



Alliant Energy Corporate Services, Inc.  
Legal Department  
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Samantha C. Norris  
Senior Attorney

June 11, 2015

Mr. Daniel P. Wolf, Executive Secretary  
Minnesota Public Utilities Commission  
121 Seventh Place East, Suite 350  
St. Paul, MN 55101

RE: Interstate Power and Light Company  
Docket No. E001/M-15-317  
Reply Comments

Dear Mr. Wolf:

Enclosed for e-Filing with the Minnesota Public Utilities Commission, please find Interstate Power and Light Company's Reply Comments in the above-referenced docket.

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

Respectfully submitted,

/s/ Samantha C. Norris  
Samantha C. Norris  
Senior Attorney

SCN/tab  
Enclosures

cc: Service List

Interstate Power and Light Co.  
An Alliant Energy Company

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

Office: 1.800.822.4348  
www.alliantenergy.com

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger  
Nancy Lange  
Dan Lipschultz  
John Tuma  
Betsy Wergin

Chair  
Commissioner  
Commissioner  
Commissioner  
Commissioner

IN THE MATTER OF INTERSTATE  
POWER AND LIGHT COMPANY'S  
2014 ANNUAL SAFETY,  
RELIABILITY AND SERVICE  
QUALITY REPORT AND  
PROPOSED SAIFI, SAIDI AND  
CAIDI INDICES FOR 2014

DOCKET NO. E001/M-15-317

AFFIDAVIT OF SERVICE

STATE OF IOWA            )  
  ) ss.  
COUNTY OF LINN        )

Tonya A. Bender, being first duly sworn on oath, deposes and states:

That on the 11<sup>th</sup> day of June, 2015, copies of the foregoing Affidavit of Service, together with Interstate Power and Light Company's Reply Comments, 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. Bender            
Tonya A. Bender

Subscribed and Sworn to Before Me  
this 11<sup>th</sup> day of June, 2015

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

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Bobby	Adam	bobby.adam@conagrafoods.com	ConAgra	Suite 5022 11 ConAgra Drive Omaha, NE 68102	Electronic Service	No	OFF_SL_15-317_M-15-317
Christopher	Anderson	canderson@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022191	Electronic Service	No	OFF_SL_15-317_M-15-317
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	Yes	OFF_SL_15-317_M-15-317
William A.	Blazar	bblazar@mnchamber.com	Minnesota Chamber Of Commerce	Suite 1500 400 Robert Street North St. Paul, MN 55101	Electronic Service	No	OFF_SL_15-317_M-15-317
Michael	Bradley	mike.bradley@lawmoss.com	Moss & Barnett	150 S. 5th Street, #1200  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_15-317_M-15-317
City	Clerk	sschulte@ci.albertlea.mn.us	City of Albert Lea	221 E Clark St  Albert Lea, MN 56007	Electronic Service	No	OFF_SL_15-317_M-15-317
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	OFF_SL_15-317_M-15-317
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500  Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_15-317_M-15-317
Michael	Greiveldinger	michaelgreiveldinger@alliantenergy.com	Interstate Power and Light Company	4902 N. Biltmore Lane  Madison, WI 53718	Electronic Service	No	OFF_SL_15-317_M-15-317
David	Grover	dgrover@itctransco.com	ITC Midwest	901 Marquette Avenue Suite 1950 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_15-317_M-15-317

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Annete	Henkel	mui@mutilityinvestors.org	Minnesota Utility Investors	413 Wacouta Street #230 St. Paul, MN 55101	Electronic Service	No	OFF_SL_15-317_M-15-317
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	OFF_SL_15-317_M-15-317
Jim	Krueger	jkrueger@fmcs.coop	Freeborn-Mower Cooperative Services	Box 611  Albert Lea, MN 56007	Electronic Service	No	OFF_SL_15-317_M-15-317
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	Yes	OFF_SL_15-317_M-15-317
Kavita	Maini	kmairi@wi.rr.com	KM Energy Consulting LLC	961 N Lost Woods Rd  Oconomowoc, WI 53066	Electronic Service	No	OFF_SL_15-317_M-15-317
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E  St. Paul, MN 55106	Electronic Service	No	OFF_SL_15-317_M-15-317
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	OFF_SL_15-317_M-15-317
Carl	Nelson	cnelson@mncee.org	Center for Energy and Environment	212 3rd Ave N Ste 560  Minneapolis, MN 55401	Electronic Service	No	OFF_SL_15-317_M-15-317
Samantha	Norris	samanthanorris@alliantenergy.com	Alliant Energy	200 1st Street SE PO Box 351 Cedar Rapids, IA 52406-0351	Electronic Service	No	OFF_SL_15-317_M-15-317
Steven	Nyhus	swnyhus@flaherty-hood.com	Flaherty & Hood PA	525 Park St Ste 470  Saint Paul, MN 55103	Electronic Service	No	OFF_SL_15-317_M-15-317

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	OFF_SL_15-317_M-15-317
Larry L.	Schedin	Larry@LLSResources.com	LLS Resources, LLC	12 S 6th St Ste 1137  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_15-317_M-15-317
Matthew J.	Schuerger P.E.	mjsreg@earthlink.net	Energy Systems Consulting Services, LLC	PO Box 16129  St. Paul, MN 55116	Electronic Service	No	OFF_SL_15-317_M-15-317
Ron	Spangler, Jr.	rlspangler@otpc.com	Otter Tail Power Company	215 So. Cascade St. PO Box 496 Fergus Falls, MN 565380496	Electronic Service	No	OFF_SL_15-317_M-15-317
Robyn	Woeste	robynwoeste@alliantenergy.com	Interstate Power and Light Company	200 First St SE  Cedar Rapids, IA 52401	Electronic Service	No	OFF_SL_15-317_M-15-317
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	Yes	OFF_SL_15-317_M-15-317

**STATE OF MINNESOTA**

**BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION**

**Beverly Jones Heydinger  
Nancy Lange  
Dan Lipschultz  
John Tuma  
Betsy Wergin**

**Chair  
Commissioner  
Commissioner  
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Commissioner**

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**IN THE MATTER OF INTERSTATE  
POWER AND LIGHT COMPANY'S  
2014 ANNUAL SAFETY,  
RELIABILITY AND SERVICE  
QUALITY REPORT AND  
PROPOSED SAIFI, SAIDI AND  
CAIDI INDICES FOR 2015**

**DOCKET NO. E001/M-15-317**

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**REPLY COMMENTS**

**COMES NOW**, Interstate Power and Light Company (IPL), and respectfully submits its Reply Comments to the Minnesota Department of Commerce, Division of Energy Resources (Department), Comments filed on June 1, 2015, in the above-referenced docket.

**I. BACKGROUND**

On April 1, 2015, IPL filed its 2014 Annual Safety, Reliability and Service Quality Report and Proposed System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), and Customer Average Interruption Duration Index (CAIDI) indices for 2015 (2014 Annual Report).

The Department filed Comments on June 1, 2015, recommending that the Commission accept IPL's filing in fulfillment of the requirements of Minnesota Rules, Chapter 7826, pending the submission of additional information.

In its Comments, the Department requested that IPL, in its Reply Comments, provide the following:

- A discussion on IPL's plan to transfer meter reading data to Southern Minnesota Energy Cooperative (SMEC) in contemplation of the sale and transfer of IPL's electric distribution assets to SMEC (Comments, page 18);
- Complete customer complaint detail (Comments, page 19); and
- File an informational report with the Minnesota Public Utilities Commission (Commission) containing its 2015 service quality data as a compliance filing in this docket by the earlier of (i) 90 days after closing the transaction to sell its electric assets to SMEC or (ii) April 1, 2016. The report should include all information routinely reported as part of the annual electric service quality reports and shall cover the period from January 1, 2015 through the close of the transaction to sell the IPL electric assets (Comments, page 19).

In response to the Department's Comments, IPL provides the following Reply Comments:

## **II. REPLY COMMENTS**

### **A. Transfer of Meter Reading Data to SMEC**

At page 18 in its Comments, the Department requested that IPL provide information in its Reply Comments addressing its plan to transfer meter reading data to SMEC in preparation of the sale of its electric distribution assets.

IPL continues to work closely with all respective SMEC members and their third-party billing vendors to prepare the customer and meter data needed for

conversion of customer information from IPL's Customer Information System (CIS) to each of the three billing vendors' (NISC, PCS, and Software Services) CIS systems. The high-level data transfer plan consists of the following:

- IPL and SMEC have identified all Minnesota electric customers in IPL's CIS system and assigned them to each of the twelve SMEC cooperatives;
- IPL has extracted all required data fields from IPL's CIS tables and provided them to each of the third-party vendors that support the CIS functions of the twelve SMEC member cooperatives;
- IPL has extracted test files for the last ten months that each of the twelve SMEC member cooperatives, and their respective billing vendors, have utilized to test the conversion;
- IPL continues to conduct bi-weekly meetings with SMEC and third-party billing vendors to discuss customer and meter data issues and work through testing issues; and
- IPL plans to obtain final reads for all electric customers and produce a final file for each of the three billing vendors upon close of the sale.

Additionally, IPL will support SMEC with all post-sale questions and/or issues related to the data conversion. This plan is consistent with the one implemented between IPL and Minnesota Energy Resources (MERC) as IPL transitioned its former Minnesota gas customers to MERC.



**B. Customer Complaint Detail**

At page 19 in its Comments, the Department requested that IPL provide specific customer complaint detail related to the Payment Arrangement, Power Quality, Customer Payment Programs, and Non-Utility Billing categories. As the Department notes these categories represent less than five percent of IPL's total complaints, however, to help eliminate confusion, IPL provides in Attachment A, the Customer Complaint Report for 2014 for all categories, including those representing less than five percent of complaints. The categories added to the table have been lightly shaded and are located on page 70 of Attachment A.

**C. 2015 Service Quality Data – Informational Report**

The Department on page 19 of its Comments requested that IPL file with the Commission an informational report containing its 2015 service quality data as a compliance filing in this docket by the earlier of (i) 90 days after closing the transaction to sell its electric assets to SMEC or (ii) April 1, 2016. The report should include all information routinely reported as part of the annual electric service quality reports and shall cover the period from January 1, 2015 through the close of the transaction to sell the IPL electric assets.

As requested by Department, IPL agrees to submit the service quality data required in Minnesota Rules, part 7826, covering the period from January 1, 2015 through the close of the sale of IPL's electric distribution assets to SMEC, by the earlier of the dates suggested by the Department.

### III. CONCLUSION

**WHEREFORE**, IPL respectfully requests the Commission give IPL's Reply Comments due consideration.

DATED this 11<sup>th</sup> day of June, 2015.

Respectfully submitted,

Interstate Power and Light Company

By: /s/ Samantha C. Norris

Samantha C. Norris

Senior Attorney

Interstate Power and Light Company

Alliant Tower

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[SamanthaNorris@alliantenergy.com](mailto:SamanthaNorris@alliantenergy.com)

Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Reporting Customer Complaints 7826.2000</b>													
A. Number of complaints received	11	17	24	25	33	35	23	33	36	35	29	24	27
Commercial	2	2	3	5	4	1	3	2	6	4	8	4	4
Industrial	0	0	0	1	0	1	1	0	0	0	0	0	0
Residential	9	15	21	18	28	31	17	31	28	30	21	19	22
Rural	0	0	0	1	1	2	2	0	2	1	0	1	1
B. Number & percentage of complaints alleging:													
Billing errors - Number	0	0	0	0	2	0	1	1	0	2	0	0	0
Billing errors - Percent	0%	0%	0%	0%	6%	0%	4%	3%	0%	6%	0%	0%	2%
Commercial-number	0	0	0	0	0	0	1	0	0	1	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	3%	0%	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	0	0	0	0	2	0	0	1	0	1	0	0	0
Residential-percent	0%	0%	0%	0%	6%	0%	0%	3%	0%	3%	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%
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	0	0	0	0	0	0	0	0
Wrongful disconnection - 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%

Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
High bills - Number	0	0	1	2	3	0	3	3	1	1	1	1	1
High bills - Percent	0%	0%	4%	8%	9%	0%	13%	9%	3%	3%	3%	4%	5%
Commercial-number	0	0	0	0	1	0	0	0	0	0	1	0	0
Commercial-percent	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	3%	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	0	0	1	2	2	0	2	3	1	1	0	1	1
Residential-percent	0%	0%	4%	8%	6%	0%	9%	9%	3%	3%	0%	4%	4%
Rural-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%
Inadequate service - Number	0	0	0	2	0	0	3	0	0	2	1	2	1
Inadequate service - Percent	0%	0%	0%	8%	0%	0%	13%	0%	0%	6%	3%	8%	3%
Commercial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	4%	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	1	0	0	2	0	0	2	1	2	1
Residential-percent	0%	0%	0%	4%	0%	0%	9%	0%	0%	6%	3%	8%	3%
Rural-number	0	0	0	1	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%
New service extension intervals - Number	0	0	0	1	1	0	1	0	2	1	1	1	1
New service extension intervals - Percent	0%	0%	0%	4%	3%	0%	4%	0%	6%	3%	3%	4%	2%
Commercial-number	0	0	0	0	1	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	3%	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	1	0	0	0	0	2	1	1	1	1
Residential-percent	0%	0%	0%	4%	0%	0%	0%	0%	6%	3%	3%	4%	2%
Rural-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%
Service restoration intervals - Number	0	1	2	0	0	6	0	0	3	1	2	2	1
Service restoration intervals - Percent	0%	6%	8%	0%	0%	17%	0%	0%	8%	3%	7%	8%	4%
Commercial - number	0	0	0	0	0	0	0	0	1	1	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	3%	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	2	0	0	5	0	0	2	0	2	1	1
Residential-percent	0%	6%	8%	0%	0%	14%	0%	0%	6%	0%	7%	4%	4%
Rural-number	0	0	0	0	0	1	0	0	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	4%	1%

Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Other categories involving 5% or more of the total complaints													
Meter Reading Other - number	1	3	6	2	5	3	5	6	10	7	3	4	5
Meter Reading Other - percent	9%	18%	25%	8%	15%	9%	22%	18%	28%	20%	10%	17%	17%
Commercial-number	0	1	2	0	1	0	0	0	1	0	1	2	1
Commercial-percent	0%	6%	8%	0%	3%	0%	0%	0%	3%	0%	3%	8%	3%
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	2	4	2	4	3	5	6	8	7	2	2	4
Residential-percent	9%	12%	17%	8%	12%	9%	22%	18%	22%	20%	7%	8%	14%
Rural-number	0	0	0	0	0	0	0	0	1	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%
Property Damage - number	0	1	2	4	3	11	5	3	4	2	4	3	4
Property Damage - percent	0%	6%	8%	16%	9%	31%	22%	9%	11%	6%	14%	13%	12%
Commercial-number	0	1	0	0	0	0	1	0	1	1	2	1	1
Commercial-percent	0%	6%	0%	0%	0%	0%	4%	0%	3%	3%	7%	4%	2%
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%
Residential-number	0	0	2	4	3	11	3	3	3	1	2	2	3
Residential-percent	0%	0%	8%	16%	9%	31%	13%	9%	8%	3%	7%	8%	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%
Payment Status - number	2	3	3	4	5	2	0	4	4	4	8	1	3
Payment Status - percent	18%	18%	13%	16%	15%	6%	0%	12%	11%	11%	28%	4%	13%
Commercial-number	0	0	1	2	1	0	0	0	2	0	1	0	1
Commercial-percent	0%	0%	4%	8%	3%	0%	0%	0%	6%	0%	3%	0%	2%
Industrial-number	0	0	0	1	0	1	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	4%	0%	3%	0%	0%	0%	0%	0%	0%	1%
Residential-number	2	3	2	1	4	1	0	4	2	4	7	1	3
Residential-percent	18%	18%	8%	4%	12%	3%	0%	12%	6%	11%	24%	4%	10%
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%
General Billing Questions / General Other - number	5	2	2	3	4	1	1	3	2	4	2	4	3
General Billing Questions / General Other - percent	45%	12%	8%	12%	12%	3%	4%	9%	6%	11%	7%	17%	12%
Commercial-number	2	0	0	2	0	0	0	0	1	0	1	1	1
Commercial-percent	18%	0%	0%	8%	0%	0%	0%	0%	3%	0%	3%	4%	3%
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	3	2	2	1	4	1	1	3	1	4	1	3	2
Residential-percent	27%	12%	8%	4%	12%	3%	4%	9%	3%	11%	3%	13%	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%

Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Engineering, Construction, Maintenance Other - number	0	1	3	4	1	2	0	3	4	3	1	1	2
Engineering, Construction, Maintenance Other - percent	0%	6%	13%	16%	3%	6%	0%	9%	11%	9%	3%	4%	7%
Commercial-number	0	0	0	1	0	0	0	1	0	0	1	0	0
Commercial-percent	0%	0%	0%	4%	0%	0%	0%	3%	0%	0%	3%	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	0	1	3	3	1	2	0	2	3	3	0	1	2
Residential-percent	0%	6%	13%	12%	3%	6%	0%	6%	8%	9%	0%	4%	6%
Rural-number	0	0	0	0	0	0	0	0	1	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%
Turn On - number	1	0	2	1	3	0	2	3	1	4	4	2	2
Turn On - percent	9%	0%	8%	4%	9%	0%	9%	9%	3%	11%	14%	8%	7%
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	2	1	3	0	2	3	1	4	4	2	2
Residential-percent	9%	0%	8%	4%	9%	0%	9%	9%	3%	11%	14%	8%	7%
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	4	2	2	1	4	1	1	2	1	1	1	2
Tree Trimming - percent	18%	24%	8%	8%	3%	11%	4%	3%	6%	3%	3%	4%	8%
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	2	4	2	2	1	3	1	1	2	0	1	1	2
Residential-percent	18%	24%	8%	8%	3%	9%	4%	3%	6%	0%	3%	4%	8%
Rural-number	0	0	0	0	0	1	0	0	0	1	0	0	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	3%	0%	0%	0%
Credit and Collections General - number	0	0	1	0	1	4	1	3	3	2	0	2	1
Credit and Collections General - percent	0%	0%	4%	0%	3%	11%	4%	9%	8%	6%	0%	8%	4%
Commercial-number	0	0	0	0	0	1	0	1	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	3%	0%	3%	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	1	0	1	3	1	2	3	2	0	2	1
Residential-percent	0%	0%	4%	0%	3%	9%	4%	6%	8%	6%	0%	8%	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%

Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Other categories involving less than 5% of the total complaints</b>													
Payment Arrangement - number	0	1	0	0	4	2	0	2	0	0	0	0	1
Payment Arrangement - percent	0%	6%	0%	0%	12%	6%	0%	6%	0%	0%	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	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	0	0	3	2	0	2	0	0	0	0	1
Residential-percent	0%	6%	0%	0%	9%	6%	0%	6%	0%	0%	0%	0%	2%
Rural-number	0	0	0	0	1	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%
Non-Utility Billing - number	0	1	0	0	0	0	0	0	0	0	1	0	0
Non-Utility Billing - percent	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	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	0	0	0	0	0	0	0	0	0	0	0
Residential-percent	0%	6%	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%
Power Quality & Reliability - number	0	0	0	0	0	0	0	1	0	1	0	0	0
Power Quality & Reliability - percent	0%	0%	0%	0%	0%	0%	0%	3%	0%	3%	0%	0%	1%
Commercial-number	0	0	0	0	0	0	0	0	0	1	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	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	1	0	0	0	0	0
Residential-percent	0%	0%	0%	0%	0%	0%	0%	3%	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%
Customer Payment Programs - number	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer Payment Programs - 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%

Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
C. Number of complaints resolved upon initial inquiry	2	2	3	5	4	9	5	6	8	7	8	5	5
C. Percentage of complaints resolved upon initial inquiry	18%	12%	13%	20%	12%	26%	22%	18%	22%	20%	28%	21%	19%
Commercial-number	1	0	0	2	0	0	0	1	1	0	1	0	1
Industrial-number	0	0	0	0	0	1	0	0	0	0	0	0	0
Residential-number	1	2	3	3	3	8	5	5	6	7	7	5	5
Rural-number	0	0	0	0	1	0	0	0	1	0	0	0	0
C. Number of complaints resolved within ten days	6	12	18	18	27	21	13	25	26	25	18	15	19
C. Percentage of complaints resolved within ten days	55%	71%	75%	72%	82%	60%	57%	76%	72%	71%	62%	63%	68%
Commercial-number	0	2	3	3	4	1	3	1	5	4	7	4	3
Industrial-number	0	0	0	1	0	0	1	0	0	0	0	0	0
Residential-number	6	10	15	14	23	19	9	24	20	21	11	10	15
Rural-number	0	0	0	0	0	1	0	0	1	0	0	1	0
C. Number of complaints resolved longer than ten days	3	3	3	2	2	5	5	2	2	3	3	4	3
C. Percentage of complaints resolved longer than ten days	27%	18%	13%	8%	6%	14%	22%	6%	6%	9%	10%	17%	13%
Commercial-number	1	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	2	3	3	1	2	4	3	2	2	2	3	4	3
Rural-number	0	0	0	1	0	1	2	0	0	1	0	0	0
D. Number and percentage of complains resolved by:													
(1) Taking the action the cust. Requested - number	4	12	15	13	13	11	14	19	22	15	20	14	14
(1) Taking the action the cust. Requested - percent	36%	71%	63%	52%	39%	31%	61%	58%	61%	43%	69%	58%	53%
Commercial-number	0	1	2	4	2	0	2	1	2	2	4	4	2
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	4	11	13	9	11	10	10	18	18	13	16	10	12
Rural-number	0	0	0	0	0	1	2	0	2	0	0	0	0
(2) Taking action cust. and utility agree is acceptable compromise	4	2	5	6	11	15	7	8	7	9	3	3	7
(2) Taking action cust. and utility agree is acceptable compromise	36%	12%	21%	24%	33%	43%	30%	24%	19%	26%	10%	13%	24%
Commercial-number	1	0	1	1	2	0	1	0	1	1	1	0	1
Industrial-number	0	0	0	1	0	1	0	0	0	0	0	0	0
Residential-number	3	2	4	4	8	13	6	8	6	8	2	3	6
Rural-number	0	0	0	0	1	1	0	0	0	0	0	0	0
(3) Explaining that situation is not reasonably within utility's control	0	1	1	4	5	5	2	4	5	6	3	3	3
(3) Explaining that situation is not reasonably within utility's control	0%	6%	4%	16%	15%	14%	9%	12%	14%	17%	10%	13%	11%
Commercial-number	0	0	0	0	0	1	0	1	3	1	1	0	1
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Residential-number	0	1	1	3	5	4	1	3	2	4	2	3	2
Rural-number	0	0	0	1	0	0	0	0	0	1	0	0	0
(4) Refusing to take the action the cust. Requested-number	3	2	3	2	4	4	0	2	2	5	3	4	3
(4) Refusing to take the action the cust. Requested-percent	27%	12%	13%	8%	12%	11%	0%	6%	6%	14%	10%	17%	11%
Commercial-number	1	1	0	0	0	0	0	0	0	0	2	0	0
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	2	1	3	2	4	4	0	2	2	5	1	3	2
Rural-number	0	0	0	0	0	0	0	0	0	0	0	1	0



Requirement	IP&L Results - Calendar Year 2014												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
E. # of complaints forwarded to the PUC's Consumer Affairs Ofc.	0	0	0	0	1	0	1	0	0	0	1	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	0	1	0	1	0	0	0	1	0	0
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0