



Alliant Energy Corporate Services  
Legal Department  
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Kent M. Ragsdale  
Managing Attorney - Regulatory

May 1, 2012

Dr. Burl W. Haar  
Minnesota Public Utilities Commission  
121 Seventh Place East, Suite 350  
St. Paul, MN 55101-2147

RE: Interstate Power and Light Company  
Docket No. G999/M-12-411  
2011 Annual Gas Service Quality Report

Dear Dr. Haar:

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

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

Respectfully submitted,

/s/ Kent M. Ragsdale  
Kent M. Ragsdale  
Managing Attorney - Regulatory

KMR/tao  
Enclosures

cc: Service List

Interstate Power and Light Company  
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](http://www.alliantenergy.com)

STATE OF MINNESOTA  
 BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Phyllis Reha  
 David Boyd  
 J. Dennis O'Brien  
 Betsy Wergin

Acting Chair  
 Commissioner  
 Commissioner  
 Commissioner

IN THE MATTER OF INTERSTATE POWER AND LIGHT COMPANY'S 2011 ANNUAL GAS SERVICE QUALITY REPORT	DOCKET NO. G999/M-12-411
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**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 1<sup>st</sup> day of May, 2012, copies of the foregoing Affidavit of Service, together with Interstate Power and Light Company's Annual Gas Service Quality Report, were served upon the parties on the attached service list, by e-Filing, overnight delivery, electronic mail, and/or first-class mail, proper postage prepaid from Cedar Rapids, Iowa.

      /s/ Tonya A. O'Rourke        
 Tonya A. O'Rourke

Subscribed and Sworn to Before Me  
 this 1<sup>st</sup> day of May, 2012.

      /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	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay 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 Comapnay 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 Comapnay General Service List
City	Attorney	N/A	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 Comapnay General Service List
William A.	Blazar	bblazar@mnchamber.com	Minnesota Chamber Of Commerce	Suite 1500 400 Robert Street North St. Paul, MN 55101	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Michael	Bradley	bradley@moss-barnett.com	Moss & Barnett	4800 Wells Fargo Ctr 90 S 7th St Minneapolis, MN 55402-4129	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay 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 Comapnay General Service List
Ronald	Giteck	ron.giteck@ag.state.mn.us	Office of the Attorney General-RUD	Antitrust and Utilities Division 445 Minnesota Street, BRM Tower St. Paul, MN 55101	Electronic Service 1400	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
David	Grover	dgrover@itctransco.com	ITC Midwest	444 Cedar St Ste 1020  Saint Paul, MN 55101-2129	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay 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 Comapnay General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Karen Finstad	Hammel	Karen.Hammel@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 Comapnay General Service List
Jacob	Hendricks, Esq.	jhendricks@felhaber.com	Felhaber, Larson, Fenlon & Vogt, P.A.	Suite 2200 220 South Sixth Street Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Annete	Henkel	mui@mutilityinvestors.org	Minnesota Utility Investors	413 Wacouta Street #230 St.Paul, MN 55101	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay 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 Comapnay 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 Comapnay 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 Comapnay General Service List
Kavita	Maini	kmairi@wi.rr.com	KM Energy Consulting LLC	961 N Lost Woods Rd  Oconomowoc, WI 53066	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E  St. Paul, MN 55106	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay 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 Comapnay General Service List
Jenny L.	Myers	jmyers@iwla.org	Izaak Walton League of America	1619 Dayton Ave. Suite 202 St. Paul, MN 55104	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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 Comapnay General Service List
Steven	Nyhus	swnyhus@flaherty-hood.com	Flaherty & Hood PA	525 Park St Ste 470 Saint Paul, MN 55103	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Kent	Ragsdale	kentragdale@alliantenergy.com	Alliant Energy-Interstate Power and Light Company	P.O. Box 351 200 First Street, SE Cedar Rapids, IA 524060351	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Richard	Savelkoul	rsavelkoul@martinsquires.com	Martin & Squires, P.A.	444 Cedar St Ste 2050 St. Paul, MN 55101	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Larry L.	Schedin	Larry@LLSResources.com	LLS Resources, LLC	12 S 6th St Ste 1137 Minneapolis, MN 55402	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Matthew J.	Schuerger P.E.		Energy Systems Consulting Services, LLC	P.O. Box 16129 St. Paul, MN 55116	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Ron	Spangler, Jr.	rlspangler@otpc.com	Otter Tail Power Company	215 So. Cascade St. PO Box 496 Fergus Falls, MN 565380496	Electronic Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Joseph	Sullivan	N/A	Flaherty and Hood P.A.	525 Park Street Suite 470 Saint Paul, MN 55103-2011	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List
Robyn	Woeste	robynwoeste@alliantenergy.com	Interstate Power and Light Company	200 First St SE Cedar Rapids, IA 52401	Paper Service	No	GEN_SL_Interstate Power and Light Company_Interstate Power and Light Comapnay General Service List

**STATE OF MINNESOTA**

**BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION**

**Phyllis A. Reha  
David C. Boyd  
J. Dennis O'Brien  
Betsy Wergin**

**Acting Chair  
Commissioner  
Commissioner  
Commissioner**

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**IN THE MATTER OF INTERSTATE  
POWER AND LIGHT COMPANY'S 2011  
ANNUAL GAS SERVICE QUALITY  
REPORT**

**DOCKET NO. G001/M-12-411**

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**SUMMARY OF FILING**

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

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Phyllis A. Reha  
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Acting Chair  
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IN THE MATTER OF INTERSTATE  
POWER AND LIGHT COMPANY'S 2011  
ANNUAL GAS SERVICE QUALITY  
REPORT

DOCKET NO. G001/M-12-411

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INTERSTATE POWER AND LIGHT COMPANY'S 2011 ANNUAL GAS SERVICE  
QUALITY REPORT

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

**A. Summary of Filing**

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

**B. Service on Other Parties**

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

**C. General Filing Information**

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

**1. Name, Address, and Telephone Number of Utility**

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

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

Kent M. Ragsdale  
Managing Attorney – Regulatory  
Alliant Tower  
200 First Street SE  
PO Box 351  
Cedar Rapids, Iowa 52406-0351  
(319) 786-7765

**D. Date of Filing**

The date of this filing is May 1, 2012.

**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**

Kent M. Ragsdale  
Managing Attorney – Regulatory  
Alliant Tower  
200 First Street, SE  
PO Box 351  
Cedar Rapids, Iowa 52406-0351  
(319) 786-7765



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

**WHEREFORE**, IPL respectfully requests the Commission accept this annual Report.

Dated this 1<sup>st</sup> day of May 2012.

Respectfully submitted,

INTERSTATE POWER AND LIGHT COMPANY

By /s/ Kent M. Ragsdale

Kent M. Ragsdale  
Managing Attorney - Regulatory  
Alliant Energy Corporate Services, Inc.  
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# **Interstate Power and Light Company**

## **2011 Annual Gas Service Quality Report**

**Docket No. G001/M-12-411**

**May 1, 2012**

# Interstate Power and Light Company 2011 Annual Gas Service Quality Report

## Introduction

Interstate Power and Light Company (IPL) is committed to delivering safe and reliable gas service to its Minnesota customers at levels that meet or exceed their expectations. The data provided in this 2011 Gas Service Quality Report serves to support IPL's commitment to that goal. IPL is a combination utility, providing both gas and electric service to its Minnesota customers through approximately 42,978 electric meters and 10,653 gas meters. As of December 31, 2011, IPL's gas distribution system consisted of 236 miles of main and 10,374 service lines. IPL does not operate any gas transmission pipelines in the state of Minnesota.

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

1. *Requirement not applicable for IPL.*
2. IPL shall file annual service quality reports beginning May 1, 2011. Each report shall be based on data from the previous calendar year. The first reporting

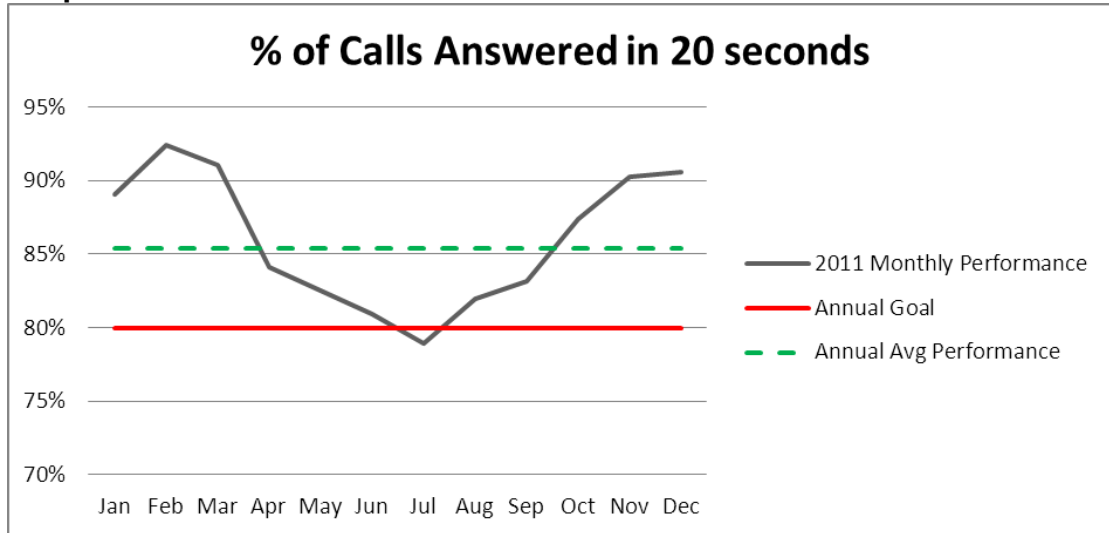
period begins January 1, 2010, except as otherwise specified below. Each annual report shall be filed according to the following requirements:

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

**IPL Response** – On an annualized basis for the year of 2011, 85.4% of the 67,399 Minnesota customer calls to IPL’s customer service center were answered in 20 seconds or less. Dedicated call center agents, focusing on Minnesota calls, allowed IPL to exceed the regulatory requirement of 80% of calls answered within 20 seconds on an annual basis. See Graph 1 below for a graphical representation of the answer time data. Tabular details can be found in Appendix A at the end of this report. The data provided contains both gas and electric calls.

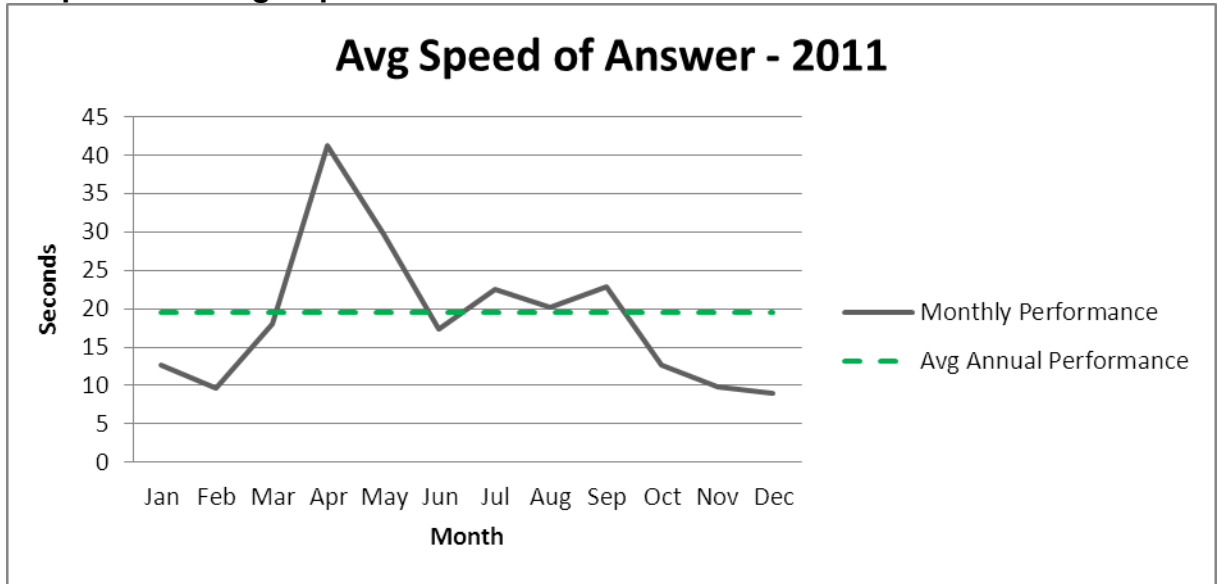
Per a recommendation contained in the February 2, 2012, Commission Staff Briefing Papers, IPL provides the following clarification regarding calculation methodology for its call center performance results. The annualized performance of 85.4% was calculated using the entire year’s data, rather than a simple average of each month’s average results, as this methodology provides a truer representation of the annual performance.

**Graph 1 – Call Center Answer Time Performance**



As required in the Commission Order issued on March 6, 2012, average speed of answering data is also being included in this year's report. Graph 2 below displays the monthly and annual performance. The average annualized speed of answer time was 19.5 seconds per call, based on an overall queue time of 1,312,175 seconds and 67,399 calls. The higher than normal average speed of answer during the month of April can be attributed to an upgrade of call center telephone hardware and software that occurred in mid-March 2011. A call-routing programming issue, related to the mid-March 2011 upgrade, was identified and subsequently corrected during April 2011. Answer time performance then returned to a more normal profile.

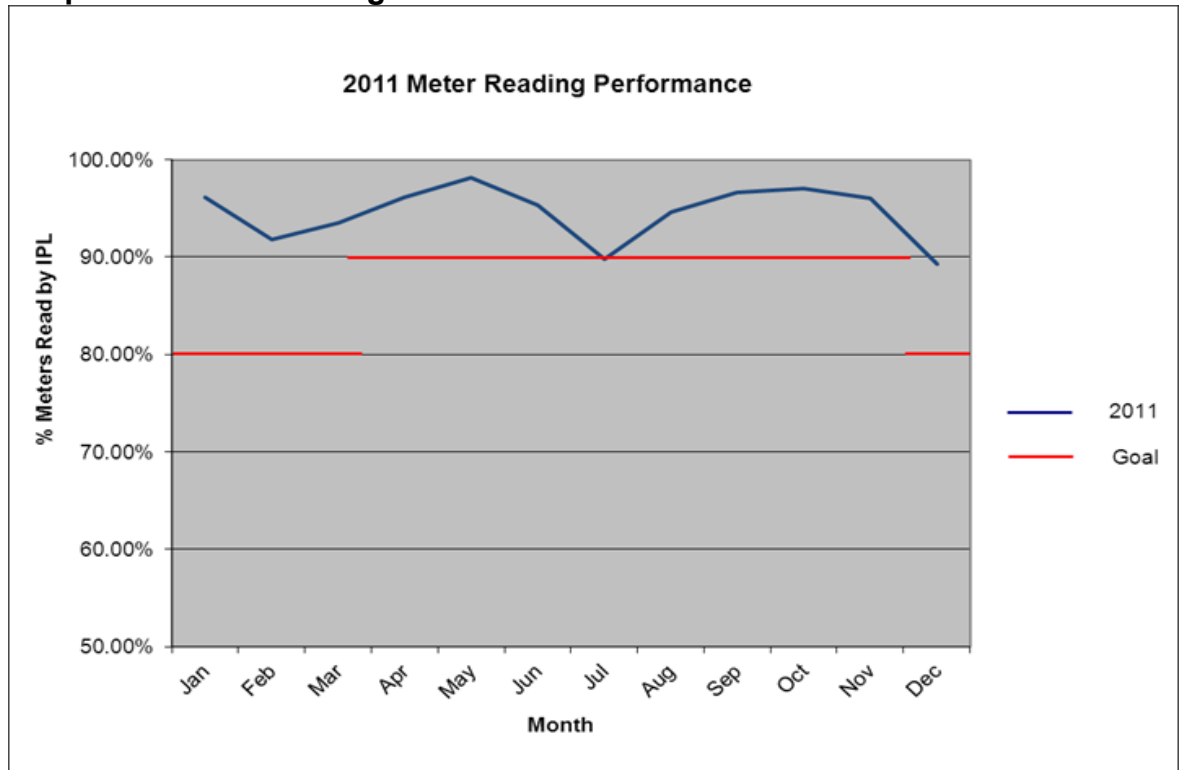
**Graph 2 – Average Speed of Answer Performance**



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

**IPL Response** – IPL met the meter reading performance requirements under Minnesota Rules, part 7826.0900 in all months except July 2011. A plot of IPL meter reading performance can be seen in Graph 3 below.

**Graph 3 – Meter Reading Performance**



Due to an unexpected number of sick and vacation days taken by its meter reading staff, IPL's meter reading performance dropped to just slightly below 90% during the month of July 2011. Additional data relating to IPL's meter reading performance may be found in Appendix A at the end of this report. Data reported contains both gas and electric information. In the tabular data, the difference between the total percentage of meters and the percentage of meters read (by IPL and customers) is equal to the percentage of estimated meter reads.

C. *Requirement not applicable for IPL.*

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

**IPL Response** – In 2011, IPL filed the referenced data as required under Minn. Stat. §§ 216B.091 and 216B.096 as part of its routine filings filed in Docket No. G999/PR-11-02. A copy of the monthly Cold Weather Rule reports is included in Appendix A at the end of this report.

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

**IPL Response** – IPL received requests for gas service at new locations during all months except January, February, and March. For commercial customers, the time between notification of readiness and the actual installation date was two days. For residential customers, the time span was slightly greater than four days. For locations not previously served, the data measures the time for new service to be initiated at the new location. For locations that were previously served, the data covers all requests for initiation of service, including reconnects for credit/non-payment issues. IPL's data collection methodology does not differentiate between the types of requests at these previously served locations. Specific monthly details on IPL's service extension response times may be found in Appendix A, page 41.

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



**IPL Response** – On average, 34 customers per month were required to provide a deposit prior to initiating service. The monthly average number of customers required to make a deposit for 2009 and 2010 were 28 and 38, respectively. The types of deposits included in the data are for new and reconnecting customers. As of December 31, 2011, IPL held 934 deposits for Minnesota gas and electric customers with a total value of \$207,524. Additional customer deposit data may be found in Appendix A, page 42 at the end of this report. The information provided contains both gas and electric data.

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

**IPL Response** – During 2011, IPL averaged 30 customer complaints per month, with the top five categories being General Billing, Meter Reading, Property Damage, Turn-on, and Credit/Collections. These five categories account for approximately 60% of the customer complaints received during the year. The monthly average number of customer complaints received by IPL for 2009 and 2010 were 67 and 48, respectively. Detailed customer complaint data may be found in Appendix A, pages 43 - 52. The information provided contains both gas and electric data.

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

**IPL Response** – For 2011, IPL fielded 2,546 emergency calls, with an average answer time of 31 seconds. This call volume includes both gas

and electric callers who responded “Yes” to the initial interactive voice response question, “Is this a life threatening emergency, such as a downed wire or gas odor?” The average times for emergency call answer time statistics were negatively influenced by the call volume from July 2011, when severe storms swept through IPL’s service territory, greatly impacting IPL’s electric system. This highly concentrated influx of emergency/outage calls impacted the results for not only the primary emergency answer process, but the direct emergency phone line as well (see below). Detailed call answer time data may be found in Appendix A, page 52.

IPL also provides a direct phone number to emergency responders, fire, and law enforcement personnel that places them at the top of the queue when calling to report an emergency situation. The average answer time for the 3 calls to this direct emergency line was 144 seconds during 2011. This result is greatly skewed by one of the three calls, which had a 391 second queue time. This long queue time was the result of the very high call volume in July, as described above.

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

**IPL Response** – In 2011, IPL had five gas lines damaged as a result of a mismarked line or failure to mark a line. In 2011, IPL received a total of

15,332 locate requests covering its Minnesota electric and gas service territory.

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

**IPL Response** – In 2011, there were seventeen instances where IPL's gas facilities were damaged during excavation activities. Two of those damages were caused by IPL electric employees or contractors working on IPL's behalf installing electric facilities. Of the seventeen damages, ten were attributable to power operated equipment (backhoes, augers, directional drill), four were caused by hand tools, two were caused by stakes driven into the ground, and one was caused by a tree branch that pierced the ground when a tree was felled.

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

**IPL Response** – In 2011, there were zero service interruptions on IPL's gas system due to system integrity issues. Of the seventeen excavation damages cited above in part J, fifteen resulted in gas outages to at least one customer. Only one of the fifteen outages was attributed to actions of IPL or one of its contractors. Of those fifteen instances, thirteen resulted

in an outage to only a single customer, while two resulted in outages to multiple customers. Only two of the outages met the incident reporting criteria for the Minnesota Office of Pipeline Safety (MOPS or MNOPS), as gas service to more than fifty customers was interrupted. Details on those two incidents are described in section L, below.

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

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

**IPL Response** – The two incidents that met the MNOPS incident reporting threshold in 2011 are described below:

- At 8:23 AM on August 30, 2011, IPL received a call that the 60 psig, 4" polyethylene line feeding Conger, MN had been hit by a contractor installing fiber optics with a track plow attached to a bulldozer. IPL crews were dispatched, and because the affected line was a radial feed, the station feeding the town was shut-down

at 8:45 a.m. As a result, 80 customers were out of service. Jim House, IPL Senior Manager of Distribution and Metering contacted MNOPS shortly thereafter and was assigned report number 121560 for this incident. There was no local media involvement. The only active customer contact occurred as IPL employees shut off service riser valves to customers' premises in preparation for the relight activities. After replacing the damaged section of main, 64 of the 80 customers were relit by IPL personnel before the end of the day. IPL relit the majority of the 16 remaining customers over the next several days when notified by customers that they were available. The last customer was relit on October 26, 2011. The gas line had been located as required, although further investigation indicated that the locate signal had bled off onto a nearby fiber optics line, resulting in a mismark of the gas main.

- At 7:24 a.m. on September 21, 2011, IPL received a call that the 60 psig, 4" polyethylene main near 612 Lincoln Avenue in Albert Lea had been hit with a backhoe by a contractor working on a sewer/water project. Initial IPL responders were onsite at 7:32 a.m. and the line was shut down at approximately 8:30 a.m., resulting in an interruption of gas service to 245 customers. Jim House, IPL Senior Manager of Distribution and Metering contacted MNOPS shortly thereafter and was assigned report number 121992 for this incident. Local media involvement consisted of an interview with

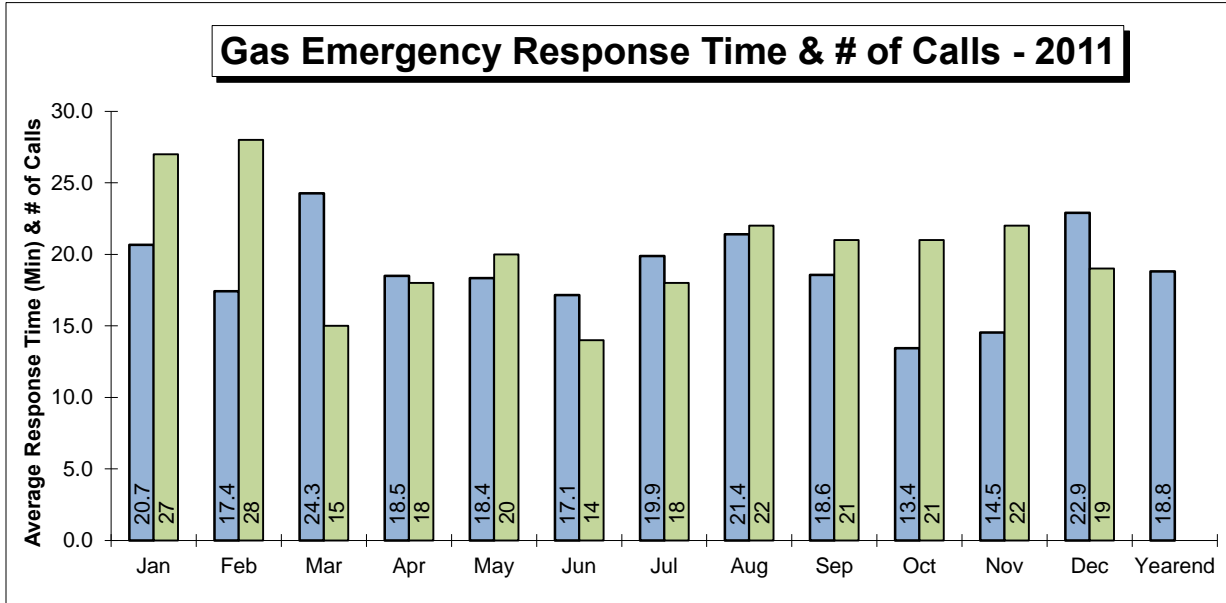
the local operations manager by a local television crew. The only active customer contact occurred as IPL employees shut off service riser valves to customers' premises in preparation for the relight activities. After replacing the damaged section of main, 207 of the 245 customers were relit by IPL personnel before the end of the day. IPL relit the majority of the remaining 38 customers over the next several days when notified by customers that they were available. The last active customer was relit on November 3, 2012. There are two additional facilities currently without service, but those premises are vacant and the owner is not interested in relighting them at this time. The hit gas line had been properly located, but the excavator did not maintain the locate marks as required.

M. *Contains reporting criteria only – No response required.*

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

**IPL Response** – In 2011, IPL responded to 100% of 245 gas emergency calls within 60 minutes, with an average gas emergency response time of 18.8 minutes. A graph detailing the number of gas emergency calls and average response times can be seen below in Graph 4.

**Graph 4 – Gas Emergency Response Performance**



Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearend
<b>MN - Avg Resp Time</b>	20.7	17.4	24.3	18.5	18.4	17.1	19.9	21.4	18.6	13.4	14.5	22.9	18.8
<b>MN - # of Gas Calls</b>	27	28	15	18	20	14	18	22	21	21	22	19	245

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

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

**IPL Response** – In 2011, customer-service related costs related to FERC accounts 901 and 903 were \$5,501 and \$115,642, respectively. These costs include payroll taxes and benefits.



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

Contains Gas & Electric Data	IPL Results - Calendar Year 2011												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
<b>Call Center Response Times (2A or 7826.1700)</b>													
Total Call Volume	4,516	4,113	4,829	5,377	6,039	6,155	6,733	7,040	6,917	6,063	4,855	4,762	67,399
Overall Service Level (20 seconds)	89.1%	92.4%	91.1%	84.1%	82.5%	80.9%	78.9%	82.0%	83.2%	87.4%	90.3%	90.6%	85.4%
Avg Speed of Answer	12.7	9.6	18.1	41.3	29.7	17.3	22.5	20.2	22.9	12.7	9.9	9.0	

### IP&L Minnesota Results - Calendar Year 2011

Meter Reading Performance 2B or 7826.1400 (Electric & Gas Service)													Monthly Average
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
<b>A1. Number of customer meters read by the utility - Electric and Gas</b>													
Commercial	7,614	7,330	7,466	7,749	7,962	7,901	7,602	7,905	7,932	7,947	7,938	7,452	7,733
Industrial	309	312	310	315	312	315	302	315	308	310	312	304	310
Residential	42,401	40,402	41,279	42,416	43,273	41,825	39,094	41,418	42,601	42,838	42,324	39,168	41,587
Rural	1,393	1,328	1,317	1,380	1,389	1,359	1,330	1,392	1,395	1,379	1,348	1,323	1,361
<b>Total</b>	<b>51,717</b>	<b>49,372</b>	<b>50,372</b>	<b>51,860</b>	<b>52,936</b>	<b>51,400</b>	<b>48,328</b>	<b>51,030</b>	<b>52,236</b>	<b>52,474</b>	<b>51,922</b>	<b>48,247</b>	<b>50,991</b>
<b>A2. Percentage of customer meters read by the utility - Electric and Gas</b>													
Commercial	95.00%	91.44%	92.56%	95.44%	97.62%	96.79%	93.08%	96.32%	96.36%	96.51%	96.14%	90.43%	94.8%
Industrial	98.41%	98.73%	97.18%	98.13%	97.50%	99.37%	95.87%	99.37%	99.04%	98.41%	98.42%	95.00%	98.0%
Residential	96.30%	91.85%	93.75%	96.26%	98.25%	95.12%	89.01%	94.26%	96.73%	97.21%	96.03%	88.91%	94.5%
Rural	96.20%	92.09%	91.08%	95.17%	95.99%	93.98%	91.91%	96.20%	96.01%	95.04%	93.03%	91.12%	94.0%
<b>Total</b>	<b>96.11%</b>	<b>91.84%</b>	<b>93.52%</b>	<b>96.12%</b>	<b>98.09%</b>	<b>95.37%</b>	<b>89.75%</b>	<b>94.65%</b>	<b>96.67%</b>	<b>97.06%</b>	<b>95.98%</b>	<b>89.24%</b>	<b>94.5%</b>
<b>A3. Number of customer meters estimated by the utility - Electric and Gas</b>													
Commercial	399	684	599	370	193	261	564	301	300	287	318	789	422
Industrial	5	4	9	6	8	2	13	2	3	5	5	16	7
Residential	1,611	3,562	2,735	1,637	757	2,134	4,816	2,515	1,434	1,219	1,740	4,872	2,419
Rural	53	113	129	70	58	87	117	55	58	72	101	129	87
<b>Total</b>	<b>2,068</b>	<b>4,363</b>	<b>3,472</b>	<b>2,083</b>	<b>1,016</b>	<b>2,484</b>	<b>5,510</b>	<b>2,873</b>	<b>1,795</b>	<b>1,583</b>	<b>2,164</b>	<b>5,806</b>	<b>2,935</b>
<b>A4. Total number of customer meters read (and estimated) by customer class - Electric and Gas</b>													
Commercial	8,015	8,016	8,066	8,119	8,156	8,163	8,167	8,207	8,232	8,234	8,257	8,241	8,156
Industrial	314	316	319	321	320	317	315	317	311	315	317	320	317
Residential	44,032	43,986	44,030	44,066	44,043	43,970	43,919	43,942	44,041	44,066	44,076	44,054	44,019
Rural	1,448	1,442	1,446	1,450	1,447	1,446	1,447	1,447	1,453	1,451	1,449	1,452	1,448
<b>Total</b>	<b>53,809</b>	<b>53,760</b>	<b>53,861</b>	<b>53,956</b>	<b>53,966</b>	<b>53,896</b>	<b>53,848</b>	<b>53,913</b>	<b>54,037</b>	<b>54,066</b>	<b>54,099</b>	<b>54,067</b>	<b>53,940</b>

**IP&L Minnesota Results - Calendar Year 2011**

Meter Reading Performance 2B or 7826.1400 (Electric & Gas Service)													Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>B1. Number of customer meters self-read by customer - Electric and Gas</b>													
Commercial	2	2	1	0	1	1	1	1	0	0	1	0	1
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	20	22	16	13	13	11	9	9	6	9	12	14	13
Rural	2	1	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>24</b>	<b>25</b>	<b>17</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>13</b>	<b>14</b>	<b>14</b>
<b>B2. Percentage of customer meters self-read by customer - Electric and Gas</b>													
Commercial	0.02%	0.02%	0.01%	0.00%	0.01%	0.01%	0.01%	0.01%	0.00%	0.00%	0.01%	0.00%	0.01%
Industrial	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential	0.05%	0.05%	0.04%	0.03%	0.03%	0.03%	0.02%	0.02%	0.01%	0.02%	0.03%	0.03%	0.03%
Rural	0.14%	0.07%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%
<b>Total</b>	<b>0.04%</b>	<b>0.05%</b>	<b>0.03%</b>	<b>0.02%</b>	<b>0.03%</b>	<b>0.02%</b>	<b>0.02%</b>	<b>0.02%</b>	<b>0.01%</b>	<b>0.02%</b>	<b>0.02%</b>	<b>0.03%</b>	<b>0.03%</b>
<b>C1. Number of meters not read by utility for 6 to 12 months - Electric and Gas</b>													
Commercial	8	11	11	16	5	2	4	3	4	4	5	2	75
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	24	31	31	29	21	16	8	11	9	10	11	11	212
Rural	0	1	1	0	0	0	0	0	0	0	0	0	2
<b>Total</b>	<b>32</b>	<b>43</b>	<b>43</b>	<b>45</b>	<b>26</b>	<b>18</b>	<b>12</b>	<b>14</b>	<b>13</b>	<b>14</b>	<b>16</b>	<b>13</b>	<b>289</b>
<b>C2. Number of meters not read by utility for more than 12 months - Electric and Gas</b>													
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	3	4	5	1	1	2	1	1	0	0	0	18
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>
<b>D1. Data on meter reading staffing levels (Total MN - Gas &amp; Electric)</b>													
<b>Total</b>	11	11	11	11	11	11	11	11	11	11	11	11	11

Note on meter reading performance for July 2011.

*Residential meter reads in July fell just below the required 90% level due to a higher than expected number of sick and vacation days taken by meter reading staff.*

Note on meters not read for more than 12 months

*Meters that were not read for more than 12 months were a result of the meter being inaccessible to IPL meter reading staff. When a meter has not been read for 4 months or more steps are taken to gain access to the meter. IPL will attempt to contact the customer by phone, letter, email, and door hanger notifications in an effort to arrange a meter reading appointment with the customer.*

01-2011 January - IPL Monthly Cold Weather Report.xls

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	<i>Required</i>
<b>Reporting Year:</b>	2011	▼	<i>Required</i>
<b>Reporting Period:</b>	January	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: January, 2011**

<b>1</b>	Number of Residential Customer Accounts:	44,068
<b>2</b>	Number of Past Due Residential Customer Accounts:	7,946
<b>3</b>	Number of Cold Weather Protection Requests:	630

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	0

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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01-2011 January - IPL Monthly Cold Weather Report.xls

**Company: Alliant Energy for report period ending: January, 2011**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	186
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	186
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	3,271
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**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected	0	
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected		<i>Required</i>
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	0	0

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected	0
<b>b)</b>	# Electric - heat not affected	0
<b>c)</b>	# Gas - heat affected	0
<b>d)</b>	# Gas - heat not affected	0
<b>e)</b>	Total # disconnected (See Note)	0

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	0	0
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Company: Alliant Energy for report period ending: January, 2011

DOLLAR VALUE

24	<b>Total</b> dollars past due on all residential accounts:	\$1,174,012
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$148
26	<b>Total</b> dollars received from energy assistance programs:	\$175,943
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$5,287,279
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$120
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$31,101

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	<b>Total</b> # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).		<i>CWR period only</i>
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

RECONNECTION DATA

37	# Accounts reconnected	0
38	# Accounts remaining disconnected	59
a)	1-30 days	0
b)	31-60 days	0
c)	61+ days	59

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	<i>Required</i>
<b>Reporting Year:</b>	2011	▼	<i>Required</i>
<b>Reporting Period:</b>	February	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: February, 2011**

<b>1</b>	Number of Residential Customer Accounts:	44,063
<b>2</b>	Number of Past Due Residential Customer Accounts:	7,262
<b>3</b>	Number of Cold Weather Protection Requests:	321

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	5

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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02-2011 February - IPL Monthly Cold Weather Report.xls

Company: Alliant Energy for report period ending: February, 2011

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	48
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	48
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	2,625
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21 Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

a)	# Electric - heat affected	1		
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected			<i>Required</i>
d)	# Gas - heat not affected			<i>Required</i>
e)	<b>Total # disconnected</b>	1	0	

22 Number of customer accounts disconnected seeking protection:

a)	# Electric - heat affected	0
b)	# Electric - heat not affected	0
c)	# Gas - heat affected	0
d)	# Gas - heat not affected	0
e)	Total # disconnected (See Note)	0

23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	1	1
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02-2011 February - IPL Monthly Cold Weather Report.xls

Company: Alliant Energy for report period ending: February, 2011

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,286,527
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$177
26	<b>Total</b> dollars received from energy assistance programs:	\$161,997
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$4,774,083
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$108
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$16,731

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	0
	b) # Electric - heat not affected	
	c) # Gas - heat affected	
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only  
CWR period only  
CWR period only

**RECONNECTION DATA**

37	# Accounts reconnected	1
38	# Accounts remaining disconnected	55
	a) 1-30 days	0
	b) 31-60 days	0
	c) 61+ days	55

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	Required
<b>Reporting Year:</b>	2011	▼	Required
<b>Reporting Period:</b>	March	▼	Required

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: March, 2011**

<b>1</b>	Number of Residential Customer Accounts:	44,063
<b>2</b>	Number of Past Due Residential Customer Accounts:	7,394
<b>3</b>	Number of Cold Weather Protection Requests:	348

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection request:	7

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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03-2011 March - IPL Monthly Cold Weather Report.xls

**Company: Alliant Energy for report period ending: March, 2011**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	96
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	96
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	2,427	
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
<b>a)</b>	# Electric - heat affected	8	
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected		<i>Required</i>
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total</b> # disconnected	8	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected	0	
<b>b)</b>	# Electric - heat not affected	0	
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected	0	
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	8	8

Company: Alliant Energy for report period ending: March, 2011

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,351,264
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$183
26	<b>Total</b> dollars received from energy assistance programs:	\$144,681
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,936,310
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$89
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$18,042

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	8
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	
e)	<b>Total</b> # disconnected	8
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only  
CWR period only  
CWR period only

**RECONNECTION DATA**

37	# Accounts reconnected	8
38	# Accounts remaining disconnected	53
a)	1-30 days	4
b)	31-60 days	0
c)	61+ days	49

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	<i>Required</i>
<b>Reporting Year:</b>	2011	▼	<i>Required</i>
<b>Reporting Period:</b>	April	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: April, 2011**

<b>1</b>	Number of Residential Customer Accounts:	44,026
<b>2</b>	Number of Past Due Residential Customer Accounts:	7,452
<b>3</b>	Number of Cold Weather Protection Requests:	338

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	14

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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Company: Alliant Energy for report period ending: April, 2011

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0
a)	Number of PS requests received	161
17	<i>Intentionally Blank</i>	
18	Number of PS negotiations mutually agreed upon:	161
19	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	3,022		
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>			
a)	# Electric - heat affected	7	8	<i>Required</i>
b)	# Electric - heat not affected			
c)	# Gas - heat affected	3		<i>Required</i>
d)	# Gas - heat not affected			
e)	<b>Total</b> # disconnected	10	8	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected	18		
b)	# Electric - heat not affected	0		
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	Total # disconnected (See Note)	18		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	28	36	

Company: Alliant Energy for report period ending: April, 2011

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,255,970
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$169
26	<b>Total</b> dollars received from energy assistance programs:	\$122,280
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,374,720
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$77
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$17,299

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	18
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	
e)	<b>Total</b> # disconnected	18
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only  
CWR period only  
CWR period only

**RECONNECTION DATA**

37	# Accounts reconnected	14
38	# Accounts remaining disconnected	67
a)	1-30 days	19
b)	31-60 days	4
c)	61+ days	44

[END]

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05-2011 May - IPL Monthly Cold Weather Report.xls

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	<i>Required</i>
<b>Reporting Year:</b>	2011	▼	<i>Required</i>
<b>Reporting Period:</b>	May	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: May, 2011**

<b>1</b>	Number of Residential Customer Accounts:	43,983	
<b>2</b>	Number of Past Due Residential Customer Accounts:	7,040	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:		<i>CWR period only</i>
<b>5</b>	<i>Intentionally Blank</i>		
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :		<i>CWR period only</i>

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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05-2011 May - IPL Monthly Cold Weather Report.xls

Company: Alliant Energy for report period ending: May, 2011

**PAYMENT SCHEDULE (PS)**

16	Number of "Right to Appeal" notices mailed to customers:	0	
a)	Number of PS requests received		<i>CWR period only</i>
17	<i>Intentionally Blank</i>		
18	Number of PS negotiations mutually agreed upon:		<i>CWR period only</i>
19	<i>Intentionally Blank</i>		

**DISCONNECTIONS**

20	Number of disconnection notices mailed to customers:	3,727		
21	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <b>All other months, use 1st column only</b>			
a)	# Electric - heat affected	78	1	
b)	# Electric - heat not affected			<i>Required</i>
c)	# Gas - heat affected			<i>Required</i>
d)	# Gas - heat not affected			<i>Required</i>
e)	<b>Total # disconnected</b>	78	1	
22	Number of customer accounts disconnected seeking protection:			
a)	# Electric - heat affected			<i>CWR period only</i>
b)	# Electric - heat not affected	0		
c)	# Gas - heat affected	0		
d)	# Gas - heat not affected	0		
e)	Total # disconnected (See Note)	0		
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	78	79	

05-2011 May - IPL Monthly Cold Weather Report.xls

**Company: Alliant Energy for report period ending: May, 2011**

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,033,842
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$147
26	<b>Total</b> dollars received from energy assistance programs:	\$145,204
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,122,040
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$71
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$27,943

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
a)	# Electric - heat affected		<i>CWR period only</i>
b)	# Electric - heat not affected		<i>CWR period only</i>
c)	# Gas - heat affected		<i>CWR period only</i>
d)	# Gas - heat not affected		<i>CWR period only</i>
e)	<b>Total</b> # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

37	# Accounts reconnected	41
38	# Accounts remaining disconnected	78
a)	1-30 days	25
b)	31-60 days	10
c)	61+ days	43

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	Required
<b>Reporting Year:</b>	2011	▼	Required
<b>Reporting Period:</b>	June	▼	Required

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: June, 2011**

<b>1</b>	Number of Residential Customer Accounts:	43,972	
<b>2</b>	Number of Past Due Residential Customer Accounts:	7,369	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0	
<b>5</b>	<i>Intentionally Blank</i>		
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :		<i>CWR period only</i>

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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Company: Alliant Energy for report period ending: June, 2011

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0	
<b>a)</b>	Number of PS requests received		<i>CWR period only</i>
<b>17</b>	<i>Intentionally Blank</i>		
<b>18</b>	Number of PS negotiations mutually agreed upon:		<i>CWR period only</i>
<b>19</b>	<i>Intentionally Blank</i>		

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	3,369	
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
<b>a)</b>	# Electric - heat affected	65	
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	2	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total</b> # disconnected	67	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected	0	
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected	0	
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	67	67

Company: Alliant Energy for report period ending: June, 2011

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$977,584
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$133
26	<b>Total</b> dollars received from energy assistance programs:	\$45,744
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,269,510
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$74
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$34,682

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected		<i>CWR period only</i>
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) <b>Total</b> # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

37	# Accounts reconnected	30
38	# Accounts remaining disconnected	96
	a) 1-30 days	27
	b) 31-60 days	21
	c) 61+ days	48

[END]

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07-2011 July - IPL Monthly Cold Weather Report.xls

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	<i>Required</i>
<b>Reporting Year:</b>	2011	▼	<i>Required</i>
<b>Reporting Period:</b>	July	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: July, 2011**

<b>1</b>	Number of Residential Customer Accounts:	43,954	
<b>2</b>	Number of Past Due Residential Customer Accounts:	7,455	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0	
<b>5</b>	<i>Intentionally Blank</i>		
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :		<i>CWR period only</i>

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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07-2011 July - IPL Monthly Cold Weather Report.xls

Company: Alliant Energy for report period ending: July, 2011

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0	
<b>a)</b>	Number of PS requests received		<i>CWR period only</i>
<b>17</b>	<i>Intentionally Blank</i>		
<b>18</b>	Number of PS negotiations mutually agreed upon:		<i>CWR period only</i>
<b>19</b>	<i>Intentionally Blank</i>		

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	3,710	
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <b>All other months, use 1st column only</b>		
<b>a)</b>	# Electric - heat affected	56	
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	1	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	57	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected	0	
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected	0	
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	57	57



07-2011 July - IPL Monthly Cold Weather Report.xls

Company: Alliant Energy for report period ending: July, 2011

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,005,664
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$135
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$4,268,302
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$97
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$41,445

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected		<i>CWR period only</i>
	b) # Electric - heat not affected		<i>CWR period only</i>
	c) # Gas - heat affected		<i>CWR period only</i>
	d) # Gas - heat not affected		<i>CWR period only</i>
	e) <b>Total</b> # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

37	# Accounts reconnected	29
38	# Accounts remaining disconnected	112
	a) 1-30 days	31
	b) 31-60 days	18
	c) 61+ days	63

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	Required
<b>Reporting Year:</b>	2011	▼	Required
<b>Reporting Period:</b>	August	▼	Required

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: August, 2011**

<b>1</b>	Number of Residential Customer Accounts:	43,910	
<b>2</b>	Number of Past Due Residential Customer Accounts:	7,882	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0	
<b>5</b>	<i>Intentionally Blank</i>		
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :		<i>CWR period only</i>

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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Company: Alliant Energy for report period ending: August, 2011

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0	
<b>a)</b>	Number of PS requests received		<i>CWR period only</i>
<b>17</b>	<i>Intentionally Blank</i>		
<b>18</b>	Number of PS negotiations mutually agreed upon:		<i>CWR period only</i>
<b>19</b>	<i>Intentionally Blank</i>		

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	3,876	
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
<b>a)</b>	# Electric - heat affected	94	
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	2	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total</b> # disconnected	96	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected	0	
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected	0	
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	96	96

Company: Alliant Energy for report period ending: August, 2011

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,123,174
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$142
26	<b>Total</b> dollars received from energy assistance programs:	\$16,528
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$4,830,042
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$110
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$64,789

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only  
 CWR period only  
 CWR period only  
 CWR period only

**RECONNECTION DATA**

37	# Accounts reconnected	58
38	# Accounts remaining disconnected	110
	a) 1-30 days	27
	b) 31-60 days	16
	c) 61+ days	67

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	<i>Required</i>
<b>Reporting Year:</b>	2011	▼	<i>Required</i>
<b>Reporting Period:</b>	September	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: September, 2011**

<b>1</b>	Number of Residential Customer Accounts:	43,915	
<b>2</b>	Number of Past Due Residential Customer Accounts:	8,385	
<b>3</b>	Number of Cold Weather Protection Requests:		<i>CWR period only</i>

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0	
<b>5</b>	<i>Intentionally Blank</i>		
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :		<i>CWR period only</i>

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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Company: Alliant Energy for report period ending: September, 2011

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0	
<b>a)</b>	Number of PS requests received		<i>CWR period only</i>
<b>17</b>	<i>Intentionally Blank</i>		
<b>18</b>	Number of PS negotiations mutually agreed upon:		<i>CWR period only</i>
<b>19</b>	<i>Intentionally Blank</i>		

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	4,301	
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
<b>a)</b>	# Electric - heat affected	81	
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total</b> # disconnected	81	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		<i>CWR period only</i>
<b>b)</b>	# Electric - heat not affected	0	
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected	0	
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	81	81

Company: Alliant Energy for report period ending: September, 2011

DOLLAR VALUE

24	<b>Total</b> dollars past due on all residential accounts:	\$1,252,504
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$149
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,905,492
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$89
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$37,710

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
	a) # Electric - heat affected	
	b) # Electric - heat not affected	
	c) # Gas - heat affected	
	d) # Gas - heat not affected	
	e) <b>Total</b> # disconnected	0
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only  
CWR period only  
CWR period only  
CWR period only

RECONNECTION DATA

37	# Accounts reconnected	56
38	# Accounts remaining disconnected	115
	a) 1-30 days	29
	b) 31-60 days	14
	c) 61+ days	72

[END]

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10-2011 October - IPL Monthly Cold Weather Report.xls

**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	<i>Required</i>
<b>Reporting Year:</b>	2011	▼	<i>Required</i>
<b>Reporting Period:</b>	October	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: October, 2011**

<b>1</b>	Number of Residential Customer Accounts:	43,932
<b>2</b>	Number of Past Due Residential Customer Accounts:	8,560
<b>3</b>	Number of Cold Weather Protection Requests:	177

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	36

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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10-2011 October - IPL Monthly Cold Weather Report.xls

**Company: Alliant Energy for report period ending: October, 2011**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	141
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	141
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	4,134	
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
<b>a)</b>	# Electric - heat affected	35	14
<b>b)</b>	# Electric - heat not affected		
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected		
<b>e)</b>	<b>Total</b> # disconnected	35	14
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected		
<b>b)</b>	# Electric - heat not affected	0	
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected	0	
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	35	49

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*CWR period only*

Company: Alliant Energy for report period ending: October, 2011

DOLLAR VALUE

24	<b>Total</b> dollars past due on all residential accounts:	\$1,227,386
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$143
26	<b>Total</b> dollars received from energy assistance programs:	\$0
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,175,319
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$72
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$40,844

DISCONNECTION DURATION

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	17
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	
e)	<b>Total</b> # disconnected	17
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only  
CWR period only  
CWR period only

RECONNECTION DATA

37	# Accounts reconnected	36
38	# Accounts remaining disconnected	94
a)	1-30 days	7
b)	31-60 days	11
c)	61+ days	76

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	Required
<b>Reporting Year:</b>	2011	▼	Required
<b>Reporting Period:</b>	November	▼	Required

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: November, 2011**

<b>1</b>	Number of Residential Customer Accounts:	43,956
<b>2</b>	Number of Past Due Residential Customer Accounts:	7,792
<b>3</b>	Number of Cold Weather Protection Requests:	1,367

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>5</b>	<i>Intentionally Blank</i>	
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :	16

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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11-2011 November - IPL Monthly Cold Weather Report.xls

**Company: Alliant Energy for report period ending: November, 2011**

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	30
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	30
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	2,388	
<b>21</b>	Number of customer accounts disconnected who did not seek protection: Duplicate columns for use in April and October April 1-15 and October 1-15 in 1st column April 16-30 and October 16-31 in 2nd column <i>All other months, use 1st column only</i>		
<b>a)</b>	# Electric - heat affected	12	
<b>b)</b>	# Electric - heat not affected		<i>Required</i>
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected		<i>Required</i>
<b>e)</b>	<b>Total</b> # disconnected	12	0
<b>22</b>	Number of customer accounts disconnected seeking protection:		
<b>a)</b>	# Electric - heat affected	0	
<b>b)</b>	# Electric - heat not affected	0	
<b>c)</b>	# Gas - heat affected	0	
<b>d)</b>	# Gas - heat not affected	0	
<b>e)</b>	Total # disconnected (See Note)	0	
<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	12	12

Company: Alliant Energy for report period ending: November, 2011

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,130,577
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$145
26	<b>Total</b> dollars received from energy assistance programs:	\$69,686
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,295,823
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$75
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$52,409

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:	
a)	# Electric - heat affected	5
b)	# Electric - heat not affected	
c)	# Gas - heat affected	
d)	# Gas - heat not affected	
e)	<b>Total</b> # disconnected	5
33	<i>Intentionally Blank</i>	
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0
35	<i>Intentionally Blank</i>	
36	<i>Intentionally Blank</i>	

CWR period only  
CWR period only  
CWR period only

**RECONNECTION DATA**

37	# Accounts reconnected	16
38	# Accounts remaining disconnected	77
a)	1-30 days	6
b)	31-60 days	5
c)	61+ days	66

[END]

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**Minnesota Public Utilities Commission**

**Minnesota Cold Weather Rule Compliance Questionnaire**

**Version 3**

<b>Company Submitting Reply:</b>	Alliant Energy	▼	<i>Required</i>
<b>Reporting Year:</b>	2011	▼	<i>Required</i>
<b>Reporting Period:</b>	December	▼	<i>Required</i>

**Utility Monthly Reports (216B.091)**

**Company: Alliant Energy for report period ending: December, 2011**

<b>1</b>	Number of Residential Customer Accounts:		43,999
<b>2</b>	Number of Past Due Residential Customer Accounts:		8,095
<b>3</b>	Number of Cold Weather Protection Requests:		591

**RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS**

<b>4</b>	Number of "Right to Appeal" notices mailed to customers:		0
<b>5</b>	<i>Intentionally Blank</i>		
<b>6</b>	Number of customer accounts granted reconnection <u>request</u> :		15

**INABILITY TO PAY (ITP)**

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**10% PLAN (TPP)**

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12-2011 December - IPL Monthly Cold Weather Report.xls

Company: Alliant Energy for report period ending: December, 2011

**PAYMENT SCHEDULE (PS)**

<b>16</b>	Number of "Right to Appeal" notices mailed to customers:	0
<b>a)</b>	Number of PS requests received	74
<b>17</b>	<i>Intentionally Blank</i>	
<b>18</b>	Number of PS negotiations mutually agreed upon:	74
<b>19</b>	<i>Intentionally Blank</i>	

**DISCONNECTIONS**

<b>20</b>	Number of disconnection notices mailed to customers:	2,734
-----------	--	-------

**21** Number of customer accounts disconnected who did not seek protection:

Duplicate columns for use in April and October

April 1-15 and October 1-15 in 1st column

April 16-30 and October 16-31 in 2nd column

**All other months, use 1st column only**

<b>a)</b>	# Electric - heat affected	9		
<b>b)</b>	# Electric - heat not affected			<i>Required</i>
<b>c)</b>	# Gas - heat affected			<i>Required</i>
<b>d)</b>	# Gas - heat not affected			<i>Required</i>
<b>e)</b>	<b>Total # disconnected</b>	9	0	

**22** Number of customer accounts disconnected seeking protection:

<b>a)</b>	# Electric - heat affected	0
<b>b)</b>	# Electric - heat not affected	0
<b>c)</b>	# Gas - heat affected	0
<b>d)</b>	# Gas - heat not affected	0
<b>e)</b>	Total # disconnected (See Note)	0

<b>23</b>	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	9	9
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Company: Alliant Energy for report period ending: December, 2011

**DOLLAR VALUE**

24	<b>Total</b> dollars past due on all residential accounts:	\$1,176,067
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$145
26	<b>Total</b> dollars received from energy assistance programs:	\$95,952
27	<b>Total</b> dollars received from other sources (private organizations):	\$0
28	<b>Total</b> Revenue from sales to residential accounts:	\$3,936,111
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)	\$89
30	<i>Intentionally Blank</i>	
31	<b>Total</b> residential account write-offs due to uncollectible:	\$31,301

**DISCONNECTION DURATION**

32	Number of customer accounts disconnected 24 hours or more:		
	a) # Electric - heat affected	0	
	b) # Electric - heat not affected		CWR period only
	c) # Gas - heat affected		CWR period only
	d) # Gas - heat not affected		CWR period only
	e) <b>Total</b> # disconnected	0	
33	<i>Intentionally Blank</i>		
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).		CWR period only
35	<i>Intentionally Blank</i>		
36	<i>Intentionally Blank</i>		

**RECONNECTION DATA**

37	# Accounts reconnected	15
38	# Accounts remaining disconnected	77
	a) 1-30 days	6
	b) 31-60 days	5
	c) 61+ days	66

[END]

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Requirement	IP&L Results - Calendar Year 2011												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Serv. Extension Response Times (2E or 7826.1600)</b>													
<b>Gas Only Data in "A"</b>													
A. # of custs requesting service to a location not previously served													
Commercial	0	0	0	0	38	0	9	0	6	0	3	3	4.9
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Residential	0	0	0	5	9	10	8	5	19	16	6	1	6.6
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0.00
A. Avg. interval between request/readiness date and actual install date													
Commercial	n/a	n/a	n/a	n/a	2	n/a	1	n/a	1	n/a	5	1	2
Industrial	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Residential	n/a	n/a	n/a	4	2	4	7	1	4	6	7	2	4.1
Rural	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

B. # of custs requesting service to a location previously served													
<b>Gas &amp; Electric Data in "B"</b>													
Commercial	69	73	58	59	40	85	58	47	39	29	43	74	56.2
Industrial	1	0	2	1	1	2	0	1	1	0	2	1	1.0
Residential	213	287	312	364	427	506	506	697	685	623	707	683	500.8
Rural	3	1	2	0	0	0	1	0	0	0	0	0	0.6
B. Avg. interval between request/readiness date and actual install date <b>1</b>													
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 per account. However, when supplying service to a previously served location only involves setting a meter and connecting the service, this request is typically handled the next business day. These requests would only take longer when the customer needs to do work on their side of the meter before service can be installed.

Requirement	IP&L Results - Calendar Year 2011												Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Customer Deposits 2F or 7826.1900</b>													
<b>Contains Gas &amp; Electric Data</b>													
Number of custs. required to make a deposit to get service	11	20	32	36	35	32	38	44	53	39	32	33	34

Requirement	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints</b>													
<b>(2G) or 7826.2000</b>													
A. Number of complaints received	22	21	31	32	37	33	32	35	31	21	20	39	30
Commercial	3	4	5	3	5	4	4	5	3	0	2	4	4
Industrial	0	0	1	2	0	0	2	0	0	0	0	0	0
Residential	18	16	24	27	30	29	26	30	26	20	17	33	25
Rural	1	1	1	0	2	0	0	0	2	1	1	2	1
B. Number & percentage of complaints alleging:													
<b>Billing errors - Number</b>	0	0	2	0	0	0	1	0	0	0	0	2	0
Billing errors - Percent	0%	0%	6%	0%	0%	0%	3%	0%	0%	0%	0%	5%	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	1	0	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Residential-number	0	0	1	0	0	0	1	0	0	0	0	1	0
Residential-percent	0%	0%	3%	0%	0%	0%	3%	0%	0%	0%	0%	3%	1%
Rural-number	0	0	0	0	0	0	0	0	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%
<b>Inaccurate metering - Number</b>	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%

Requirement	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints - 2G (cont.)</b>													
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%
<b>High bills - Number</b>	2	1	0	0	1	0	1	0	0	2	0	0	1
High bills - Percent	9%	5%	0%	0%	3%	0%	3%	0%	0%	10%	0%	0%	2%
Commercial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	3%	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	1	0	0	1	0	0	0	0	2	0	0	1
Residential-percent	9%	5%	0%	0%	3%	0%	0%	0%	0%	10%	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%
<b>Inadequate service - Number</b>	0	1	2	1	1	0	0	2	0	0	0	4	1
Inadequate service - Percent	0%	5%	6%	3%	3%	0%	0%	6%	0%	0%	0%	10%	3%
Commercial-number	0	0	1	0	0	0	0	0	0	0	0	0	0
Commercial-percent	0%	0%	3%	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	1	1	0	0	2	0	0	0	4	1
Residential-percent	0%	5%	3%	3%	3%	0%	0%	6%	0%	0%	0%	10%	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%

Requirement	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints – 2G (cont.)</b>													
New service extension intervals - Number	2	0	1	3	2	3	3	2	2	1	1	2	2
New service extension intervals - Percent	9%	0%	3%	9%	5%	9%	9%	6%	6%	5%	5%	5%	6%
Commercial-number	0	0	0	2	0	0	1	0	0	0	1	0	0
Commercial-percent	0%	0%	0%	6%	0%	0%	3%	0%	0%	0%	5%	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	1	1	2	3	2	2	2	1	0	2	2
Residential-percent	9%	0%	3%	3%	5%	9%	6%	6%	6%	5%	0%	5%	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%
<b>Service restoration intervals - Number</b>	0	0	2	0	1	0	0	2	1	1	1	0	1
Service restoration intervals - Percent	0%	0%	6%	0%	3%	0%	0%	6%	3%	5%	5%	0%	2%
Commercial - number	0	0	0	0	0	0	0	1	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	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	0	0	1	1	1	1	0	1
Residential-percent	0%	0%	3%	0%	3%	0%	0%	3%	3%	5%	5%	0%	2%
Rural-number	0	0	1	0	0	0	0	0	0	0	0	0	0
Rural-percent	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other categories involving 5% or more of the total complaints													
<b>Payment Status-number</b>	2	1	1	5	1	2	0	1	3	0	2	2	2
Payment Status-percent	9%	5%	3%	16%	3%	6%	0%	3%	10%	0%	10%	5%	6%
Commercial-number	2	1	0	0	1	1	0	0	0	0	1	0	1
Commercial-percent	9%	5%	0%	0%	3%	3%	0%	0%	0%	0%	5%	0%	2%
Industrial-number	0	0	0	2	0	0	0	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Residential-number	0	0	1	3	0	1	0	1	3	0	1	2	1
Residential-percent	0%	0%	3%	9%	0%	3%	0%	3%	10%	0%	5%	5%	3%
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	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints – 2G (cont.)</b>													
Turn On -number	0	2	1	4	5	4	5	4	6	2	4	4	3
Turn On - percent	0%	10%	3%	13%	14%	12%	16%	11%	19%	10%	20%	10%	11%
Commercial-number	0	0	0	0	0	0	0	1	1	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	3%	3%	0%	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	2	1	4	5	4	5	3	5	2	4	4	3
Residential-percent	0%	10%	3%	13%	14%	12%	16%	9%	16%	10%	20%	10%	11%
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%
<b>Meter Reading other - number</b>	6	8	5	4	2	7	1	1	3	2	0	4	4
Meter Reading other - percent	27%	38%	16%	13%	5%	21%	3%	3%	10%	10%	0%	10%	13%
Commercial-number	0	1	0	1	0	2	1	0	1	0	0	1	1
Commercial-percent	0%	5%	0%	3%	0%	6%	3%	0%	3%	0%	0%	3%	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	5	6	5	3	2	5	0	1	2	2	0	2	3
Residential-percent	23%	29%	16%	9%	5%	15%	0%	3%	6%	10%	0%	5%	10%
Rural-number	1	1	0	0	0	0	0	0	0	0	0	1	0
Rural-percent	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%
<b>Payment Arrangement -number</b>	1	0	0	2	2	1	1	2	2	1	1	0	1
Payment Arrangement-percent	5%	0%	0%	6%	5%	3%	3%	6%	6%	5%	5%	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	1	0	0	2	2	1	1	2	2	1	1	0	1
Residential-percent	5%	0%	0%	6%	5%	3%	3%	6%	6%	5%	5%	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%

Requirement	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints – 2G (cont.)</b>													
Credit and Collections General-number	0	0	1	3	1	3	2	6	2	4	1	0	2
Credit and Collections General-percent	0%	0%	3%	9%	3%	9%	6%	17%	6%	19%	5%	0%	7%
Commercial-number	0	0	0	0	0	0	0	1	1	0	0	0	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	3%	3%	0%	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	1	3	1	3	2	5	1	4	1	0	2
Residential-percent	0%	0%	3%	9%	3%	9%	6%	14%	3%	19%	5%	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%
<b>Property Damage-number</b>	1	1	4	6	8	7	8	6	1	1	2	1	4
Property Damage-percent	5%	5%	13%	19%	22%	21%	25%	17%	3%	5%	10%	3%	12%
Commercial-number	0	0	0	0	3	1	0	0	0	0	0	0	0
Commercial-percent	0%	0%	0%	0%	8%	3%	0%	0%	0%	0%	0%	0%	1%
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%
Residential-number	1	1	4	6	5	6	7	6	1	1	1	1	3
Residential-percent	5%	5%	13%	19%	14%	18%	22%	17%	3%	5%	5%	3%	11%
Rural-number	0	0	0	0	0	0	0	0	0	0	1	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%
<b>Tree Trimming-number</b>	2	0	1	0	2	3	2	0	3	0	3	5	2
Tree Trimming-percent	9%	0%	3%	0%	5%	9%	6%	0%	10%	0%	15%	13%	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	2	0	1	0	2	3	2	0	1	0	3	5	2
Residential-percent	9%	0%	3%	0%	5%	9%	6%	0%	3%	0%	15%	13%	5%
Rural-number	0	0	0	0	0	0	0	0	2	0	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	6%	0%	0%	0%	1%

Requirement	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints – 2G (cont.)</b>													
Engineering,Construction,Maintenance Other-number	0	3	4	0	3	0	2	0	2	2	1	2	2
Engineering,Construction,Maintenance Other-percent	0%	14%	13%	0%	8%	0%	6%	0%	6%	10%	5%	5%	6%
Commercial-number	0	2	1	0	0	0	0	0	0	0	0	1	0
Commercial-percent	0%	10%	3%	0%	0%	0%	0%	0%	0%	0%	0%	3%	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	0	3	0	2	0	2	1	1	1	1
Residential-percent	0%	5%	10%	0%	8%	0%	6%	0%	6%	5%	5%	3%	4%
Rural-number	0	0	0	0	0	0	0	0	0	1	0	0	0
Rural-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%
<b>Power Quality &amp; Reliability</b>	1	1	0	0	0	0	0	0	1	1	0	1	0
Power Quality & Reliability-percent	5%	5%	0%	0%	0%	0%	0%	0%	3%	5%	0%	3%	1%
Commercial-number	0	0	0	0	0	0	0	0	0	0	0	1	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	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	1	0	0	0	0	0	0	1	1	0	0	0
Residential-percent	5%	5%	0%	0%	0%	0%	0%	0%	3%	5%	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%
<b>Customer Payment Programs number</b>	0	0	4	0	0	0	0	1	0	1	0	0	1
Customer Payment Programs-percent	0%	0%	13%	0%	0%	0%	0%	3%	0%	5%	0%	0%	2%
Commercial-number	0	0	1	0	0	0	0	1	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	3	0	0	0	0	0	0	1	0	0	0
Residential-percent	0%	0%	10%	0%	0%	0%	0%	0%	0%	5%	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%



Requirement	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints – 2G (cont.)</b>													
Non Utility Billing-number	0	0	0	1	1	0	0	1	0	0	0	0	0
Non Utility Billing-percent	0%	0%	0%	3%	3%	0%	0%	3%	0%	0%	0%	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	0	0	1	0	0	0	1	0	0	0	0	0
Residential-percent	0%	0%	0%	3%	0%	0%	0%	3%	0%	0%	0%	0%	0%
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%
General Billing Questions/General Other-number	5	3	3	3	7	3	6	7	5	3	4	12	5
General Billing Questions/General Other-percent	23%	14%	10%	9%	19%	9%	19%	20%	16%	14%	20%	31%	17%
Commercial-number	1	0	2	0	1	0	1	1	0	0	0	1	1
Commercial-percent	5%	0%	6%	0%	3%	0%	3%	3%	0%	0%	0%	3%	2%
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Industrial-percent	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%
Residential-number	4	3	1	3	5	3	4	6	5	3	4	11	4
Residential-percent	18%	14%	3%	9%	14%	9%	13%	17%	16%	14%	20%	28%	15%
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%

Requirement	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints – 2G (cont.)</b>													
C. Number of complaints resolved upon initial inquiry	6	6	10	6	4	4	6	10	6	2	5	10	6
C. Percentage of complaints resolved upon initial inquiry	27%	29%	32%	19%	11%	12%	19%	29%	19%	10%	25%	26%	21%
Commercial-number	0	0	0	0	1	0	1	2	1	0	1	0	1
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	6	5	10	6	3	4	5	8	5	2	4	9	6
Rural-number	0	1	0	0	0	0	0	0	0	0	0	1	0
C. Number of complaints resolved within ten days	15	15	20	24	29	25	24	21	18	16	12	24	20
C. Percentage of complaints resolved within ten days	68%	71%	65%	75%	78%	76%	75%	60%	58%	76%	60%	62%	69%
Commercial-number	3	4	5	3	4	3	3	3	1	0	1	4	3
Industrial-number	0	0	1	2	0	0	2	0	0	0	0	0	0
Residential-number	11	11	13	19	24	22	19	18	16	15	10	19	16
Rural-number	1	0	1	0	1	0	0	0	1	1	1	1	1
C. Number of complaints resolved longer than ten days	1	0	1	2	4	4	2	4	7	3	3	5	3
C. Percentage of complaints resolved longer than ten days	5%	0%	3%	6%	11%	12%	6%	11%	23%	14%	15%	13%	10%
Commercial-number	0	0	0	0	0	1	0	0	1	0	0	0	0
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	1	0	1	2	3	3	2	4	5	3	3	5	3
Rural-number	0	0	0	0	1	0	0	0	1	0	0	0	0

Requirement	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints – 2G (cont.)</b>													
D. Number and percentage of complains resolved by:													
(1) Taking the action the cust. Requested-number	16	13	21	21	22	17	19	21	15	9	12	24	18
(1) Taking the action the cust. Requested-percent	73%	62%	68%	66%	59%	52%	59%	60%	48%	43%	60%	62%	59%
Commercial-number	2	3	5	3	2	2	3	2	2	0	2	2	2
Industrial-number	0	0	0	2	0	0	1	0	0	0	0	0	0
Residential-number	14	9	15	16	20	15	15	19	11	9	10	20	14
Rural-number	0	1	1	0	0	0	0	0	2	0	0	2	1
(2) Taking action cust. and utility agree is acceptable compromise	3	4	4	3	7	5	5	4	4	2	4	4	4
(2) Taking action cust. and utility agree is acceptable compromise	14%	19%	13%	9%	19%	15%	16%	11%	13%	10%	20%	10%	14%
Commercial-number	1	0	0	0	2	1	1	1	1	0	0	0	1
Industrial-number	0	0	1	0	0	0	0	0	0	0	0	0	0
Residential-number	2	4	3	3	4	4	4	3	3	1	3	4	3
Rural-number	0	0	0	0	1	0	0	0	0	1	1	0	0
(3) Explaining that situation is not reasonably within utility's control	3	1	4	4	2	8	5	2	4	3	2	5	4
(3) Explaining that situation is not reasonably within utility's control	14%	5%	13%	13%	5%	24%	16%	6%	13%	14%	10%	13%	12%
Commercial-number	0	1	0	0	1	1	0	1	0	0	0	1	0
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	0
Residential-number	2	0	4	4	1	7	4	1	4	3	2	4	3
Rural-number	1	0	0	0	0	0	0	0	0	0	0	0	0
(4) Refusing to take the action the cust. Requested-number	0	3	2	4	6	3	3	8	8	7	2	6	4
(4) Refusing to take the action the cust. Requested-percent	0%	14%	6%	13%	16%	9%	9%	23%	26%	33%	10%	15%	15%
Commercial-number	0	0	0	0	0	0	0	1	0	0	0	1	0
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	0	3	2	4	5	3	3	7	8	7	2	5	4
Rural-number	0	0	0	0	1	0	0	0	0	0	0	0	0

Requirement	IPL Results - Calendar Year 2011												Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Contains Electric &amp; Gas Data</b>													
<b>Reporting Customer Complaints – 2G (cont.)</b>													
E. # of complaints forwarded to the PUC's Consumer Affairs Ofc.	0	0	0	1	0	0	0	2	0	0	0	1	0.3
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	1	0	0	0	2	0	0	0	1	0.3
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0

**Contains Gas & Electric Data**

Reporting Emergency Phone Answer Times - 2H			
Month	Calls	Total Queue Time [seconds]	Average Queue Time [seconds]
January	282	4,006	14
February	287	4,682	16
March	221	6,492	29
April	100	2,853	29
May	124	3,453	28
June	280	9,321	33
July	441	21,350	48
August	246	7,776	32
September	270	14,110	52
October	153	3,220	21
November	82	921	11
December	60	541	9
<b>Total</b>	<b>2,546</b>	<b>78,725</b>	<b>31</b>

**Contains Gas & Electric Data**

Direct Emergency Phone Line Answer Times - 2H			
Month	Calls	Total Queue Time [seconds]	Average Queue Time [seconds]
January	1	0	0
February	0	-	-
March	1	40	40
April	0	-	-
May	0	-	-
June	0	-	-
July *	1	391	391
August	0	-	-
September	0	-	-
October	0	-	-
November	0	-	-
December	0	-	-
<b>Total</b>	<b>3</b>	<b>431</b>	<b>144</b>

\* Call received during high call volume timeframe