

In the Matter of Minnesota Power's, Otter Tail Power Company's, and Xcel Energy's 2021 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI, and CAIDI Reliability Standards for 2022.

Docket No. E015/M-22-163

Commissioner Tuma proposes the following decision option:

- Tuma New 9.** If data for service in 2022 show that the Company has not answered 80 percent of calls either made to the business office during regular business hours or for service interruption within 20 seconds, Minnesota Power shall describe in its 2023 filing its efforts to recruit, hire and train new call center representatives.