Paul Mallie

Contact Phone Number: 319-286-1350

Date 04 /10 /13

Time service interruption began – 04:30

Location of the service interruption – Heron Lake, Kinbrae, Okabena

Cause of the service interruption – ITC Transmission Source Down – Ice, Poles down.

Estimated duration of the interruption – Unknown – Possibly 24 hrs

Number of customers impacted - 613

Estimated time when service will be restored (by geographical area) – Unknown – Possibly 4/11/13.

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Mallie, Paul
Sent:	Wednesday, April 10, 2013 7:55 AM
To:	consumer.puc@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Paul Mallie

Contact Phone Number: 319-286-1350

Date 04 /10 /13

Time service interruption began – 4/9/13 at 19:53

Location of the service interruption – Avoca and Fulda

Cause of the service interruption – Ice with multiple pole damage

Estimated duration of the interruption – Unknown – Possibly 24 hrs

Number of customers impacted - 854

Estimated time when service will be restored (by geographical area) – Unknown

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From: Greiner, Ed
Sent: Thursday, April 11, 2013 3:56 PM
To: doug.renier@state.mn.us; debra.motz@stateMN.Us
Cc: Brown, Dee; Mallie, Paul
Subject: MPUC Alliant Energy Restoration Event Status
Attachments: Copy of Storm Status - 04_11_13 at 1415 (2).xlsx

Hi – we have continued to work on restoration activities for Minnesota. We are working closely with ITC to coordinate restoration efforts to restore power to our customers. We have approximately 41 line clearance personnel and 119 line resources deployed to the Winnebago/Fulda area. I have attached the most recent listing of towns out and estimated restoration times. We continue to work through the hazardous weather and working conditions in the field as the weather overnight caused additional outages affecting our customers. We have found the wind and additional snow has caused additional line and tree problems today.

We hope to have restored a power source to all towns currently out by the end of Friday. We will continue to work on restoring damaged distribution lines and customer services past Friday based on our best current estimates. This is based on no further problems with the weather or equipment problems found.

Please let me know if you have any questions. I can be reached at 319-551-8473.

Thanks - Ed

Minnesota				
Zone	**Area**	**Impacted Towns**	**Count**	**Estimated Restoration Date/Time**
Winnebago	Fulda	Heron Lake	346	unknown
		Kanaranzi	26	Assessing; ERT TBD
		Okabena	93	unknown
		Fulda	753	04/11/2013 18:00
		Kinbrae	42	04/11/2013 18:00
		Lismore	2	Assessing; ERT TBD
		Steen	108	4/12/13 by dark, unless distribution
		Wilmont	225	04/11/2013 18:00
		Ash Creek	13	Assessing; ERT TBD
		Beaver Creek	173	4/12/13 by dark, unless distribution
		Ellsworth	304	4/12/13 by dark
		Hills	367	4/12/13 by dark
		Kenneth	28	Assessing; ERT TBD
		Magnolia	119	4/12/13 by dark
		Reading	87	Assessing; ERT TBD
		Lester	159	4/12/13 by dark, unless distribution
	Lamberton	Delft	5	Assessing; ERT TBD
	Winnebago	Avoca	118	04/11/2013 18:00
Winnebago Total			**2,968**	

Mallie, Paul

From:	Greiner, Ed
Sent:	Friday, April 12, 2013 5:19 PM
To:	doug.renier@state.mn.us; debra.motz@stateMN.Us
Cc:	Brown, Dee; Mallie, Paul; Finn, Donald
Subject:	RE: Update on Alliant Energy Restoration Event Status
Attachments:	Alliant Energy April Storm Status for Minnesota on 41213 at 1530.xlsx

Hi – I wanted provide you an update this afternoon and let you know our plans for the weekend. We will be closing the Restoration Event Organization as of today at 5 PM. If you have questions please contact Don Finn at his cell phone number 319 551-1473 or through the e-mail listed.

We are making good progress for the storm restoration. We expect to restore the 24 KV line in the Fulda area late this afternoon to early evening. This will allow us to pickup a large number of customers.

Several areas worth mentioning that we are still working on restoring communities this weekend;

- Hills – restore early Saturday afternoon.
- Reading and Steen – restore on Sunday

In each of these cases the amount of damage and the poor ground conditions is limiting the ability to get work done. In a number of cases we are having to drag our line trucks with Catapillar heavy equipment as we set poles in road right away due to soft ground conditions. This has been a problem through the entire restoration event.

We continue to put out messages to our customers through the news media, local emergency management and our call center for customers to check to see if they need an electrician to repair their service entrance and to contact us if they are still out of power. We want to make sure we do not miss any customers that may not be aware they have service problems.

We expect to continue to work through the weekend with the resources deployed to complete repairs to our distribution system and individual customer services.

Please see the attached status update.

Please let me know if you have any questions. I can be reached at 319-551-8473.

Thanks - Ed

Minnesota			Customer Count									
			04/11/2013	04/11/2013	04/11/2013	04/11/2013	04/11/2013	04/12/2013	04/12/2013	04/12/2013	04/12/2013	
Zone	**Area**	**Impacted Towns**	**12:15**	**14:15**	**15:15**	**16:15**	**18:45**	**6:00**	**8:30**	**12:30**	**15:30**	**Estimated Restoration Date/Time**
Winnebago	Fulda	Heron Lake	352	346	16	17	17	19	18	19	18	Distribution
		Kanaranzi	26	26	26	26	26	25	27	25	13	Distribution?
		Okabena	15	93	-	1	2	-	-	1	1	
		Fulda	753	753	753	788	788	-	10	4	6	
		Kinbrae	42	42	5	5	-	-		1	1	
		Lismore	2	2	2	1	2	2	1	1	2	Assessing; ERT TBD
		Steen	108	108	108	108	108	108	108	108	108	Hills, 24kV
		Wilmont	225	225	225	225	225	225	225	225	225	24kV
		Ash Creek	13	13	13	13	13	13	13	13	13	Assessing; ERT TBD
		Beaver Creek	173	173	173	173	173	173	173	173	173	Hills, 24kV
		Ellsworth	304	304	304	304	304	304	304	304	304	Hills, 24kV
		Hills	367	367	367	367	367	367	367	367	367	4/12/13 by dark
		Kenneth	28	28	28	28	28	28	-	-	-	24kV
		Magnolia	119	119	119	119	119	-	-	2	2	
		Reading	87	87	87	87	87	87	87	87	87	Assessing; ERT TBD
	Lamberton	Bingham Lake	108	-	2	108	-	-	-		-	
		Delft	71	5	5	5	5	5	5	-	-	Distribution
		Dovray	77	-	-	-	-					
		Jeffers	286	-	-	-	-					
		Lamberton	573	-	-	-	-					
		Revere	62	-	-	-	-					
		Sanborn	287	-	-	-	-					
		Stordon	192	-	-	-	-					
		Walnut Grove	431	-	-	-	-					
		Westbrook RR	30	-	-	-	-	1				
	Winnebago	Avoca	118	118	118	118	118			22		04/11/2013 18:00
Winnebago Total			**4,849**	**2,809**	**2,351**	**2,493**	**2,382**	**1,357**	**1,338**	**1,352**	**1,320**	

Mallie, Paul

From:	Dudak, Charles
Sent:	Monday, April 15, 2013 12:12 PM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Charlie Dudak

Contact Phone Number: 319-286-1335

Date 04 / 15 / 2013

Time service interruption began – 11:15

Location of the service interruption – Brownsdale – exact location unknown as of yet

Cause of the service interruption – unknown as of yet

Estimated duration of the interruption – unknown

Number of customers impacted - 783 Brownsdale, Elkton, Dexter, Grand Meadow

Estimated time when service will be restored (by geographical area) – unknown

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Teply, Mark
Sent:	Monday, April 29, 2013 10:03 AM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Alliant Energy

Contact Phone Number: 800-526-3323

Date 04 / 29 /2013

Time service interruption began – 0922

Location of the service interruption – Albert Lea

Cause of the service interruption – car struck pole at 723 W Fountain St. causing reclosure to open. 1570 customers out of power.

Estimated duration of the interruption –

Number of customers impacted -

Estimated time when service will be restored (by geographical area) –

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Altman, Sheila
Sent:	Thursday, May 02, 2013 6:13 AM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Sheila

Contact Phone Number: 800-526-3323

Date 5 / 2 /13

Time service interruption began – 3:02am

Location of the service interruption – Albert Lea

Cause of the service interruption – Ice and poles down

Estimated duration of the interruption – 3 hrs

Number of customers impacted - 2459

Estimated time when service will be restored (by geographical area) – 9:00am

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Altman, Sheila
Sent:	Thursday, May 02, 2013 8:51 AM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Sheila

Contact Phone Number: 800 526 3323

Date 5 /2/13

Time service interruption began – 1:39am

Location of the service interruption – Albert Lea

Cause of the service interruption – Ice and poles down

Estimated duration of the interruption – 8 hours

Number of customers impacted - 2205

Estimated time when service will be restored (by geographical area) – 5:00pm

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Reynolds, Deborah
Sent:	Friday, May 17, 2013 9:21 PM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Debi Reynolds

Contact Phone Number: 1-800-526-3323

Date 05 / 17 /13
Time service interruption began – 20:17

Location of the service interruption – Albert Lea

Cause of the service interruption – Blown insulator on high side

Estimated duration of the interruption – 1 hour 20 minutes

Number of customers impacted - 1410

Estimated time when service will be restored (by geographical area) – 21:40

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Davidson, Stacy
Sent:	Thursday, July 25, 2013 3:22 PM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Janice Rowland, Stacy Davidson

Contact Phone Number: 1-800-526-3323

Date 07/25 /2013

Time service interruption began –14:24

Location of the service interruption –Medford and Owatonna

Cause of the service interruption –storms

Estimated duration of the interruption –3 hours
Number of customers impacted - 647

Estimated time when service will be restored (by geographical area) – 17:30

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Reynolds, Mark
Sent:	Monday, August 05, 2013 6:14 AM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting - Albert Lea

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Mark Teply

Contact Phone Number: 800-526-3323 ext120

Date 08/05/13

Time service interruption began – 05:04

Location of the service interruption – Albert Lea

Cause of the service interruption – Tree came down thru Primary

Estimated duration of the interruption – 3 hours

Number of customers impacted – 520

Estimated time when service will be restored (by geographical area) – 08:04

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Canfield, Matthew
Sent:	Tuesday, August 13, 2013 9:45 AM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Matt Canfield, Janice Rowland

Contact Phone Number: 800-526-3323 ext 220

Date 08/13 /13

Time service interruption began – 0848

Location of the service interruption – Medford, Owatonna

Cause of the service interruption – Truck snagged line at 1st Ave NE and 3rd St. in Medford.

Estimated duration of the interruption – 4 hours total.

Number of customers impacted - 646

Estimated time when service will be restored (by geographical area) – 11:00

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Matthew Canfield
Resource Coordinator
IPL Distribution Dispatch Center
800-526-3323

Mallie, Paul

From:	Reynolds, Mark
Sent:	Wednesday, November 06, 2013 3:16 AM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting: Medford/ Owatonna

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: **Shane Thirtyacre**

Contact Phone Number: **800-526-3323 Ext 120**

Date **11/06/13**

Time service interruption began – **02:17**

Location of the service interruption – **Owatonna Breaker 1135**

Cause of the service interruption – **unknown, crew patrolling**

Estimated duration of the interruption – **3 Hours**

Number of customers impacted - **650**

Estimated time when service will be restored (by geographical area) – Medford Owatonna

This form must be completed and submitted to the Minnesota Public Utilities Commission any time an outage occurs affecting 500 customers (or more)with an estimated duration of 60 minutes (or more). Once the above form has been completed it must be emailed immediately.

Mallie, Paul

From:	Miles, Corey
Sent:	Monday, December 09, 2013 10:14 PM
To:	consumer.puc@state.mn.us; doug.renier@state.mn.us
Cc:	Greiner, Ed; Drzycimski, Scott; Mallie, Paul; Sublett, Richard; Stensland, Ryan; Foss, Justin; Finn, Donald; Barr, Laura; Holmes, Heather
Subject:	Minnesota Public Utility Commission Outage Reporting

Interstate Power & Light Outage Report

Minnesota Contemporaneous Reporting

Contact Name: Corey Miles

Contact Phone Number: 800-526-3323 ext. 119

Date 12/09/13

Time service interruption began – 21:07

Location of the service interruption – Wabasso, Substation

Cause of the service interruption – Lost 69kv Feed (ITC)

Estimated duration of the interruption – 2 hours

Number of customers impacted - 797

Estimated time when service will be restored (by geographical area) – 12/10/13 12:13am

Corey Miles
Resource Coordinator
IPL - Distribution Dispatch Center
Alliant Energy
coreymiles@alliantenergy.com

MINNESOTA RULES

PART 7826.0400 – SAFETY STANDARDS

2013

ANNUAL REPORT

7826.0400 ANNUAL SAFETY REPORT

Pursuant to Minn. Rule 7826.0500, regarding Annual Safety Reports:

> On or before April 1 of each year, each utility shall file a report on its safety performance during the last calendar year.

The rule lists specific information that represents the minimum of information that should be supplied in these reports. These requirements are designed with letters A and BK. IPL lists these requirements below, followed by its responses to the specific reporting requirements.

Requirement A:

> A. summaries of all reports filed with the United States Occupational Safety and Health Administration [OSHA] and the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry during the calendar year…

IPL Response:

IPL is not required to submit annual reports to OSHA regarding safety performance. IPL does keep records in accordance with OSHA record keeping requirements. Please see Appendix B at the end of this section for the 2013 OSHA 300A Report Summaries for each of IPL's facilities in Minnesota.

Requirement B:

> B. a description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electrical system failures and all remedial action taken as a result of any injuries or property damage described.

IPL Response:

There were no incidents or injuries requiring medical attention as a result of electrical system failures. The following table shows property damage claims resulting in compensation for 2013.

Property Damage Claims Resulting in Compensation (Electric)		
IPL equipment caught fire; Fulda fire department responded	$500.00	Paid fire department charge
IPL vehicle (boom extended and raised) drove into overhead conductor, causing power surge	$1,140.00	Paid to repair customer owned wind turbine
Dug into underground telephone cable	$902.82	Paid to repair telephone cable

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
Event Range: 01/01/2013 To 12/31/2013
180 Day Rule: True
Event Based: True
Run Date: 1/7/2014

Year 20 13

U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	1	0	1
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
44	136
(K)	(L)

Injury and Illness Types

Total number of...	(M)
(1) Injuries	2
(2) Skin disorders	0
(3) Respiratory conditions	0
(4) Poisonings	0
(5) Hearing loss	0
(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Establishment information

Your establishment name Albert Lea Albert Lea

Street 100 N. Broadway

City Albert Lea State MN ZIP 56007-0059

Industry description *(eg., Manufacture of motor truck trailers)*

Standard Industrial Classification (SIC), if known *e.g., 3715*

OR

North American Industrial Classification (NAICS), if *e.g., 336212*

Employment information *(If you don't have these figures, see the Worksheet on the back of this page to estimate.)*

Annual average number of employees 32

Total hours worked by all employees last year 64,128

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Company executive

Title

507 379 1246
Phone

1/7/2014
Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
Event Range: 01/01/2013 To 12/31/2013
180 Day Rule: True
Event Based: True
Run Date: 1/7/2014

Year 20 13

U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types

Total number of...	(M)		
(1) Injuries	0	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Establishment information

Your establishment name: Bent Tree Wind Farm BTWF

Street: 31072 State 13

City: Hartland State: MN ZIP: 56042

Industry description (eg., Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known e.g., 3715

OR

North American Industrial Classification (NAICS), if e.g., 336212

Employment information (If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees: 6

Total hours worked by all employees last year: 12,024

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

[signature] BENT TREE SITE MGR

Company executive Title

507-895-2879 1/7/2014

Phone Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
Event Range: 01/01/2013 To 12/31/2013
180 Day Rule: True
Event Based: True
Run Date: 1/7/2014

Year 20 13

U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	1	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	3
(K)	(L)

Injury and Illness Types

Total number of...	(M)		
(1) Injuries	1	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Establishment information

Your establishment name Chatfield CHAT

Street _____

City _____ State ____ ZIP _____

Industry description *(eg., Manufacture of motor truck trailers)*

_____

Standard Industrial Classification (SIC), if known *e.g., 3715*

— — — —

OR

North American Industrial Classification (NAICS), if *e.g., 336212*

— — — — — —

Employment information *(if you don't have these figures, see the Worksheet on the back of this page to estimate.)*

Annual average number of employees 10

Total hours worked by all employees last year 20 040

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Allan Chatfield
Company executive

Title

507 379 1246
Phone

1/7/2014
Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
Event Range: 01/01/2013 To 12/31/2013
180 Day Rule: True
Event Based: True
Run Date: 1/7/2014

Year 20 13

U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types

Total number of...	(M)
(1) Injuries	0
(2) Skin disorders	0
(3) Respiratory conditions	0
(4) Poisonings	0
(5) Hearing loss	0
(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Establishment information

Your establishment name: Fox Lake Fox Lake
Street: Country Road 28
City: Sherburn State: MN ZIP: 56171-0367

Industry description (eg., *Manufacture of motor truck trailers*)

Standard Industrial Classification (SIC), if known (e.g., 3715)

OR

North American Industrial Classification (NAICS), if (e.g. 336212)

Employment information

(If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees: 13

Total hours worked by all employees last year: 26,052

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Company executive: [signature] Title: PLANT MANAGER

Phone: 563-566-6226 Date: 1/7/2014

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
Event Range: 01/01/2013 To 12/31/2013
180 Day Rule: True
Event Based: True
Run Date: 1/7/2014

Year 20 13

U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	1	1
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	15
(K)	(L)

Injury and Illness Types

Total number of...
(M)

(1) Injuries	2	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Establishment information

Your establishment name Fulda Fulda

Street 119 N. St. Paul Ave.

City Fulda State MN ZIP 56131-9562

Industry description *(eg., Manufacture of motor truck trailers)* ________

Standard Industrial Classification (SIC), if known *e.g., 3715*
_ _ _ _

OR

North American Industrial Classification (NAICS), if *e.g., 336212*
_ _ _ _ _ _

Employment information *(If you don't have these figures, see the Worksheet on the back of this page to estimate.)*

Annual average number of employees 7

Total hours worked by all employees last year 14,028

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

[signature] Company executive — Title: [illegible]

712 [illegible] Phone — 1/7/2014 Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
Event Range: 01/01/2013 To 12/31/2013
180 Day Rule: True
Event Based: True
Run Date: 1/7/2014

Year 20 13

U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	1	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
7	36
(K)	(L)

Injury and Illness Types

Total number of...	(M)
(1) Injuries	1
(2) Skin disorders	0
(3) Respiratory conditions	0
(4) Poisonings	0
(5) Hearing loss	0
(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Establishment information

Your establishment name Hills MN Hills MN

Street Hwy 270

City Hills State MN ZIP 56138

Industry description *(eg., Manufacture of motor truck trailers)*

Standard Industrial Classification (SIC), if known *e.g., 3715*

OR

North American Industrial Classification (NAICS), if *e.g., 336212*

Employment information *(If you don't have these figures, see the Worksheet on the back of this page to estimate.)*

Annual average number of employees 1

Total hours worked by all employees last year 2,004

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Company executive SR MGR CUST OPS

Title

Phone

1/7/2014

Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

As of Date: (Run Date)
Event Range: 01/01/2013 To 12/31/2013
180 Day Rule: True
Event Based: True
Run Date: 1/7/2014

Year 20 13

U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types

Total number of...
(M)

(1) Injuries	0	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Public reporting burden for this collection of information is estimated to average 50 minutes per response, including time to review the instructions, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any other aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistical Analysis, Room N-3644, 200 Constitution Avenue, NW, Washington, DC 20210. Do not send the completed forms to this office.

Establishment information

Your establishment name: Lamberton Lamberton

Street: 205 South Main Street

City: Lamberton State: MN ZIP: 56152-1166

Industry description (e.g., Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known e.g., 3715

OR

North American Industrial Classification (NAICS), if e.g., 336212

Employment information

(If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees: 5

Total hours worked by all employees last year: 10,000

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Company executive: [signature] Title: SR MKR CUST ...

Phone: 7?? ?36 6014 Date: 1/7/2014

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Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types

Total number of...	(M)		
(1) Injuries	0	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Establishment information

Your establishment name Montgomery Montgomery

Street 151 Elm Avenue E

City Montgomery State MN ZIP 56069-0008

Industry description *(eg., Manufacture of motor truck trailers)*

Standard Industrial Classification (SIC), if known *e.g., 3715*

OR

North American Industrial Classification (NAICS), if *e.g., 336212*

Employment information *(If you don't have these figures, see the Worksheet on the back of this page to estimate.)*

Annual average number of employees 6

Total hours worked by all employees last year 12,024

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Company executive — Title

507 379 1246 — 1/7/2014

Phone — Date

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Summary of Work-Related Injuries and Illnesses

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Event Range: 01/01/2013 To 12/31/2013
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Year 20 13

U.S. Department of Labor
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Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types

Total number of...
(M)

(1) Injuries	0	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

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Establishment information

Your establishment name: Winnebago, MN Winnebago, MN

Street: 31 Main Street

City: Winnebago State: MN ZIP: 56098-0037

Industry description (e.g., Manufacture of motor truck trailers)

Standard Industrial Classification (SIC), if known (e.g., 3715)

OR

North American Industrial Classification (NAICS), if known (e.g., 336212)

Employment information

(If you don't have these figures, see the Worksheet on the back of this page to estimate.)

Annual average number of employees: 9

Total hours worked by all employees last year: 18,036

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Company executive: [signature] Title: SR MGR CUST OPS

Phone: 712-[illegible]-6004 Date: 1/7/2014

MINNESOTA RULES

PART 7826.0600, SUBPART 1

RELIABILITY PERFORMANCE STANDARDS

2013

ANNUAL REPORT

7826.0600 RELIABILITY STANDARDS, SUBPART 1 ANNUALLY PROPOSED INDIVIDUAL RELIABILITY STANDARDS

Pursuant to Minn. Rule 7826.0600, Subpart 1, regarding Annually proposed individual reliability standards:

> On or before April 1 of each year, each utility shall file proposed reliability performance standards in the form of proposed numerical values for the SAIDI, SAIFI, and CAIDI for each of its work centers. These filings shall be treated as "miscellaneous tariff filings" under the Commission's rules of practice and procedure, Part 7829.0100, Subpart 11.

IPL Response:

IPL proposes its 2014 electric reliability standards be set as stated in the table below.

Table 1 - Proposed 2014 Electric Reliability Standards

Region	Index	Proposed 2014 Goals
Albert Lea	SAIDI	81.8
	SAIFI	1.13
	CAIDI	75.2
Winnebago	SAIDI	83.8
	SAIFI	0.8
	CAIDI	102.4

The methodology for developing the proposed goals for 2014 is consistent with the methodology utilized to develop the 2013 goals. The goal development involves three distinct calculations:

1. The mean of the previous five years' performance (used prior to 2011);
2. The median of the previous five years' performance (to exclude large swings); and
3. The mean of the previous five years' performance with the highest and lowest figures excluded (again, to exclude large swings).

In proposing its goals for 2014, IPL has calculated the reliability indices using all three of these methods and chosen the result that provided the most favorable customer service goal in each category. The table below details the calculations using all three methods and offers a comparison to previous years' performance. The calculations include all outage minutes including the planned outages IPL uses to safely install new equipment or maintain existing facilities to prevent a future unplanned outage.

Table 2 - Indices Comparison

							Method 1	Method 2	Method 3
Region	**Index**	2009	2010	2011	2012	2013	Mean	Median	Mean with High/Low Excluded
Albert Lea	SAIDI	68.3	125.7	81.8	75.4	136.1	97.5	**81.8**	94.3
	SAIFI	1.10	1.60	1.01	1.14	1.16	1.2	1.14	**1.13**
	CAIDI	62.5	78.9	80.8	65.9	117.5	81.1	78.9	**75.2**
Winnebago	SAIDI	32.6	110.4	90.1	99.3	86.4	**83.8**	90.1	91.9
	SAIFI	0.40	1.20	0.72	0.95	0.76	**0.8**	0.76	0.8
	CAIDI	84.6	88.7	124.4	105.0	113.5	103.3	105.0	**102.4**

MINNESOTA RULES

PART 7826.1300 - ANNUAL SERVICE QUALITY REPORT

2013

ANNUAL REPORT

7826.1300 ANNUAL SERVICE QUALITY REPORT

IPL submits its Annual Report for Service Quality pursuant to Minnesota Rules Part 7826.1300.

The report provides data required through Minnesota Rules:

7826.1400 – REPORTING METER-READING PERFORMANCE

7826.1500 – REPORTING INVOLUNTARY DISCONNECTIONS

7826.1600 – REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES

1826.1700 – REPORTING CALL CENTER RESPONSE TIMES

7826.1800 – REPORTING EMERGENCY MEDICAL ACCOUNT STATUS

7826.1900 – REPORTING CUSTOMER DEPOSITS

7826.2000 – REPORTING CUSTOMER COMPLAINTS

Please refer to Appendix C for the compilation of items in IPL's Annual Service Quality Report.

IP&L Minnesota Results - Calendar Year 2013

Meter Reading Performance 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	7,334	6,724	6,211	7,423	7,492	7,471	7,771	8,160	8,116	8,176	8,110	7,769	7,563
Industrial	278	276	255	296	294	301	299	306	307	308	308	304	294
Residential	37,727	32,774	27,370	37,667	35,623	38,921	41,606	43,269	43,389	43,398	43,107	40,625	38,790
Rural	1,194	1,047	1,009	1,199	1,209	1,198	1,246	1,351	1,333	1,338	1,350	1,304	1,232
Total	**46,533**	**40,821**	**34,845**	**46,585**	**44,618**	**47,891**	**50,922**	**53,086**	**53,145**	**53,220**	**52,875**	**50,002**	47,879
A2. Percentage of customer meters read by the utility - Electric and Gas													
Commercial	90.26%	82.87%	76.68%	90.92%	91.40%	91.15%	94.33%	98.75%	98.26%	98.66%	97.56%	93.67%	92.0%
Industrial	95.86%	92.62%	85.00%	99.66%	96.08%	98.05%	96.76%	98.71%	98.71%	100.00%	98.72%	97.75%	96.5%
Residential	86.30%	75.17%	62.97%	86.03%	81.48%	88.91%	94.70%	98.32%	98.56%	98.54%	97.80%	92.21%	88.4%
Rural	87.92%	77.79%	74.85%	89.01%	89.36%	88.68%	92.02%	99.19%	97.80%	98.24%	98.97%	95.53%	90.8%
Total	87.00%	76.51%	65.48%	86.93%	83.28%	89.30%	94.59%	98.41%	98.50%	98.56%	97.80%	92.55%	89.1%
A3. Number of customer meters estimated by the utility - Electric and Gas													
Commercial	791	1,390	1,889	741	705	725	467	103	144	111	203	524	649
Industrial	12	22	45	1	12	6	10	4	4	0	4	7	11
Residential	5,975	10,811	16,083	6,107	8,086	4,850	2,321	733	630	632	959	3,422	5,051
Rural	163	299	339	148	144	153	108	11	30	24	14	61	125
Total	**6,941**	**12,522**	**18,356**	**6,997**	**8,947**	**5,734**	**2,906**	**851**	**808**	**767**	**1,180**	**4,014**	5,835
A4. Total number of customer meters read by customer class - Electric and Gas													
Commercial	8,125	8,114	8,100	8,164	8,197	8,196	8,238	8,263	8,260	8,287	8,313	8,294	8,213
Industrial	290	298	300	297	306	307	309	310	311	308	312	311	305
Residential	43,714	43,598	43,468	43,782	43,718	43,776	43,936	44,008	44,022	44,039	44,077	44,058	43,850
Rural	1,358	1,346	1,348	1,347	1,353	1,351	1,354	1,362	1,363	1,362	1,364	1,365	1,356
Total	**53,487**	**53,356**	**53,216**	**53,590**	**53,574**	**53,630**	**53,837**	**53,943**	**53,956**	**53,996**	**54,066**	**54,028**	53,723
B1. Number of customer meters self-read by customer - Electric and Gas													
Commercial	0	0	0	0	0	0	0	0	0	0	0	1	0
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	12	13	15	8	9	5	9	6	3	9	11	11	9
Rural	1	0	0	0	0	0	0	0	0	0	0	0	0
Total	**13**	**13**	**15**	**8**	**9**	**5**	**9**	**6**	**3**	**9**	**11**	**12**	9

IP&L Minnesota Results - Calendar Year 2013

Meter Reading Performance 7826.1400 (Electric & Gas Service)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
B2. Percentage of customer meters self-read by customer - Electric and Gas													
Commercial	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%
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	0.03%	0.03%	0.03%	0.02%	0.02%	0.01%	0.02%	0.01%	0.01%	0.02%	0.02%	0.02%	0.02%
Rural	0.07%	0.00%	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	4	3	2	3	3	4	1	3	2	1	0	1	2
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	14	17	13	21	31	28	18	17	18	17	14	12	18
Rural	0	0	0	0	0	1	1	1	1	1	1	0	1
Total	**18**	**20**	**15**	**24**	**34**	**33**	**20**	**21**	**21**	**19**	**15**	**13**	21
C2. Number of meters not read by utility for more than 12 months - Electric and Gas													
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	0	0	0	0	0	0	0	1	2	1	1	3	1
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**2**	**1**	**1**	**3**	1

2013 Minnesota Meter Estimates –

The number of meters read in Minnesota was out of compliance and not meeting the required 80% read in February and March of 2013. IPL did not meet the required 90% of meters read during the months of April, May, and June 2013. Severe weather, staff availability, and equipment related issues all contributed to IPL not meeting the required meter reading metrics as further described below.

Winter Weather:
February 2013 – Snow fall in the amount of 7.5" and extremely cold weather February 19-20 made it unsafe to send meter readers outside and required IPL to estimate meters for two days in all MN areas.
March 2013 – Over 8" of snow dropped across much of Minnesota on March 4-5. In another event, snow and high winds led to significant travel difficulties during a winter storm March 17-19. Again, these storms caused meters to be estimated on many routes.
April 2013 – Large areas of IPL territory experienced an ice storm on April 9-10 that was followed by snow storm April 10-12. Some areas were without power for several days. Downed wires and trees made it unsafe to read meters for a week in some areas.
Another snow storm hit April 18-19, resulting in additional meter estimates during that time. During the month of April there were 10 winter storms warnings and numerous advisories impacting the productivity of IPL's Meter Readers.
May 2013 – Southern Minnesota received over 14" of snow May 1-2; travel was not advised in most areas and required meter routes to be estimated for two days.

Staffing and other issues:

- Lamberton, MN – Itron meter reading equipment issues resulted in meter data from several routes being lost due to communication issues. The data could not be recovered and meters had to be estimated.
- Winnebago, MN – Due to a Meter Reader retirement, this area was short a meter reader for three weeks in March 2013. A new meter reader was hired, but was not available for one week due to military obligations.
- Montgomery, MN – The meter reader for this area resigned with a two-week notice. It took over five weeks to fill the vacancy and meters were estimated during this time.
- Albert Lea, MN – An employee transferred to another position within IPL and meters were estimated for several weeks until a replacement was hired.
- An employee work-related injury resulted in restricted work for several weeks prior to surgery and four to six weeks scheduled off work for recovery.
- Chatfield, MN - Meter reader was on extended maternity leave, which included four weeks of light duty work prior to eight weeks of maternity leave. There was not adequate time to get a temporary replacement.

Other notes:

- Overall, staffing levels have not changed between 2012 and 2013, although the weather was much more severe in 2013.
- As of May 2013, meter readers are not allowed to transfer to another position until a replacement is in place and properly trained in an effort to minimize meter estimates.
- Overtime has been worked in all areas by most all employees. Mandatory overtime has been implemented in some areas to eliminate meter estimates.
- Assistance has been received from other departments and other Zone locations to reduce estimate levels.
- The new Itron meter reading equipment has reduced the risk of meter data being lost.

Requirement	IP&L Results - Calendar Year 2013												
Involuntary Disconnections 7826.1500	Jan	Feb	Mar	Apr to 15/	May	Jun	Jul	Aug	Sep	Oct to 16/3	Nov	Dec	Totals
A. Number of disc notices sent													
Commercial	316	330	340	344	315	315	357	368	349	352	291	346	4023
Industrial	8	10	7	11	10	8	9	6	8	8	8	7	100
Residential	2936	2291	2611	2997	3192	3299	3476	3664	3845	3807	2579	2990	37687
Rural	31	47	42	57	56	56	52	69	57	55	43	46	611
B. Number of custs. who sought Cold Weather Rule protection	494	323	316	992	0	0	0	0	0	167	1351	664	4307
B. Number of custs. who were granted CWR protection	494	323	316	992	0	0	0	0	0	167	1351	664	4307
C. Number of custs. whose service was disconnected													
Commercial	0	0	6	2	0	0	2	2	1	2	3	4	22
Industrial	0	2	0	0	0	0	0	0	0	0	0	0	2
Residential	5	8	11	13/5	36	55	58	24	14	11/7	2	0	249
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0
C. Number of disconnections restored w/in 24 hours													
Commercial	0	1	6	2	0	0	0	0	0	0	0	0	9
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	2	6	7	9	0	0	0	0	0	15	3	0	42
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0
D. Number of custs. who entered into a DPA to restore service	2	0	0	0	0	0	0	0	0	0	0	0	2

Requirement	IP&L Results - Calendar Year 2013												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Serv. Extension Response Times 7826.1600 [1]													
A. # of custs requesting service to a location not previously served													
Commercial	53	1	0	7	1	1	1	3	3	34	3	51	13.13
Industrial	0	0	0	0	0	1	0	0	0	0	0	0	0.08
Residential	79	9	60	0	17	4	4	3	7	7	20	10	18.34
Rural	0	0	0	0	0	0	0	0	3	39	0	0	3.53
A. Avg. interval betw een request/readiness date and actual install date													
Commercial	2	1	0	1	2	6	10	5	4	11	5	4	4.25
Industrial	0	0	0	0	0	1	0	0	0	0	0	0	0.08
Residential	3	3	4	0	7	5	9	8	10	19	20	5	7.75
Rural	0	0	0	0	0	0	0	0	3	2	0	0	0.42
B. Number of customers requesting service to a location previously served (both Electric and Gas data in section "B"													
Commercial	40	30	35	44	45	41	51	38	44	56	53	68	45.42
Industrial	0	0	1	3	4	0	5	1	1	3	4	4	2.17
Residential	292	262	364	392	492	473	635	734	663	750	704	632	532.75
Rural	0	1	0	0	0	1	0	1	1	0	1	3	0.67
B. Avg. Interval betw een request/readiness date and actual install date													
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

Footnote 1: *IPL does not specifically track this information by account. However, when initiating 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 take longer when customers need to do work on their side of the meters before service can be installed.*

Requirement	IP & L Results - Calendar Year 2013												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Call Center Response Times 7826.1700													
Total Call Volume	4,716	3,941	4,181	6,821	7,750	5,722	6,008	5,985	5,773	5,536	4,530	4,170	65,133
Total Outage Call Volume	590	101	225	1,576	1,851	577	435	356	248	179	260	159	6,557
Overall Service Level	87.8%	88.0%	86.1%	82.4%	74.3%	81.8%	80.6%	82.0%	84.3%	85.3%	85.9%	84.3%	82.9%
Outage Service Level	97.8%	95.0%	99.1%	96.8%	93.3%	93.9%	94.9%	95.5%	95.2%	97.8%	99.2%	96.2%	95.5%

Requirement	IP&L Results - Calendar Year 2013												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Emergency Medical Account Status 7826.1800													
Number of custs. who requested EMA status	0	0	1	0	1	1	2	0	1	1	1	0	8.00
Number of custs. granted EMA status	0	0	1	0	1	1	2	0	1	1	1	0	8.00
Number of custs. denied EMA status	0	0	0	0	0	0	0	0	0	0	0	0	0
Reasons for each denial	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

Requirement	IP&L Results - Calendar Year 2013												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Customer Deposits 7826.1900													
Number of custs. required to make a deposit to get service	17	19	19	34	33	45	38	52	45	53	33	14	34

Requirement	IP&L Results - Calendar Year 2013												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Reporting Customer Complaints 7826.2000													
A. Number of complaints received	15	20	22	25	47	30	29	19	24	19	14	16	23
Commercial	2	3	4	2	3	5	3	4	2	4	6	0	3
Industrial	0	0	0	1	2	0	1	0	0	0	1	1	1
Residential	13	16	17	21	39	23	25	15	22	15	7	15	19
Rural	0	1	1	1	3	2	0	0	0	0	0	0	1
B. Number & percentage of complaints alleging:													
Billing errors - Number	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing errors - Percent	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
Commercial-percent	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
Industrial-percent	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
Residential-percent	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
Rural-percent	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
Inaccurate metering - Percent	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
Commercial-percent	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
Industrial-percent	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
Residential-percent	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
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Wrongful disconnection - Number	0	0	0	0	0	1	0	0	0	0	0	0	0
Wrongful disconnection - Percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%
Commercial-number	0	0	0	0	0	1	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%
Industrial-number	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%
Residential-number	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%
Rural-number	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%

Requirement	IP&L Results - Calendar Year 2013												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
High bills - Number	0	0	0	0	0	2	1	1	1	0	0	0	0
High bills - Percent	0%	0%	0%	0%	0%	7%	3%	5%	4%	0%	0%	0%	2%
Commercial-number	0	0	0	0	0	0	0	0	1	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%
Industrial-number	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%
Residential-number	0	0	0	0	0	1	1	1	0	0	0	0	0
Residential-percent	0%	0%	0%	0%	0%	3%	3%	5%	0%	0%	0%	0%	1%
Rural-number	0	0	0	0	0	1	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%
Inadequate service - Number	0	1	1	0	0	0	0	0	0	0	0	1	0
Inadequate service - Percent	0%	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	6%	1%
Commercial-number	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%
Industrial-number	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%
Residential-number	0	1	1	0	0	0	0	0	0	0	0	1	0
Residential-percent	0%	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	6%	1%
Rural-number	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%
New service extension intervals - Number	0	5	1	0	1	0	0	1	0	1	1	1	1
New service extension intervals - Percent	0%	25%	5%	0%	2%	0%	0%	5%	0%	5%	7%	6%	4%
Commercial-number	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%
Industrial-number	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%
Residential-number	0	5	1	0	1	0	0	1	0	1	1	1	1
Residential-percent	0%	25%	5%	0%	2%	0%	0%	5%	0%	5%	7%	6%	5%
Rural-number	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%

Requirement	IP&L Results - Calendar Year 2013												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Service restoration intervals - Number	0	0	0	0	10	2	0	0	0	0	1	0	1
Service restoration intervals - Percent	0%	0%	0%	0%	21%	7%	0%	0%	0%	0%	7%	0%	3%
Commercial - number	0	0	0	0	0	1	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%
Industrial-number	0	0	0	0	0	0	0	0	0	0	1	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	1%
Residential-number	0	0	0	0	8	1	0	0	0	0	0	0	1
Residential-percent	0%	0%	0%	0%	17%	3%	0%	0%	0%	0%	0%	0%	2%
Rural-number	0	0	0	0	2	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%
Other categories involving 5% or more of the total complaints													
Payment Status-number	5	3	2	6	4	1	0	1	4	1	3	1	3
Payment Status-percent	33%	15%	9%	24%	9%	3%	0%	5%	17%	5%	21%	6%	13%
Commercial-number	1	1	0	1	0	1	0	1	1	0	2	0	1
Commercial-percent	7%	5%	0%	4%	0%	3%	0%	5%	4%	0%	14%	0%	4%
Industrial-number	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%
Residential-number	4	2	2	5	4	0	0	0	3	1	1	1	2
Residential-percent	27%	10%	9%	20%	9%	0%	0%	0%	13%	5%	7%	6%	9%
Rural-number	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%
Turn On -number	0	0	0	3	2	1	6	4	0	0	1	0	1
Turn On - percent	0%	0%	0%	12%	4%	3%	21%	21%	0%	0%	7%	0%	6%
Commercial-number	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%
Industrial-number	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%
Residential-number	0	0	0	3	2	1	6	4	0	0	1	0	1
Residential-percent	0%	0%	0%	12%	4%	3%	21%	21%	0%	0%	7%	0%	6%
Rural-number	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%

Requirement	IP&L Results - Calendar Year 2013												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Meter Reading other - number	2	4	3	1	1	2	1	0	1	1	0	0	1
Meter Reading other - percent	13%	20%	14%	4%	2%	7%	3%	0%	4%	5%	0%	0%	7%
Commercial-number	1	1	2	0	0	0	0	0	0	0	0	0	0
Commercial-percent	7%	5%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Industrial-number	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%
Residential-number	1	3	1	1	1	2	1	0	1	1	0	0	1
Residential-percent	7%	15%	5%	4%	2%	7%	3%	0%	4%	5%	0%	0%	4%
Rural-number	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%
Payment Arrangement -number	0	0	0	1	1	2	2	0	0	2	0	0	1
Payment Arrangement-percent	0%	0%	0%	4%	2%	7%	7%	0%	0%	11%	0%	0%	3%
Commercial-number	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%
Industrial-number	0	0	0	1	0	0	1	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	4%	0%	0%	3%	0%	0%	0%	0%	0%	1%
Residential-number	0	0	0	0	1	2	1	0	0	2	0	0	1
Residential-percent	0%	0%	0%	0%	2%	7%	3%	0%	0%	11%	0%	0%	2%
Rural-number	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%
Credit and Collections General-number	1	0	1	1	4	1	5	1	2	1	1	0	2
Credit and Collections General-percent	7%	0%	5%	4%	9%	3%	17%	5%	8%	5%	7%	0%	6%
Commercial-number	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%
Industrial-number	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%
Residential-number	1	0	1	1	3	1	5	1	2	1	1	0	1
Residential-percent	7%	0%	5%	4%	6%	3%	17%	5%	8%	5%	7%	0%	6%
Rural-number	0	0	0	0	1	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%

Requirement	IP&L Results - Calendar Year 2013												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Property Damage-number	0	0	3	4	10	4	1	5	6	5	3	5	4
Property Damage-percent	0%	0%	14%	16%	21%	13%	3%	26%	25%	26%	21%	31%	15%
Commercial-number	0	0	0	1	0	0	0	1	0	2	3	0	1
Commercial-percent	0%	0%	0%	4%	0%	0%	0%	5%	0%	11%	21%	0%	3%
Industrial-number	0	0	0	0	1	0	0	0	0	0	0	1	0
Industrial-percent	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	6%	1%
Residential-number	0	0	3	3	9	4	1	4	6	3	0	4	3
Residential-percent	0%	0%	14%	12%	19%	13%	3%	21%	25%	16%	0%	25%	12%
Rural-number	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%
Tree Trimming-number	2	2	5	2	4	5	7	3	3	5	0	2	3
Tree Trimming-percent	13%	10%	23%	8%	9%	17%	24%	16%	13%	26%	0%	13%	14%
Commercial-number	0	0	0	0	2	1	1	1	0	1	0	0	1
Commercial-percent	0%	0%	0%	0%	4%	3%	3%	5%	0%	5%	0%	0%	2%
Industrial-number	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%
Residential-number	2	1	4	1	2	4	6	2	3	4	0	2	3
Residential-percent	13%	5%	18%	4%	4%	13%	21%	11%	13%	21%	0%	13%	11%
Rural-number	0	1	1	1	0	0	0	0	0	0	0	0	0
Rural-percent	0%	5%	5%	4%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Engineering,Construction,Maintenance Other-number	0	2	0	2	4	5	2	2	2	1	2	1	2
Engineering,Construction,Maintenance Other-percent	0%	10%	0%	8%	9%	17%	7%	11%	8%	5%	14%	6%	8%
Commercial-number	0	1	0	0	0	1	1	1	0	0	0	0	0
Commercial-percent	0%	5%	0%	0%	0%	3%	3%	5%	0%	0%	0%	0%	1%
Industrial-number	0	0	0	0	1	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%
Residential-number	0	1	0	2	3	3	1	1	2	1	2	1	1
Residential-percent	0%	5%	0%	8%	6%	10%	3%	5%	8%	5%	14%	6%	6%
Rural-number	0	0	0	0	0	1	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%

Requirement	IP&L Results - Calendar Year 2013												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
Pow er Quality & Reliability	2	0	0	0	0	0	1	0	0	0	1	0	0
Pow er Quality & Reliability-percent	13%	0%	0%	0%	0%	0%	3%	0%	0%	0%	7%	0%	2%
Commercial-number	0	0	0	0	0	0	0	0	0	0	1	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	1%
Industrial-number	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%
Residential-number	2	0	0	0	0	0	1	0	0	0	0	0	0
Residential-percent	13%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	1%
Rural-number	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%
Customer Payment Programs number	1	0	0	1	0	0	1	1	0	0	0	1	0
Customer Payment Programs-percent	7%	0%	0%	4%	0%	0%	3%	5%	0%	0%	0%	6%	2%
Commercial-number	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%
Industrial-number	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%
Residential-number	1	0	0	1	0	0	1	1	0	0	0	1	0
Residential-percent	7%	0%	0%	4%	0%	0%	3%	5%	0%	0%	0%	6%	2%
Rural-number	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%
Non Utility Billing-number	0	0	0	0	0	0	0	0	1	0	0	0	0
Non Utility Billing-percent	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%
Commercial-number	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%
Industrial-number	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%
Residential-number	0	0	0	0	0	0	0	0	1	0	0	0	0
Residential-percent	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%
Rural-number	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%

Requirement	IP&L Results - Calendar Year 2013												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
General Billing Questions/General Other-number	2	3	6	4	6	4	2	0	4	2	1	4	3
General Billing Questions/General Other-percent	13%	15%	27%	16%	13%	13%	7%	0%	17%	11%	7%	25%	13%
Commercial-number	0	0	2	0	1	0	1	0	0	1	0	0	0
Commercial-percent	0%	0%	9%	0%	2%	0%	3%	0%	0%	5%	0%	0%	2%
Industrial-number	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%
Residential-number	2	3	4	4	5	4	1	0	4	1	1	4	3
Residential-percent	13%	15%	18%	16%	11%	13%	3%	0%	17%	5%	7%	25%	12%
Rural-number	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%
C. Number of complaints resolved upon initial inquiry	2	4	5	4	14	9	11	3	7	1	4	2	6
Percentage of complaints resolved upon initial inquiry	13%	20%	23%	16%	30%	30%	38%	16%	29%	5%	29%	13%	22%
Commercial-number	1	1	1	1	0	1	1	0	0	0	3	0	1
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Residential-number	1	3	4	3	13	8	9	3	7	1	1	2	5
Rural-number	0	0	0	0	1	0	0	0	0	0	0	0	0
C. Number of complaints resolved within ten days	11	14	16	19	31	19	15	12	16	15	9	8	15
Percentage of complaints resolved within ten days	73%	70%	73%	76%	66%	63%	52%	63%	67%	79%	64%	50%	66%
Commercial-number	1	2	2	1	3	4	2	4	2	3	3	0	2
Industrial-number	0	0	0	1	2	0	0	0	0	0	1	1	0
Residential-number	10	11	13	17	24	13	13	8	14	12	5	7	12
Rural-number	0	1	1	0	2	2	0	0	0	0	0	0	1
C. Number of complaints resolved longer than ten days	2	2	1	2	2	2	3	4	1	3	1	6	2
Percentage of complaints resolved longer than ten days	13%	10%	5%	8%	4%	7%	10%	21%	4%	16%	7%	38%	12%
Commercial-number	0	0	1	0	0	0	0	0	0	1	0	0	0
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	2	2	0	1	2	2	3	4	1	2	1	6	2
Rural-number	0	0	0	1	0	0	0	0	0	0	0	0	0

Requirement	IP&L Results - Calendar Year 2013												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
D. Number and percentage of complains resolved by:													
(1) Taking the action the cust. Requested-number	9	10	14	15	22	17	14	9	14	11	9	7	13
(1) Taking the action the cust. Requested-percent	60%	50%	64%	60%	47%	57%	48%	47%	58%	58%	64%	44%	55%
Commercial-number	1	2	2	2	2	3	1	3	1	2	5	0	2
Industrial-number	0	0	0	0	1	0	1	0	0	0	0	0	0
Residential-number	8	8	11	12	17	12	12	6	13	9	4	7	10
Rural-number	0	0	1	1	2	2	0	0	0	0	0	0	1
(2) Taking action cust. and utility agree is acceptable compromise	4	4	5	4	10	4	6	2	3	2	2	2	4
(2) Taking action cust. and utility agree is acceptable compromise	27%	20%	23%	16%	21%	13%	21%	11%	13%	11%	14%	13%	17%
Commercial-number	1	1	2	0	0	1	1	0	0	1	0	0	1
Industrial-number	0	0	0	1	1	0	0	0	0	0	1	1	0
Residential-number	3	2	3	3	9	3	5	2	3	1	1	1	3
Rural-number	0	1	0	0	0	0	0	0	0	0	0	0	0
(3) Explaining that situation is not reasonably within utility's control	0	0	3	1	5	4	2	2	3	1	2	3	2
(3) Explaining that situation is not reasonably within utility's control	0%	0%	14%	4%	11%	13%	7%	11%	13%	5%	14%	19%	9%
Commercial-number	0	0	0	0	1	1	1	1	0	1	1	0	1
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	0	0	3	1	4	3	1	1	3	0	1	3	2
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0
(4) Refusing to take the action the cust. Requested-number	2	6	0	5	10	5	7	6	4	5	1	4	5
(4) Refusing to take the action the cust. Requested-percent	13%	30%	0%	20%	21%	17%	24%	32%	17%	26%	7%	25%	19%
Commercial-number	0	0	0	0	0	0	0	0	1	0	0	0	0
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	2	6	0	5	9	5	7	6	3	5	1	4	4
Rural-number	0	0	0	0	1	0	0	0	0	0	0	0	0
E. # of complaints forwarded to the PUC's Consumer Affairs Ofc.	0	0	0	2	0	0	0	0	0	0	0	0	0
Commercial-number	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
Residential-number	0	0	0	2	0	0	0	0	0	0	0	0	0
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0

2013

SMART GRID REPORT

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

INTERSTATE POWER AND LIGHT COMPANY'S
2013 ANNUAL SMART GRID INFORMATIONAL REPORT

DOCKET NO. E999/CI-08-948

MARCH 29, 2014

Pursuant to the Minnesota Public Utilities Commission (Commission) June 5, 2009, *Order Taking Action Under Federal Independence and Security Act of 2007*, beginning on April 1, 2010, and annually thereafter, utilities shall file reports on past, current, and planned smart grid projects, with a description of those projects, including: total costs, cost effectiveness, improved reliability, security, system performance, and societal benefit, with their electric service quality reports. Additionally, on March 3, 2011, the Commission issued a *Notice Clarifying information Sought in Smart Grid Reports.* The Commission requested additional information on the following topics:

- "Smart" functions enabled with existing infrastructure and systems (please also include what percentage of the utility's meters are currently mechanical, Automated Meter Reading (AMR), or Advanced Metering Infrastructure (AMI), and a sentence on the capability of each);
- Planned or completed system improvements which could affect customer service, power quality, or service quality metrics;
- Current customer access to data (such as usage or outage data) and how that data educates customers; any planned additional customer access to data;
- Time-varying rates and demand response; and
- Discuss the general costs of completed or planned projects (including the costs of changes to billing systems, and if applicable, the early retirements of meters or other equipment) compared to the benefits realized or expected to be realized.

Interstate Power and Light Company (IPL) provides the following report pertaining to its utility operations in Minnesota, based on requirements contained in the Commissions initial Order, as well as its related subsequent clarifying Notice.

I. OVERVIEW OF IPL'S SMART GRID INVESTMENTS

As reported in its prior Smart Grid Annual Report submitted to the Commission on March 29, 2013, IPL has not implemented any Smart Grid-specific projects in Minnesota thus far.

IPL continues to believe there are operational, service and societal benefits that would accrue to customers, with the deployment of AMI and Smart Grid at IPL at some point in the future. IPL is heavily focused on replacement of its legacy Customer Information Systems (CIS) as part of the Alliant Energy Corporate Services, Inc. multi-year project to replace both the IPL and Wisconsin Power and Light Company (WPL) CIS systems with one combined Oracle Customer Care and Billing system (CC&B). Full deployment of the CC&B system is a major prerequisite for IPL to be able to fully support goals of future Smart Grid investments and deployments, especially related to AMI smart metering.

IPL's Smart Grid strategy continues to focus on what IPL believes customers think matters most: safe, reliable energy at a reasonable cost. IPL developed an initial Smart Grid Strategic Road Map based on those drivers and priorities, with projects centered initially on leveraging prior Smart Grid investments at WPL. An AECS Smart Grid Working Group has been revisiting the assumptions and drivers behind the original Smart Grid Strategic Road Map and has updated it accordingly. This document will provide the foundational vision for the ongoing development of smart grid strategies to effectively apply technology solutions that would tangibly improve operational excellence and service to customers.

II. "SMART" FUNCTIONS ENABLED WITH EXISTING INFRASTRUCTURE AND SYSTEMS

While IPL has not deployed AMR or AMI, IPL does have some technologies that have been in place for quite some time that would be defined as Smart Grid. Although not considered to be AMI, IPL does have about 341 advanced electric meters installed at some of its largest Minnesota commercial and industrial customers that provide interval-based energy usage information, generally on a monthly basis, using Itron MV-90 based systems. These 341 advanced meters represent about 5% of IPL's approximate 7,000 Minnesota commercial and industrial electric customers. Of these 341 advanced meters, 115 are remotely interrogated through a dial-up communication line, and 226 are read manually using a handheld device with an optical coupler. Customers with this type of advanced metering could be provided access to energy usage information via the internet using a web interface known as PeakMap™. Currently, three of IPL's Minnesota customers are utilizing this capability at this time. With PeakMap, customers obtain precise energy consumption data to adjust business operations to take advantage of more favorable rates, make informed energy procurement decisions, allocate costs by metered locations, and fine-tune equipment operation and start-up schedules to reduce or eliminate costly demand peaks.

III. PLANNED OR COMPLETED SYSTEM IMPROVEMENTS WHICH COULD AFFECT CUSTOMER SERVICE, POWER QUALITY, OR SERVICE QUALITY METRICS

IPL also has a limited deployment of Supervisory Control and Data Acquisition (SCADA) capabilities at some of the larger substations serving its Minnesota distribution loads. These capabilities are supported by distribution SCADA systems and staff located at IPL's Distribution Dispatch Center in Cedar Rapids, Iowa. An upgrade to the OSI distribution SCADA system was completed in 2012 that provides expanded numbers and types of monitoring and control points that the system is capable of

handling, in addition to being able to better support advanced applications such as distribution system Volt/Var optimization as implemented by WPL.

Additionally, IPL has technology in place on its 24 KV sub-transmission system that provides self-healing capabilities. It does so by automatically sectionalizing faulted sections of circuits, and transferring load to available alternate sources, thereby minimizing the magnitude and duration of any service disruption to customers served from this system.

In December of 2013, AECS completed a comprehensive “Corporate Strategy for Monitoring and Control of the Distribution System” (Strategy). With internal approval of this multi-faceted strategy, development is now under way on the related business cases to implement the Strategy. The goal is of the Strategy is to ensure asset utilization is maximized and the distribution system is operated consistently by:

- Monitoring the status and performance of critical substations, feeders, and equipment
- Controlling operation of key equipment to reduce duration and extent of system interruptions, and adjusting equipment to optimize operating characteristics
- Providing timely and sufficient data to support decisions and actions to improve reliability, operations, maintenance, engineering and delivery system planning effectiveness

In its Iowa service territory, IPL completed a small “proof of concept” project to test and evaluate the viability and efficacy of available technologies to support monitoring of select devices in IPL distribution systems, to reduce damage to substation assets, reduce overloaded feeders and load imbalances, and capture MAIFI information. The Department of Energy (DOE) added this project to the scope of its Smart Grid

Investment Grant that was previously awarded for WPL's Distribution Automation project described later in Section VII of this report. The implementation phase of this project was completed in the 4th quarter of 2012, and initial results provided support for a subsequent larger scale pilot project that is now underway. This expanded pilot project involves installation of 17 additional sets of three "line sensors" on distribution system feeders of rural substations that currently have no remote monitoring capability. Results from this pilot project will be used to help determine if line sensor technologies could be applied cost effectively to support goals around improving system reliability and operating efficiency, especially in rural areas with relatively low customer densities, such as that found in much of IPL's Minnesota service territory.

IV. CUSTOMER ACCESS TO DATA

As stated in Section II. above, large electric retail and wholesale customers with advanced metering have the ability to access energy usage information via IPL's web-based interface called PeakMap™. This web-based interface provides an enhancement to the monthly data reports (included with their bill, on request) that customers currently receive for analyzing their 15-minute interval load data. Currently, there are approximately 200 IPL customers utilizing PeakMap, three of which are in Minnesota.

The PeakMap user interface works hand-in-hand with the Itron MV-90 data collection and analysis software utilized by IPL to collect interval-based metering and event data. PeakMap uses a familiar, Internet browser-based design to deliver load profile information directly to those in the customers' organization who can use it to streamline operations. PeakMap's graphic interface and search functions make it highly interactive and intuitive to use. PeakMap makes it easy for customers to:

- Structure their business operations to take advantage of more favorable rates;
- Make informed energy procurement decisions;
- Pursue bulk purchasing and aggregation opportunities;
- Allocate costs to individual products or processes; and
- Fine tune equipment operation and startup schedules to reduce or eliminate demand peaks.

PeakMap also provides IPL staff with access to customers' interval load data to review and analyze for potential opportunities to leverage available programs and service that may help the customer reduce or manage their energy costs more effectively. PeakMap offers a self-service to customers at no incremental cost to them, replacing the single plotted graph previously offered to customers at a cost of $25 per report. PeakMap provides the customer with more options at less cost to the utility since little billing staff time is required to support this service. Some key features of PeakMap include:

- Nine interactive graphs and two reports that are available (instead of one plotted graph).
- Historical data can be loaded for up to 24 months.
- Customers can access recorded quantities of their load profile data, as well as calculated quantities (KVAR, KVA, Power Factor) whenever it's convenient for them and as many times as they want through the Alliant Energy PeakMap website.
- The most recent data available is that which is through the last billing cycle (this is not real-time data; data is read at 15-minute intervals).

Although about 40 of IPL's customers use PeakMap on a regular basis, and have confirmed they find great value in the information it provides, PeakMap does not support providing such information to IPL's other customers. Therefore, as part of the Oracle Customer Care and Billing project, IPL is implementing the Oracle Utilities Customer Self-Service functionality that will support providing all customer classes with access to their energy usage data via a customer portal. With that new capability, IPL expects it will migrate its large commercial and industrial customers to its new customer portal with enhanced capabilities, and will retire the PeakMap system.

Also as previously reported, IPL supported the IBM/City of Dubuque "Smarter Electricity Project" by installing approximately 1,000 AMI meters at the residential premises of its participating customers. In early 2010, IPL did not make the additional investments required to integrate AMI and legacy IPL CIS billing systems due to significant cost for the systems to achieve this integration, and the potential for the IPL CIS system to be replaced. Therefore, the AMI data from these 1,000 meters has not been used by IPL for customer billing purposes.

The IBM/City of Dubuque Smarter Electricity Project formally ended in early 2012. Since then, fewer customers have been regularly accessing and using the electricity portal that was developed, with only a handful of volunteers continuing to log in to the portal as of October of this year. With the costs of maintaining the portal for users to access their data being disproportionately high for the very small number of continued users, access to the portal was discontinued on October 15, 2013. Users were individually notified, and a "Lessons Learned" document was drafted by IBM to summarize how the pilot enabled participants to reduce their energy consumption. In that document, it is reported by IBM that:

"…most actively engaged citizens (97 or 36%) were able to conserve an average 7% in electricity consumption. Total of 266 portal users conserved about 31817 kWh (or $3,818) over a 21-week period. Active users of the Portal saved 3x the rate of energy savings for compared to non-active users. The behavior study of the 78 (53%) survey respondents who used the portal more than once showed that 69% said that the Electricity Portal increased their understanding of their electricity use; 72% said the portal helped reinforce what they were already doing to save electricity; 46% felt that portal helped them conserve electricity; 79% reported taking some action to conserve electricity during the pilot."

TIME-VARYING RATES AND DEMAND RESPONSE

IPL has two Demand Response resources in the form of an interruptible load program and a time-of-use (TOU) pricing program. Both of these programs are available to its customer base, inclusive of the small-to-medium C&I market segment. Any C&I customer with a metered demand as low as 50 kilowatts can participate in the interruptible program and all of IPL's customers (regardless of size) can participate in a TOU pricing program.

IPL has twelve customers on the interruptible rate program providing approximately 1.75 MW of potential demand response.

Effective February 17, 2012, IPL enhanced its electric TOU tariffs for residential, commercial, industrial and institutional customers by initiating the following:

- Decreased the energy charges; and
- Reduced the peak periods from 15 hours per day to 13 hours per day.

On a continuous basis, IPL markets this program to all customers through direct contact from key account management, customer support services and/or mail, and alliantenergy.com/timeofday. As of December 31, 2013, 39 customers were

participating in IPL's TOU pricing program, providing an estimated 760 KW of load reduction.

On June 1, 2012, IPL filed a cost-effective DLC program as part of its 2013-2015 Triennial Electric and Natural Gas Conservation Improvement Plan. This new program was approved by the Commission's October 19, 2012 (Docket No. E,G001/CIP-12-484). By the end of 2015, IPL's goal is to have nearly 4,500 customers participating in IPL's DLC program providing an estimated 3 MW of load reduction.

V. GENERAL COSTS OF COMPLETED OR PLANNED PROJECTS COMPARED TO THE BENEFITS REALIZED OR EXPECTED TO BE REALIZED

IPL did previously develop a business case in 2007 for deployment of an AMI project, coincidental with the business case developed for deployment of AMI at WPL. In that business case, IPL's Minnesota deployment of electric and gas AMI for all of its customers had an estimated capital investment cost of approximately $25 million. However, a potential AMI deployment for IPL has been put on indefinite hold. No updates have been made to the original business case and cost estimate.

VII. CURRENT WPL SMART GRID PROJECTS

WPL has completed the deployment of AMI in its Wisconsin service territory. In February of 2008, WPL was issued a Certificate of Authority by the Public Service Commission of Wisconsin (PSCW) to implement its planned deployment of AMI to its approximate 640,000 gas and electric customers throughout its Wisconsin service territory. That deployment commenced in April 2008 with an initial AMI Pilot (Pilot) of about 20,000 electric and 20,000 natural gas customers as part of field acceptance testing of the technologies chosen by WPL. The success of that Pilot led to full deployment of approximately 462,000 electric AMI meters and 179,000 natural gas modules to WPL's residential and small commercial customers by the end of 2010.

WPL is currently using its AMI system to bill over 630,000 customers, with less than 1% of estimations on a monthly basis. In addition to its AMI deployment, WPL also has several other Smart Grid initiatives planned or underway. One such initiative is WPL's Work Force Management Consolidation project, currently deployed in a pilot phase in WPL's Stoughton, WI operating area. When fully implemented, it will provide integrated work management solutions that optimize the planning, tracking, scheduling, and dispatching of all field crew work, thereby improving operational effectiveness. As part of that set of solutions, AMI will serve as a supporting technology to improve management and response to electric outages for individual customers. For larger scale outages, AMI will provide alarms and data regarding momentary or sustained power outages, as well as voltage levels at a premise. AMI voltage monitoring capabilities will also be leveraged to monitor power quality on WPL's distribution grid to address short term operational issues, as well as to provide additional data to prioritize projects to address longer term issues as part of the investment planning process. This capability is also being used in conjunction with WPL's Smart Grid Investment Grant project as follows.

In May of 2010, WPL reached agreement with the DOE and accepted an American Recovery and Reinvestment Act (ARRA) grant from the DOE's Smart Grid Investment Grant Program. The $3.2 million Distribution Automation grant will enable WPL's existing infrastructure to operate more efficiently by using enhanced substation and circuit level control of capacitor banks to optimize VAR flows and power factor, thus reducing loading on our distribution lines, transformers and feeder segments, and thereby reduce distribution waste and unnecessary power generation. This will allow for the same amount of energy to be delivered, but using less fuel to do it. Using less fuel will have a positive impact on the environment and will also reduce costs. The

deployment of the field devices and control systems software has been completed, with approximately 575 capacitor banks now being controlled and managed. The system leverages prior technology investments by use of new interfaces to bring in data from GIS, AMI, SCADA, and Outage Management systems. The system is now fully operational, and WPL will be monitoring its performance to track benefits that will be reported to the DOE through May of 2015.