



AN ALLETE COMPANY

*Jenna Warmuth*  
Senior Public Policy Advisor

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August 9, 2017

**VIA ELECTRONIC FILING**

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

Re: In the Matter of Minnesota Power's 2016 & 2017 Safety,  
Reliability and Service Quality Standards Reports  
**Docket Nos. E015/M-16-268 and E015/M-17-252**

Dear Mr. Wolf:

Minnesota Power hereby submits, via electronic filing, Supplemental Comments in the above-referenced dockets. These Supplemental Comments outline changes to the involuntary disconnection report numbers originally submitted in the Company's 2016 and 2017 Safety Reliability and Service Quality Reports.

Please contact me at the number above with any questions related to this matter.

Respectfully,

A handwritten signature in cursive script that reads 'Jenna Warmuth'.

Jenna Warmuth

JW:sr  
Attach.

**STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION**

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In the Matter of Minnesota Power's 2016 & 2017  
Annual Reports Concerning Safety, Reliability,  
Service Quality, and Proposed Annual Reliability Standards

Docket Nos. E015/M-16-268  
and E015/M-17-252  
**Supplemental Comments**

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**I. CORRECTIONS**

The following items encompass Minnesota Power's correction to the Company's Involuntary Disconnection Reports filed as part of the Safety, Reliability and Service Quality Reports ("SRSQ") in 2016 and 2017. The corrected numbers outlined below were also filed as Information Request responses in the Company's Rate Review docket.<sup>1</sup>

Minnesota Power has determined that the SRSQ Involuntary Disconnection Reports filed in 2016 and 2017 provided incorrect data for percentage of customers reconnected within 24 hours. The correct percentages of customers reconnected within 24 hours are as follows:

2016: 73.5%

2017: 52%

A spreadsheet outlining the corrections in detail is provided as Attachment 1 to these Comments.

**II. CONCLUSION**

Minnesota Power appreciates the opportunity to address these changes. The Company continually strives to improve its processes and procedures to ensure the highest quality service for its customers.

Dated: August 9, 2017

Respectfully submitted,



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<sup>1</sup> Docket No. E015/GR-16-664 Energy Cents Coalition Information Request No. 12

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

AFFIDAVIT OF SERVICE VIA  
ELECTRONIC FILING

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SUSAN ROMANS of the City of Duluth, County of St. Louis, State of Minnesota, says that on the **9<sup>th</sup>** day of **August, 2017**, she served Minnesota Power's Supplemental Comments in **Docket Nos. E015/M-16-268 and E015/M-17-252** on the Minnesota Public Utilities Commission ("MPUC") and Minnesota Department of Commerce ("DoC") via electronic filing. The persons on the attached service lists were served as requested.

  
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Susan Romans

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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_16-268_M-16-268
Ian	Dobson	Residential.Utilities@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_16-268_M-16-268
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_16-268_M-16-268
Lori	Hoyum	lhoyum@mnpower.com	Minnesota Power	30 West Superior Street  Duluth, MN 55802	Electronic Service	No	OFF_SL_16-268_M-16-268
Douglas	Larson	dlarson@dakotaelectric.com	Dakota Electric Association	4300 220th St W  Farmington, MN 55024	Electronic Service	No	OFF_SL_16-268_M-16-268
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	OFF_SL_16-268_M-16-268
Susan	Romans	sromans@allete.com	Minnesota Power	30 West Superior Street Legal Dept Duluth, MN 55802	Electronic Service	No	OFF_SL_16-268_M-16-268
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_16-268_M-16-268

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Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_17-252_M-17-252
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Jenna	Warmuth	jwarmuth@mnpower.com	Minnesota Power	30 W Superior St  Duluth, MN 55802-2093	Electronic Service	No	OFF_SL_17-252_M-17-252
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_17-252_M-17-252