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Paula N. Johnson
Senior Attorney - Regulatory

Interstate Power and Light Company
An Alliant Energy Company

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May 1, 2014

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. G001/M-14-____
2013 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/ Paula N. Johnson

Paula N. Johnson
Senior Attorney - Regulatory

PNJ/tao
Enclosures

cc: Service List

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

**Beverly Jones Heydinger
David C. Boyd
Nancy Lange
Dan Lipshultz
Betsy Wergin**

**Chair
Commissioner
Commissioner
Commissioner
Commissioner**

**IN THE MATTER OF INTERSTATE
POWER AND LIGHT COMPANY'S
2013 ANNUAL GAS SERVICE
QUALITY REPORT**

DOCKET NO. G001/M-14-____

AFFIDAVIT OF SERVICE

STATE OF IOWA)
) ss.
COUNTY OF LINN)

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

That on the 1st day of May, 2014, 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 1st day of May, 2014.

/s/ Kathleen J. Faine

Kathleen J. Faine

Notary Public

My Commission Expires on February 20, 2015

[illegible]

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	Yes	OFF_SL_14-77_RP-14-77
Annete	Henkel	mui@mnutilityinvestors.org	Minnesota Utility Investors	413 Wacouta Street #230 St. Paul, MN 55101	Electronic Service	No	OFF_SL_14-77_RP-14-77
Linda	Jensen	linda.s.jensen@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota Street St. Paul, MN 551012134	Electronic Service	No	OFF_SL_14-77_RP-14-77
Paula	Johnson	paulajohnson@alliantenergy.com	Alliant Energy-Interstate Power and Light Company	P.O. Box 351 200 First Street, SE Cedar Rapids, IA 524060351	Electronic Service	No	OFF_SL_14-77_RP-14-77
Jim	Krueger	jkrueger@fmcs.coop	Freeborn-Mower Cooperative Services	Box 611 Albert Lea, MN 56007	Electronic Service	No	OFF_SL_14-77_RP-14-77
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	Yes	OFF_SL_14-77_RP-14-77
Kavita	Maini	kmairi@wi.rr.com	KM Energy Consulting LLC	961 N Lost Woods Rd Oconomowoc, WI 53066	Electronic Service	No	OFF_SL_14-77_RP-14-77
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E St. Paul, MN 55106	Electronic Service	No	OFF_SL_14-77_RP-14-77
David	Moeller	dmoeller@allte.com	Minnesota Power	30 W Superior St Duluth, MN 558022093	Electronic Service	No	OFF_SL_14-77_RP-14-77
Carl	Nelson	cnelson@mncee.org	Center for Energy and Environment	212 3rd Ave N Ste 560 Minneapolis, MN 55401	Electronic Service	No	OFF_SL_14-77_RP-14-77

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Steven	Nyhus	swnyhus@flaherty-hood.com	Flaherty & Hood PA	525 Park St Ste 470 Saint Paul, MN 55103	Electronic Service	No	OFF_SL_14-77_RP-14-77
Richard	Savelkoul	rsavelkoul@martinsquires.com	Martin & Squires, P.A.	332 Minnesota Street Ste W2750 St. Paul, MN 55101	Electronic Service	No	OFF_SL_14-77_RP-14-77
Larry L.	Schedin	Larry@LLSResources.com	LLS Resources, LLC	12 S 6th St Ste 1137 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_14-77_RP-14-77
Matthew J.	Schuerger P.E.	mjsreg@earthlink.net	Energy Systems Consulting Services, LLC	PO Box 16129 St. Paul, MN 55116	Electronic Service	No	OFF_SL_14-77_RP-14-77
Ron	Spangler, Jr.	rlspangler@otpc.com	Otter Tail Power Company	215 So. Cascade St. PO Box 496 Fergus Falls, MN 565380496	Electronic Service	No	OFF_SL_14-77_RP-14-77
Marya	White	mwhite@misoenergy.org	MISO	1125 Energy Park Dr St. Paul, MN 55108	Electronic Service	No	OFF_SL_14-77_RP-14-77
Robyn	Woeste	robynwoeste@alliantenergy.com	Interstate Power and Light Company	200 First St SE Cedar Rapids, IA 52401	Electronic Service	No	OFF_SL_14-77_RP-14-77

STATE OF MINNESOTA

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

**Beverly Jones Heydinger
David C. Boyd
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**Chair
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**IN THE MATTER OF INTERSTATE
POWER AND LIGHT COMPANY'S 2013
ANNUAL GAS SERVICE QUALITY
REPORT**

DOCKET NO. G001/M-14-____

SUMMARY OF FILING

Please take notice that on May 1, 2014, 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

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

**Chair
Commissioner
Commissioner
Commissioner
Commissioner**

IN THE MATTER OF INTERSTATE POWER AND LIGHT COMPANY'S 2013 ANNUAL GAS SERVICE QUALITY REPORT	DOCKET NO. G001/M-14-____
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**INTERSTATE POWER AND LIGHT COMPANY'S 2013 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, and 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 gas service list.

C. General Filing Information

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

1. Name, Address, and Telephone Number of Utility

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

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

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

D. Date of Filing

The date of this filing is May 1, 2014.

E. Statute Controlling Schedule for Processing the Filing

There is no specific statute for processing this filing. Pursuant to Minn. Rules 7829.1400, initial comments on a miscellaneous tariff filing are due within 30 days of the filing, with replies due 10 days thereafter.

F. Utility Employee Responsible for Filing

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

Robyn Woeste
Manager - Regulatory Affairs
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 1st day of May 2014.

Respectfully submitted,

INTERSTATE POWER AND LIGHT COMPANY

By /s/ Paula N. Johnson

Paula N. Johnson
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Alliant Energy Corporate Services, Inc.
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Interstate Power and Light Company

2013 Annual Gas Service Quality Report

Docket No. G001/M-14-_____

May 1, 2014

Interstate Power and Light Company 2013 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 2013 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 43,028 electric meters and 10,727 gas meters. As of December 31, 2013, IPL's gas distribution system consisted of 238 miles of main and 10,363 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.

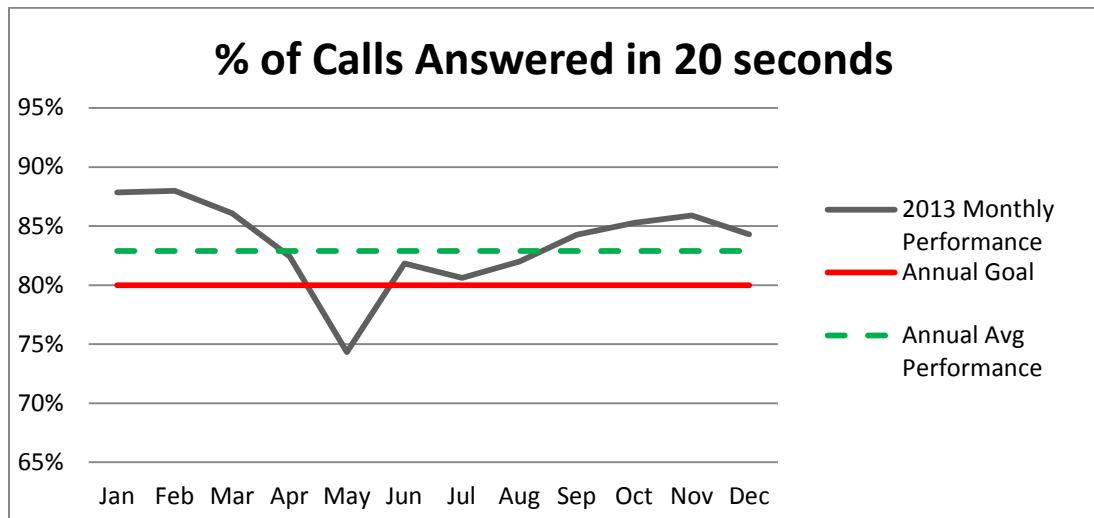
1. Requirement not applicable for IPL.
2. IPL shall file annual service quality reports beginning May 1, 2011. Each report shall be based on data from the previous calendar year. The first reporting

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.

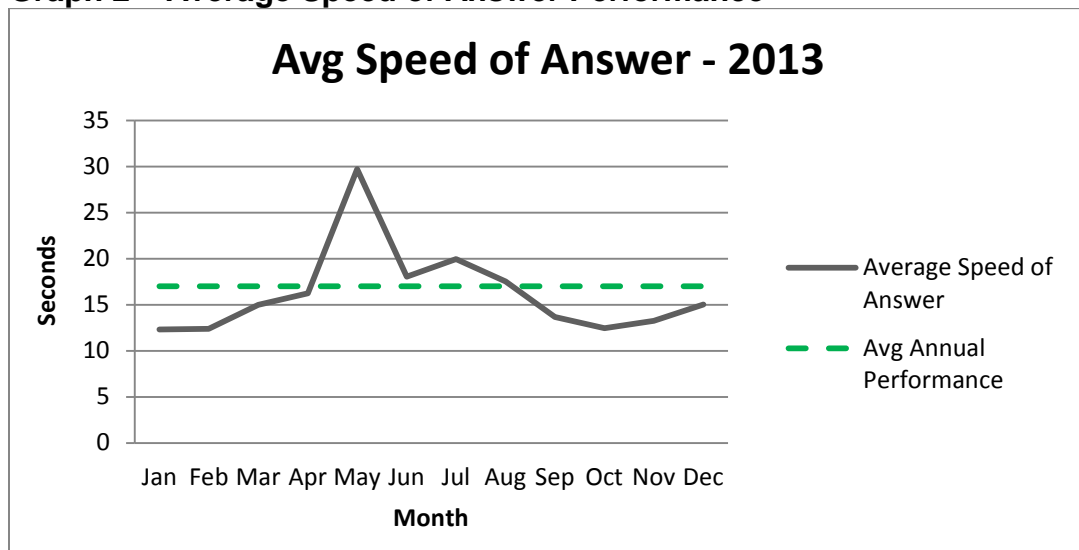
IPL Response – On an annualized basis for the year of 2013, 82.9% of the 65,133 Minnesota customer calls to IPL’s customer service center were answered in 20 seconds or less. With the exception of May 2013, IPL met or exceeded the regulatory requirement of 80% of calls answered within 20 seconds. In May, nearly 25% of call volume for the entire month occurred within a two-day timeframe (May 2 - 3). This high concentration of calls can be attributed to a late-season snow storm that resulted in up to 10 inches of snow in parts of IPL’s Minnesota service territory. 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.

Graph 1 – Call Center Answer Time Performance



Graph 2 below displays the monthly and annual speed of answering data. As the graph indicates, the answer times were negatively impacted by the May snow storm. The average annualized speed of answer time was 17.0 seconds per call, based on an overall queue time of 1,108,712 seconds and 65,133 calls.

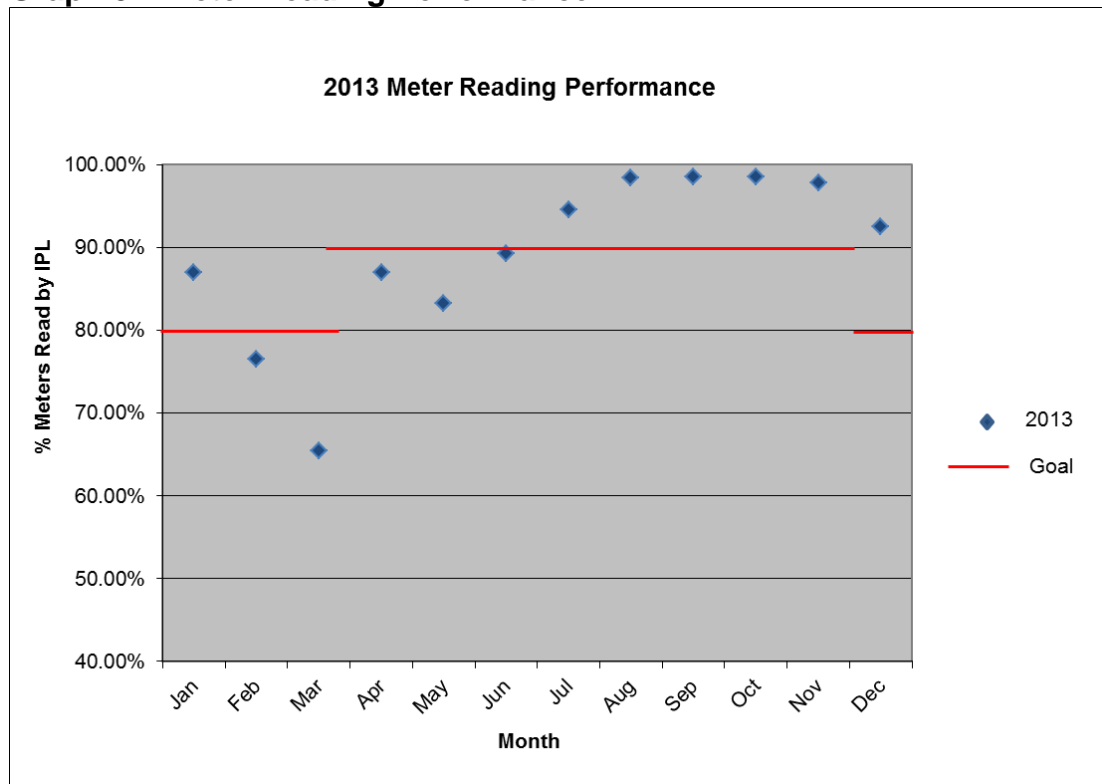
Graph 2 – Average Speed of Answer Performance



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 during seven months of 2013; however, performance fell below the required levels during the months of February – June. A plot of IPL meter reading performance can be seen in Graph 3 below.

Graph 3 – Meter Reading Performance



Severe weather, staffing issues, and equipment-related issues all contributed to IPL not meeting the required meter reading metrics. Specific details regarding the various issues encountered are further described starting on page 4 of Appendix A.

Total meter reader staffing levels remain unchanged between 2012 and 2013, notwithstanding the numerous staffing issues encountered during the year. A geographical breakdown of meter reader staffing, shown below, indicates seven meter readers covering routes in the gas/electric areas and four meter readers covering the routes in the electric-only sections of the service territory.

Table 1 – Meter Reader Staffing

Staffing Location	Number of Meter Readers	Type of Routes Read
Albert Lea	4	gas/electric
Chatfield	3	gas/electric
Fulda	1	electric-only
Lamberton	1	electric-only
Winnebago	1	electric-only
Montgomery	1	electric-only
Total	11	

IPL's meter readers were not asked to undertake any non-meter reading tasks during 2013 that would take them away from their normal tasks of reading meters. Specific performance data relating to IPL's meter reading performance may be found starting on page 2 of 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 2013, 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-14-02. A summary copy of the monthly Cold Weather Rule reports begins on page 6 of Appendix A.

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 the months of June through November 2013. For commercial and residential customers, the average time between notification of readiness and the actual installation date was 1.6 and 2.8 days, respectively. 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 excludes reconnects for credit/non-payment issues. Specific monthly details on IPL's service extension response times may be found in Appendix A, page 9.

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 during 2013. This number is in line with recent years, when the monthly average number of customers required to make a deposit during 2011 and 2012 were 34 and 36, respectively. The types of deposits included in the data are for new and reconnecting customers. As of December 31, 2013, IPL held 889 deposits for Minnesota gas and electric customers with a total value of \$203,130. Additional customer deposit data may be found in Appendix A, page 10 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 2013, IPL averaged 23 customer complaints per month, with the top five categories being Property Damage, Tree Trimming, General Billing, Payment Status, and Engineering/Construction and Maintenance. These five categories account for approximately 64% of the customer complaints received during the year. As a means of comparison, the monthly average number of customer complaints received by IPL for 2011 and 2012 were 30 and 29, respectively. Detailed customer complaint data, including the summary complaint information report required under Minn. Rules 7820.0500, may be found in Appendix

A, pages 11 - 21. 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 2013, IPL fielded 1,594 emergency calls, with an average answer time of 18 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?” Monthly call answer time data may be found in Appendix A, page 22.

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 386 calls to this direct emergency line was 13 seconds during 2013. Monthly data for these calls may also be found on page 22 of Appendix A.

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 2013, IPL had one gas line damaged as a result of a mis-marked line and three due to failure to mark a line. IPL received 13,298 total gas and/or electric locate requests covering its Minnesota electric and gas service territory. Of that number, approximately 2,220

resulted in actual field locates for gas facilities. This data yields a mis-mark rate of 0.045% and a failure to mark rate of 0.135%. A table containing the locate data can be found on page 23 of Appendix A.

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 2013, there were eleven instances where IPL's gas facilities were damaged during excavation activities. None of those damages were caused by IPL or contractors working on IPL's behalf. Of the eleven damages, eight were attributable to power operated equipment (backhoes and directional drill), one was caused by hand tools, and two were caused by stakes driven into the ground. Table 2 below lists gas damages by month.

Table 2 – Gas Damages by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Gas Damages	0	0	1	1	0	1	1	3	3	1	0	0	11

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 2013, there were zero service interruptions on IPL's gas system due to system integrity issues. Of the eleven excavation

damages cited above in part J, ten resulted in gas outages to at least one customer. None of the outages were attributed to actions of IPL or one of its contractors. Of those ten line hits resulting in an outage, eight resulted in an outage to only a single customer, while two resulted in outages to multiple customers. None of the outages met the incident reporting criteria for the Minnesota Office of Pipeline Safety (MNOPS).

For those ten line hits that resulted in with an outage to a customer, the average outage duration was approximately 136 minutes. The outage duration is based on the cumulative time from the initial notification to the time the gas line was repaired, purged, and repressurized so relight(s) can begin. This definition is consistent with the definition contained on the MNOPS Emergency Response Reporting Form. As eight of the ten outages in 2013 involved just a single customer, relights typically took approximately one-half hour. For the remaining two outages, most relights were completed the same day or next day following the outage. In both of those outages, the last remaining customer was relit six days later and six weeks later, respectively, when requested by the customer. In both cases of the delayed relights, IPL had notified the customers on numerous occasions that turn-on service was available. Copies of IPL's MNOPS bi-monthly Emergency Response Reporting Forms for 2013 are included starting on page 24 of Appendix A.

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

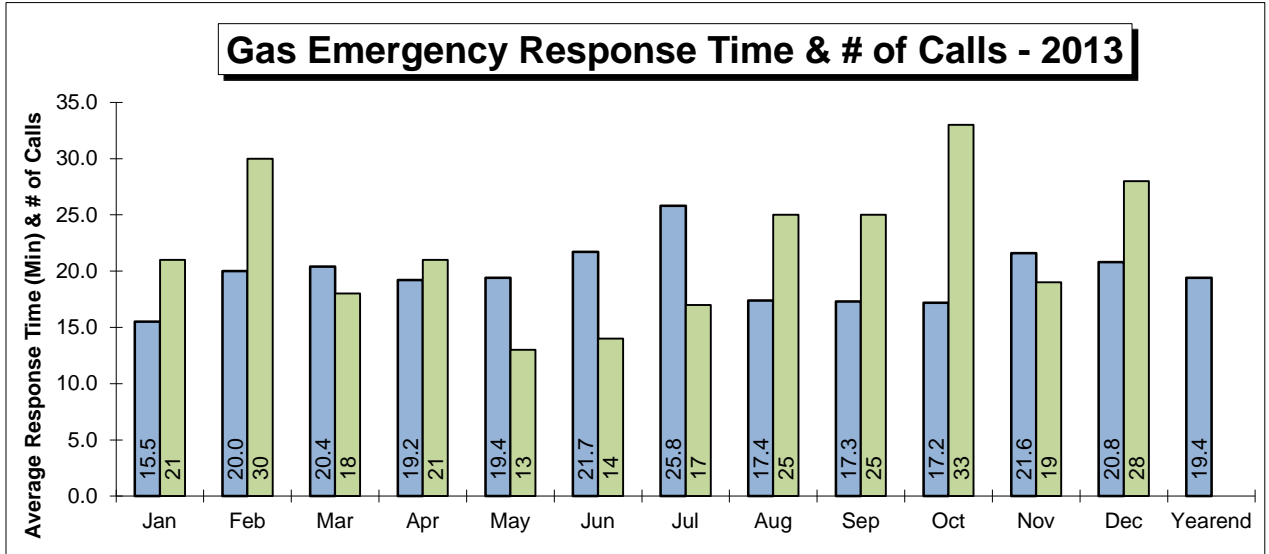
IPL Response – There were zero incidents that met the MNOPS incident reporting threshold in 2013

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 2013, IPL responded to 100% of 264 gas emergency calls within 60 minutes, with an average gas emergency response time of 19.4 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
MN - Avg Resp Time	15.5	20.0	20.4	19.2	19.4	21.7	25.8	17.4	17.3	17.2	21.6	20.8	19.4
MN - # of Gas Calls	21	30	18	21	13	14	17	25	25	33	19	28	264

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 to both 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 2013, customer-service related costs related to FERC Accounts 901 and 903 were \$5,659 and \$100,933, respectively. These costs include payroll taxes and benefits.

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

Contains Gas & Electric Data	IPL Results - Calendar Year 2013												Annual
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Call Center Response Times (2A or 7826.1700)													
Total Call Volume	4,716	3,941	4,181	6,821	7,750	5,722	6,008	5,985	5,773	5,536	4,530	4,170	65,133
Overall Service Level (20 seconds)	87.8%	88.0%	86.1%	82.4%	74.3%	81.8%	80.6%	82.0%	84.3%	85.3%	85.9%	84.3%	82.9%
Average Speed of Answer	12.3	12.4	15.0	16.2	29.7	18.0	20.0	17.5	13.7	12.5	13.2	15.0	17.0

IP&L Minnesota Results - Calendar Year 2013

Meter Reading Performance 2B or 7826.1400 (Electric & Gas Service)													Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
A1. Number of customer meters read by the utility - Electric and Gas													
Commercial	7,334	6,724	6,211	7,423	7,492	7,471	7,771	8,160	8,116	8,176	8,110	7,769	7,563
Industrial	278	276	255	296	294	301	299	306	307	308	308	304	294
Residential	37,727	32,774	27,370	37,667	35,623	38,921	41,606	43,269	43,389	43,398	43,107	40,625	38,790
Rural	1,194	1,047	1,009	1,199	1,209	1,198	1,246	1,351	1,333	1,338	1,350	1,304	1,232
Total	46,533	40,821	34,845	46,585	44,618	47,891	50,922	53,086	53,145	53,220	52,875	50,002	47,879
A2. Percentage of customer meters read by the utility - Electric and Gas													
Commercial	90.26%	82.87%	76.68%	90.92%	91.40%	91.15%	94.33%	98.75%	98.26%	98.66%	97.56%	93.67%	92.0%
Industrial	95.86%	92.62%	85.00%	99.66%	96.08%	98.05%	96.76%	98.71%	98.71%	100.00%	98.72%	97.75%	96.5%
Residential	86.30%	75.17%	62.97%	86.03%	81.48%	88.91%	94.70%	98.32%	98.56%	98.54%	97.80%	92.21%	88.4%
Rural	87.92%	77.79%	74.85%	89.01%	89.36%	88.68%	92.02%	99.19%	97.80%	98.24%	98.97%	95.53%	90.8%
Total	87.00%	76.51%	65.48%	86.93%	83.28%	89.30%	94.59%	98.41%	98.50%	98.56%	97.80%	92.55%	89.1%
A3. Number of customer meters estimated by the utility - Electric and Gas													
Commercial	791	1,390	1,889	741	705	725	467	103	144	111	203	524	649
Industrial	12	22	45	1	12	6	10	4	4	0	4	7	11
Residential	5,975	10,811	16,083	6,107	8,086	4,850	2,321	733	630	632	959	3,422	5,051
Rural	163	299	339	148	144	153	108	11	30	24	14	61	125
Total	6,941	12,522	18,356	6,997	8,947	5,734	2,906	851	808	767	1,180	4,014	5,835
A4. Total number of customer meters read by customer class - Electric and Gas													
Commercial	8,125	8,114	8,100	8,164	8,197	8,196	8,238	8,263	8,260	8,287	8,313	8,294	8,213
Industrial	290	298	300	297	306	307	309	310	311	308	312	311	305
Residential	43,714	43,598	43,468	43,782	43,718	43,776	43,936	44,008	44,022	44,039	44,077	44,058	43,850
Rural	1,358	1,346	1,348	1,347	1,353	1,351	1,354	1,362	1,363	1,362	1,364	1,365	1,356
Total	53,487	53,356	53,216	53,590	53,574	53,630	53,837	53,943	53,956	53,996	54,066	54,028	53,723

Meter Reading Performance 2B or 7826.1400 (Electric & Gas Service)													Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
B1. Number of customer meters self-read by customer - Electric and Gas													
Commercial	0	0	0	0	0	0	0	0	0	0	0	1	0
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	12	13	15	8	9	5	9	6	3	9	11	11	9
Rural	1	0	0	0	0	0	0	0	0	0	0	0	0
Total	13	13	15	8	9	5	9	6	3	9	11	12	9
B2. Percentage of customer meters self-read by customer - Electric and Gas													
Commercial	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%
Industrial	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Residential	0.03%	0.03%	0.03%	0.02%	0.02%	0.01%	0.02%	0.01%	0.01%	0.02%	0.02%	0.02%	0.02%
Rural	0.07%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%
C1. Number of meters not read by utility for 6 to 12 months - Electric and Gas													
Commercial	4	3	2	3	3	4	1	3	2	1	0	1	2
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	14	17	13	21	31	28	18	17	18	17	14	12	18
Rural	0	0	0	0	0	1	1	1	1	1	1	0	1
Total	18	20	15	24	34	33	20	21	21	19	15	13	21
C2. Number of meters not read by utility for more than 12 months - Electric and Gas													
Commercial	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	0	0	0	0	0	0	0	1	2	1	1	3	1
Rural	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	1	2	1	1	3	1
D1. Data on meter reading staffing levels (Total MN - Gas & Electric)													
Total	11	11	11	11	11	11	11	11	11	11	11	11	11

C2 NOTE: Reason for meters estimated over 12 months:

Gas: 1) For inside meter # 00-413-958, Closed/No access for revenue months 8-11 and No Answer for revenue month 12; 2) meter #96-146-010, Locked/No Key for revenue month 9; 3) Meter #00-416-914, Closed/No Access/No Answer for revenue month 12.

Electric: 1) Inside electric meter 08-600-348 estimated revenue month 12 for Closed/No Access.

2013 Minnesota Meter Estimates –

Severe weather, staff availability, and equipment related issues all contributed to IPL not meeting the required meter reading metrics as further described below.

Winter Weather:

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

Staffing and data issues:

- Lamberton, MN – Itron meter reading equipment issues resulted in meter data from several routes being lost due to communication issues. The data could not be recovered and meters had to be estimated.
- Winnebago, MN – Due to a Meter Reader retirement, this area was short a meter reader for three weeks in March 2013. A new meter reader was hired, but was not available for one week due to military obligations.
- Montgomery, MN – The meter reader for this area resigned with a two-week notice. It took over five weeks to fill the vacancy and meters were estimated during this time.
- Albert Lea, MN – An employee transferred to another position within IPL and meters were estimated for several weeks until a replacement was hired.

2013 Minnesota Meter Estimates (Continued) –

- A work-related injury resulted in restricted work for an employee several weeks prior to surgery and several weeks off work following surgery.
- Chatfield, MN - Meter reader was on extended maternity leave, which included four weeks of light duty work prior to eight weeks of maternity leave. There was not adequate time to get a temporary replacement.

Corrective Actions Taken:

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

**Interstate Power & Light Company
Gas Service Quality Report**

Minnesota Cold Weather Rule Summary Report
as filed per Minn. Stat. §§ 216B.091

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
1 Number of Residential Customer Accounts:	43,902	43,908	43,896	43,886	43,853	43,839	43,820	43,830	43,822	43,838	43,867	43,888
2 Number of Past Due Residential Customer Accounts:	8,290	7,101	7,308	7,075	7,406	7,959	7,775	8,612	8,281	8,259	8,490	7,975
3 Number of Cold Weather Protection Requests:	494	323	316	992						167	1,351	664
RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS												
4 Number of "Right to Appeal" notices mailed to customers:	0	0	0	0						0	0	0
5 <i>Intentionally Blank</i>												
6 Number of customer accounts granted reconnection request:	5	6	18	9						23	5	8

INABILITY TO PAY (ITP)

10% PLAN (TPP)

IPL 2013 Gas Service Quality Report

Interstate Power & Light Company Gas Service Quality Report

Appendix A

Minnesota Cold Weather Rule Summary Report
as filed per Minn. Stat. §§ 216B.091

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
PAYMENT SCHEDULE (PS)												
16	Number of "Right to Appeal" notices mailed to customers:											
	0	0	0	0	0	0	0	0	0	0	0	0
a)	Number of PS requests received											
	70	2	81	148					167	38	115	
17	Intentionally Blank											
18	Number of PS negotiations mutually agreed upon:											
	70	2	81	148					167	38	115	
19	Intentionally Blank											
DISCONNECTIONS												
20	Number of disconnection notices mailed to customers:											
	3,152	2,608	2,869	3,192	3,281	3,416	3,471	3,764	3,897	3,810	2,641	3,083
21	Number of customer accounts disconnected who did not seek protection:											
	Duplicate columns for use in Apr and Oct											
	April 1-15 and October 1-15 in 1st column											
	All other months, use 1st column only											
a)	5	9	16	5	36	54	58	26	14	11	5	4
b)	# Electric - heat not affected											
		1	1			1			1			
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	5	10	17	5	36	55	58	26	15	11	5	4
	April 16-30 and October 16-31 in 2nd column											
	All other months, use 1st column only											
a)				15			2			9		
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	0	0	0	15	0	0	2	0	0	9	0	0
22	Number of customer accounts disconnected seeking protection:											
a)												
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	0	0	0	0	0	0	0	0	0	0	0	0
NOTE: Please report immediately the names and addresses of customers whose service has been disconnected more than 24 hours.												
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):											
	5	10	17	20	36	55	60	26	15	20	5	4

IPL 2013 Gas Service Quality Report

Interstate Power & Light Company Gas Service Quality Report

Appendix A

Minnesota Cold Weather Rule Summary Report
as filed per Minn. Stat. §§ 216B.091

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
DOLLAR VALUE												
24 Total dollars past due on all residential accounts:	\$1,236,259	\$1,271,167	\$1,374,680	\$1,231,981	\$1,164,530	\$1,164,254	\$1,118,705	\$1,320,037	\$1,205,490	\$1,324,402	\$1,296,803	\$1,274,201
25 Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$149	\$179	\$188	\$174	\$157	\$146	\$144	\$153	\$146	\$160	\$153	\$160
26 Total dollars received from energy assistance programs:	\$156,823	\$674	\$106,956	\$142,335	\$66,348	\$37,240	\$6,401	\$256	\$0	\$0	\$117,861	\$135,161
27 Total dollars received from other sources (private organizations):	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
28 Total Revenue from sales to residential accounts:	\$4,793,524	\$4,242,619	\$3,797,443	\$3,354,580	\$2,935,993	\$2,996,731	\$4,015,487	\$3,479,663	\$4,170,728	\$3,153,497	\$3,563,375	\$4,218,917
29 Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$109	\$97	\$87	\$76	\$67	\$68	\$92	\$79	\$95	\$72	\$81	\$96
30 <i>Intentionally Blank</i>												
30 Average annual residential bill:												
31 Total residential account write-offs due to uncollectible:	\$24,428	\$14,082	\$19,777	\$23,341	\$24,754	\$25,345	\$44,894	\$31,049	\$37,617	\$59,632	\$42,182	\$33,691
DISCONNECTION DURATION												
32 Number of customer accounts disconnected 24 hours or more:												
a) # Electric - heat affected	3	4	4	9						7	3	1
b) # Electric - heat not affected												
c) # Gas - heat affected										1		
d) # Gas - heat not affected												
e) Total # disconnected	3	4	4	9	0	0	0	0	0	8	3	1
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	0	0	0	0	0	0	0	0	0	0	0
35 <i>Intentionally Blank</i>												
36 <i>Intentionally Blank</i>												
RECONNECTION DATA												
37 # Accounts reconnected	5	6	18	9	20	32	29	22	13	23	5	4
38 # Accounts remaining disconnected	74	72	71	72	76	89	103	89	81	74	74	68
a) 1-30 days	4	4	6	11	12	19	32	4	4	2	2	0
b) 31-60 days	0	2	2	2	8	10	13	18	5	1	1	0
c) 61+ days	70	66	63	59	56	60	58	67	72	71	71	68

Requirement	IP&L Results - Calendar Year 2013												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Serv. Extension Response Times (2E or 7826.1600)													
Gas Only Data in "A"													
A. # of custs requesting service to a location not previously served													
Commercial	0	0	0	0	0	0	3	0	3	1	0	0	0.56
Industrial	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Residential	0	0	0	0	0	5	1	2	3	2	49	0	5.15
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	n/a	n/a	1	n/a	3	1	n/a	n/a	1.6
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	0.00
Residential	n/a	n/a	n/a	n/a	n/a	1	1	1	1	8	5	n/a	2.8
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	0.00

B. # of custs requesting service to a location previously served *1													
Gas & Electric Data in "B"													
Commercial	40	30	32	43	42	40	51	37	42	52	52	64	43.8
Industrial	0	0	1	3	4	0	5	1	1	3	4	4	2.2
Residential	287	256	352	385	475	442	606	713	652	731	700	628	518.9
Rural	0	1	0	0	0	1	0	1	1	0	1	3	0.7
B. Avg. interval between request/readiness date and actual install date *2													
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

Footnotes *1: Re-connects due to credit issues have been excluded. *2 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 2013												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Customer Deposits 2F or 7826.1900													
Contains Gas & Electric data													
Number of custs. required to make a deposit to get service	17	19	19	34	33	45	38	52	45	53	33	14	34

Contains Electric & Gas Data	IP&L Results - Calendar Year 2013													Monthly Average
Reporting Customer Complaints	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	
(2G) or 7826.2000														
A. Number of complaints received	15	20	22	25	47	30	29	19	24	19	14	16	280	23
Commercial	2	3	4	2	3	5	3	4	2	4	6	0	38	3
Industrial	0	0	0	1	2	0	1	0	0	0	1	1	6	1
Residential	13	16	17	21	39	23	25	15	22	15	7	15	228	19
Rural	0	1	1	1	3	2	0	0	0	0	0	0	8	1
B. Number & percentage of complaints alleging:														
Billing errors - Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Billing errors - Percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
Commercial-number	0	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%	0.0%	
Industrial-number	0	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%	0.0%	
Residential-number	0	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%	0.0%	
Rural-number	0	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%	0.0%	
Inaccurate metering - Number	0	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%	0.0%	
Commercial-number	0	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%	0.0%	
Industrial-number	0	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%	0.0%	
Residential-number	0	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%	0.0%	
Rural-number	0	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%	0.0%	

Contains Electric & Gas Data Reporting Customer Complaints – 2G (cont.)	IP&L Results - Calendar Year 2013													Monthly
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Average
Wrongful disconnection - Number	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Wrongful disconnection - Percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0.4%	
Commercial-number	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Commercial-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0.4%	
Industrial-number	0	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%	0.0%	
Residential-number	0	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%	0.0%	
Rural-number	0	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%	0.0%	
High bills - Number	0	0	0	0	0	2	1	1	1	0	0	0	5	0
High bills - Percent	0%	0%	0%	0%	0%	7%	3%	5%	4%	0%	0%	0%	1.8%	
Commercial-number	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0.4%	
Industrial-number	0	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%	0.0%	
Residential-number	0	0	0	0	0	1	1	1	0	0	0	0	3	0
Residential-percent	0%	0%	0%	0%	0%	3%	3%	5%	0%	0%	0%	0%	1.1%	
Rural-number	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0.4%	
Inadequate service - Number	0	1	1	0	0	0	0	0	0	0	0	1	3	0
Inadequate service - Percent	0%	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	6%	1.1%	
Commercial-number	0	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%	0.0%	
Industrial-number	0	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%	0.0%	
Residential-number	0	1	1	0	0	0	0	0	0	0	0	1	3	0
Residential-percent	0%	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	6%	1.1%	
Rural-number	0	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%	0.0%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2013													Monthly
Customer Complaints - 2G (cont.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Avg
New service extension intervals - Number	0	5	1	0	1	0	0	1	0	1	1	1	11	1
New service extension intervals - Percent	0%	25%	5%	0%	2%	0%	0%	5%	0%	5%	7%	6%	3.9%	
Commercial-number	0	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%	0.0%	
Industrial-number	0	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%	0.0%	
Residential-number	0	5	1	0	1	0	0	1	0	1	1	1	11	1
Residential-percent	0%	25%	5%	0%	2%	0%	0%	5%	0%	5%	7%	6%	3.9%	
Rural-number	0	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%	0.0%	
Service restoration intervals - Number	0	0	0	0	10	2	0	0	0	0	1	0	13	1
Service restoration intervals - Percent	0%	0%	0%	0%	21%	7%	0%	0%	0%	0%	7%	0%	4.6%	
Commercial - number	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Commercial-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0.4%	
Industrial-number	0	0	0	0	0	0	0	0	0	0	1	0	1	0
Industrial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0.4%	
Residential-number	0	0	0	0	8	1	0	0	0	0	0	0	9	1
Residential-percent	0%	0%	0%	0%	17%	3%	0%	0%	0%	0%	0%	0%	3.2%	
Rural-number	0	0	0	0	2	0	0	0	0	0	0	0	2	0
Rural-percent	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0.7%	
Other categories involving 5% or more of the total														
Payment Status-number	5	3	2	6	4	1	0	1	4	1	3	1	31	3
Payment Status-percent	33%	15%	9%	24%	9%	3%	0%	5%	17%	5%	21%	6%	11.1%	
Commercial-number	1	1	0	1	0	1	0	1	1	0	2	0	8	1
Commercial-percent	7%	5%	0%	4%	0%	3%	0%	5%	4%	0%	14%	0%	2.9%	
Industrial-number	0	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%	0.0%	
Residential-number	4	2	2	5	4	0	0	0	3	1	1	1	23	2
Residential-percent	27%	10%	9%	20%	9%	0%	0%	0%	13%	5%	7%	6%	8.2%	
Rural-number	0	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%	0.0%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2013													Monthly
Customer Complaints - 2G (cont.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Average
Turn On -number	0	0	0	3	2	1	6	4	0	0	1	0	17	1
Turn On - percent	0%	0%	0%	12%	4%	3%	21%	21%	0%	0%	7%	0%	6.1%	
Commercial-number	0	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%	0.0%	
Industrial-number	0	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%	0.0%	
Residential-number	0	0	0	3	2	1	6	4	0	0	1	0	17	1
Residential-percent	0%	0%	0%	12%	4%	3%	21%	21%	0%	0%	7%	0%	6.1%	
Rural-number	0	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%	0.0%	
Meter Reading other - number	2	4	3	1	1	2	1	0	1	1	0	0	16	1
Meter Reading other - percent	13%	20%	14%	4%	2%	7%	3%	0%	4%	5%	0%	0%	5.7%	
Commercial-number	1	1	2	0	0	0	0	0	0	0	0	0	4	0
Commercial-percent	7%	5%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1.4%	
Industrial-number	0	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%	0.0%	
Residential-number	1	3	1	1	1	2	1	0	1	1	0	0	12	1
Residential-percent	7%	15%	5%	4%	2%	7%	3%	0%	4%	5%	0%	0%	4.3%	
Rural-number	0	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%	0.0%	
Payment Arrangement -number	0	0	0	1	1	2	2	0	0	2	0	0	8	1
Payment Arrangement-percent	0%	0%	0%	4%	2%	7%	7%	0%	0%	11%	0%	0%	2.9%	
Commercial-number	0	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%	0.0%	
Industrial-number	0	0	0	1	0	0	1	0	0	0	0	0	2	0
Industrial-percent	0%	0%	0%	4%	0%	0%	3%	0%	0%	0%	0%	0%	0.7%	
Residential-number	0	0	0	0	1	2	1	0	0	2	0	0	6	1
Residential-percent	0%	0%	0%	0%	2%	7%	3%	0%	0%	11%	0%	0%	2.1%	
Rural-number	0	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%	0.0%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2013													Monthly
Customer Complaints - 2G (cont.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Average
Credit and Collections General-number	1	0	1	1	4	1	5	1	2	1	1	0	18	2
Credit and Collections General-percent	7%	0%	5%	4%	9%	3%	17%	5%	8%	5%	7%	0%	6.4%	
Commercial-number	0	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%	0.0%	
Industrial-number	0	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%	0.0%	
Residential-number	1	0	1	1	3	1	5	1	2	1	1	0	17	1
Residential-percent	7%	0%	5%	4%	6%	3%	17%	5%	8%	5%	7%	0%	6.1%	
Rural-number	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0.4%	
Property Damage-number	0	0	3	4	10	4	1	5	6	5	3	5	46	4
Property Damage-percent	0%	0%	14%	16%	21%	13%	3%	26%	25%	26%	21%	31%	16.4%	
Commercial-number	0	0	0	1	0	0	0	1	0	2	3	0	7	1
Commercial-percent	0%	0%	0%	4%	0%	0%	0%	5%	0%	11%	21%	0%	2.5%	
Industrial-number	0	0	0	0	1	0	0	0	0	0	0	1	2	0
Industrial-percent	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	6%	0.7%	
Residential-number	0	0	3	3	9	4	1	4	6	3	0	4	37	3
Residential-percent	0%	0%	14%	12%	19%	13%	3%	21%	25%	16%	0%	25%	13.2%	
Rural-number	0	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%	0.0%	
Tree Trimming-number	2	2	5	2	4	5	7	3	3	5	0	2	40	3
Tree Trimming-percent	13%	10%	23%	8%	9%	17%	24%	16%	13%	26%	0%	13%	14.3%	
Commercial-number	0	0	0	0	2	1	1	1	0	1	0	0	6	1
Commercial-percent	0%	0%	0%	0%	4%	3%	3%	5%	0%	5%	0%	0%	2.1%	
Industrial-number	0	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%	0.0%	
Residential-number	2	1	4	1	2	4	6	2	3	4	0	2	31	3
Residential-percent	13%	5%	18%	4%	4%	13%	21%	11%	13%	21%	0%	13%	11.1%	
Rural-number	0	1	1	1	0	0	0	0	0	0	0	0	3	0
Rural-percent	0%	5%	5%	4%	0%	0%	0%	0%	0%	0%	0%	0%	1.1%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2013													Monthly
Customer Complaints - 2G (cont.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Average
Engineering,Construction,Maintenance Other-number	0	2	0	2	4	5	2	2	2	1	2	1	23	2
Engineering,Construction,Maintenance Other-percent	0%	10%	0%	8%	9%	17%	7%	11%	8%	5%	14%	6%	8.2%	
Commercial-number	0	1	0	0	0	1	1	1	0	0	0	0	4	0
Commercial-percent	0%	5%	0%	0%	0%	3%	3%	5%	0%	0%	0%	0%	1.4%	
Industrial-number	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Industrial-percent	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0.4%	
Residential-number	0	1	0	2	3	3	1	1	2	1	2	1	17	1
Residential-percent	0%	5%	0%	8%	6%	10%	3%	5%	8%	5%	14%	6%	6.1%	
Rural-number	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Rural-percent	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0.4%	
Power Quality & Reliability	2	0	0	0	0	0	1	0	0	0	1	0	4	0
Power Quality & Reliability-percent	13%	0%	0%	0%	0%	0%	3%	0%	0%	0%	7%	0%	1.4%	
Commercial-number	0	0	0	0	0	0	0	0	0	0	1	0	1	0
Commercial-percent	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0.4%	
Industrial-number	0	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%	0.0%	
Residential-number	2	0	0	0	0	0	1	0	0	0	0	0	3	0
Residential-percent	13%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	1.1%	
Rural-number	0	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%	0.0%	
Customer Payment Programs number	1	0	0	1	0	0	1	1	0	0	0	1	5	0
Customer Payment Programs-percent	7%	0%	0%	4%	0%	0%	3%	5%	0%	0%	0%	6%	1.8%	
Commercial-number	0	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%	0.0%	
Industrial-number	0	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%	0.0%	
Residential-number	1	0	0	1	0	0	1	1	0	0	0	1	5	0
Residential-percent	7%	0%	0%	4%	0%	0%	3%	5%	0%	0%	0%	6%	1.8%	
Rural-number	0	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%	0.0%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2013													Monthly Avg
Customer Complaints - 2G (cont.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	
Non Utility Billing-number	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Non Utility Billing-percent	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0.4%	
Commercial-number	0	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%	0.0%	
Industrial-number	0	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%	0.0%	
Residential-number	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Residential-percent	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0.4%	
Rural-number	0	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%	0.0%	
General Billing Questions/General Other-number	2	3	6	4	6	4	2	0	4	2	1	4	38	3
General Billing Questions/General Other-percent	13%	15%	27%	16%	13%	13%	7%	0%	17%	11%	7%	25%	13.6%	
Commercial-number	0	0	2	0	1	0	1	0	0	1	0	0	5	0
Commercial-percent	0%	0%	9%	0%	2%	0%	3%	0%	0%	5%	0%	0%	1.8%	
Industrial-number	0	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%	0.0%	
Residential-number	2	3	4	4	5	4	1	0	4	1	1	4	33	3
Residential-percent	13%	15%	18%	16%	11%	13%	3%	0%	17%	5%	7%	25%	11.8%	
Rural-number	0	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%	0.0%	

Contains Electric & Gas Data	IP&L Results - Calendar Year 2013													Monthly Average
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	
Customer Complaints - 2G (cont.)														
C. Number of complaints resolved upon initial inquiry	2	4	5	4	14	9	11	3	7	1	4	2	66	6
C. Percentage of complaints resolved upon initial inquiry	13%	20%	23%	16%	30%	30%	38%	16%	29%	5%	29%	13%	23.6%	
Commercial-number	1	1	1	1	0	1	1	0	0	0	3	0	9	1
Industrial-number	0	0	0	0	0	0	1	0	0	0	0	0	1	0
Residential-number	1	3	4	3	13	8	9	3	7	1	1	2	55	5
Rural-number	0	0	0	0	1	0	0	0	0	0	0	0	1	0
C. Number of complaints resolved within ten days	11	14	16	19	31	19	15	12	16	15	9	8	185	15
C. Percentage of complaints resolved within ten days	73%	70%	73%	76%	66%	63%	52%	63%	67%	79%	64%	50%	66.1%	
Commercial-number	1	2	2	1	3	4	2	4	2	3	3	0	27	2
Industrial-number	0	0	0	1	2	0	0	0	0	0	1	1	5	0
Residential-number	10	11	13	17	24	13	13	8	14	12	5	7	147	12
Rural-number	0	1	1	0	2	2	0	0	0	0	0	0	6	1
C. Number of complaints resolved longer than ten days	2	2	1	2	2	2	3	4	1	3	1	6	29	2
C. Percentage of complaints resolved longer than ten days	13%	10%	5%	8%	4%	7%	10%	21%	4%	16%	7%	38%	10.4%	
Commercial-number	0	0	1	0	0	0	0	0	0	1	0	0	2	0
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	2	2	0	1	2	2	3	4	1	2	1	6	26	2
Rural-number	0	0	0	1	0	0	0	0	0	0	0	0	1	0

Contains Electric & Gas Data	IP&L Results - Calendar Year 2013													Month
Reporting Customer Complaints - 2G (cont.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Avg
D. Number and percentage of complains resolved by:														
(1) Taking the action the cust. Requested-number	9	10	14	15	22	17	14	9	14	11	9	7	151	13
(1) Taking the action the cust. Requested-percent	60%	50%	64%	60%	47%	57%	48%	47%	58%	58%	64%	44%	54%	
Commercial-number	1	2	2	2	2	3	1	3	1	2	5	0	24	2
Industrial-number	0	0	0	0	1	0	1	0	0	0	0	0	2	0
Residential-number	8	8	11	12	17	12	12	6	13	9	4	7	119	10
Rural-number	0	0	1	1	2	2	0	0	0	0	0	0	6	1
(2) Taking action cust. and utility agree is acceptable compromise	4	4	5	4	10	4	6	2	3	2	2	2	48	4
(2) Taking action cust. and utility agree is acceptable compromise	27%	20%	23%	16%	21%	13%	21%	11%	13%	11%	14%	13%	17%	
Commercial-number	1	1	2	0	0	1	1	0	0	1	0	0	7	1
Industrial-number	0	0	0	1	1	0	0	0	0	0	1	1	4	0
Residential-number	3	2	3	3	9	3	5	2	3	1	1	1	36	3
Rural-number	0	1	0	0	0	0	0	0	0	0	0	0	1	0
(3) Explaining that situation is not reasonably within utility's control	0	0	3	1	5	4	2	2	3	1	2	3	26	2
(3) Explaining that situation is not reasonably within utility's control	0%	0%	14%	4%	11%	13%	7%	11%	13%	5%	14%	19%	9%	
Commercial-number	0	0	0	0	1	1	1	1	0	1	1	0	6	1
Industrial-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Residential-number	0	0	3	1	4	3	1	1	3	0	1	3	20	2
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(4) Refusing to take the action the cust. Requested-number	2	6	0	5	10	5	7	6	4	5	1	4	55	5
(4) Refusing to take the action the cust. Requested-percent	0%	30%	0%	20%	21%	17%	24%	32%	17%	26%	7%	25%	20%	
Commercial-number	0	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	0
Residential-number	2	6	0	5	9	5	7	6	3	5	1	4	53	4
Rural-number	0	0	0	0	1	0	0	0	0	0	0	0	1	0
E. # of complaints forwarded to the PUC's Consumer Affairs Ofc.	0	0	0	2	0	0	0	0	0	0	0	0	2	0.2
Commercial-number	0	0	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	0
Residential-number	0	0	0	2	0	0	0	0	0	0	0	0	2	0.2
Rural-number	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Summary Complaint Report

MN Rule 7820.0500

MINNESOTA PUBLIC UTILITIES COMMISSION
CONSUMER AFFAIRS OFFICE
121 7TH PLACE E SUITE 350
ST PAUL, MN 55101-2147

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS
FOR YEAR ENDING December 31, 2013
IN ACCORDANCE WITH MINN. RULE 7820.0500

Name of Utility Alliant Energy - Interstate Power & Light
Address 200 1st St. SE, Cedar Rapids, IA 52406
Prepared by Michelle Olson Phone # 608-342-4103

NUMBER OF DISCONNECTS
FOR NON-PAYMENT
(By Month)

I. Complaint Type	RESIDENTIAL - GAS and ELECTRIC			COMMERCIAL/INDUSTRIAL - GAS and ELECTRIC			INTERRUPTIBLE - GAS and ELECTRIC		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
A. Service	134	134	0	23	23	0	0	0	0
B. Billing	102	102	0	21	21	0	0	0	0
C. Rates	0	0	0	0	0	0	0	0	0
D. Rules	0	0	0	0	0	0	0	0	0
Total Complaints	236	236	0	44	44	0	0	0	0

	Residential	Commercial Industrial	Interruptible
II. Number of Disconnections for Nonpayment	249	24	0
Number of Escrow Forms Filed	0	0	0
III. Total Number of Customers (average)	46,583	8,015	11
Number of Customers Added During Year	6,316	577	4

	1	2	3
Jan	5	0	0
Feb	8	2	0
Mar	11	6	0
Apr	18	2	0
May	36	0	0
June	55	0	0
July	58	2	0
Aug	24	2	0
Sept	14	1	0
Oct	18	2	0
Nov	2	3	0
Dec	0	4	0
Total	249	24	0

1 Residential
2 Commercial/Industrial
3 Interruptible

Summary Complaint Report (cont.)
MN Rule 7820.0500



Contact Information:

Names & contact information for the group that handle these complaints:

Contacts

<i>Name</i>	<i>Telephone number</i>	<i>Cell phone</i>	<i>E-mail address</i>
E-Mail Address			complaints@alliantenergy.com
Kim McAllister	319-786-3323	319-551-8361	KimMcAllister@alliantenergy.com
Kathy Harriott–Manager	319-786-7771	319-551-8352	KathyHarriott@alliantenergy.com
Fax Number	(319) 786-4638		
Mailing Address	Alliant Energy Kathy Harriott 200 First Street SE P.O. Box 351 Cedar Rapids, IA 52406-0351		

Contains Gas & Electric Data

Reporting Emergency Phone Answer Times - 2H			
Month	Calls	Total Queue Times [seconds]	Average Queue Times [seconds]
January	171	1,554	9.1
February	43	622	14.5
March	30	128	4.3
April	316	4,342	13.7
May	436	9,901	22.7
June	153	3,926	25.7
July	140	3,240	23.1
August	94	1,763	18.8
September	62	1,712	27.6
October	52	408	7.8
November	68	112	1.6
December	29	805	27.8
Total	1,594	28,513	17.9

Contains Gas & Electric Data

Direct Emergency Phone Line Answer Times - 2H			
Month	Calls	Total Queue Times [seconds]	Average Queue Times [seconds]
January	44	151	3.4
February	6	3	0.5
March	13	124	9.5
April	39	288	7.4
May	86	2319	27.0
June	56	493	8.8
July	48	310	6.5
August	9	0	0.0
September	18	928	51.6
October	12	21	1.8
November	15	0	0.0
December	40	207	5.2
Total	386	4,844	12.5

Reporting Gas Locate Data - 2I

2013	Total Locates Requested	Locates Completed ("Paint on the Ground")		
Month		Electric	Gas	Combo
January	248	31	41	5
February	170	19	26	4
March	202	22	35	5
April	1,036	172	135	25
May	1,804	363	219	68
June	1,678	276	199	70
July	1,750	335	257	72
August	1,550	280	206	80
September	1,573	308	176	54
October	1,751	276	254	75
November	1,161	135	144	33
December	375	52	28	9
	13,298	2,269	1,720	500

Total # Gas
Facilities
located:

2,220



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2013

Reporting Company:	Alliant Energy	Circle Reporting Period:	
Contact Person:	Todd Newhouse	January/February	March/April
Phone:	319 786 5853	May/June	July/August
Email Address:	toddnewhouse@alliantenergy.com	September/October	November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	51	26	1	1	
> 10 min. to 20 min.		9			
> 20 min. to 40 min.		15			1
> 40 min. to 60 min.		1			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

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Minnesota Office of Pipeline Safety	or Fax:	651-296-9641
444 Cedar St, Suite 147		
St. Paul MN 55101- 5147	For more information call	651-201-7230



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Emergency Response Reporting Form CY 2013

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Contact Person:	Todd Newhouse	January/February	March/April
Phone:	319 786 5853	May/June	July/August
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	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	39	10	1	1	
> 10 min. to 20 min.		10	1		
> 20 min. to 40 min.		18		1	1
> 40 min. to 60 min.		1			1
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	27	6	3	2	
> 10 min. to 20 min.		10			
> 20 min. to 40 min.		8			1
> 40 min. to 60 min.		3		1	1
> 60 min. to 80 min.					
> 80 min. to 100 min.					1
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2013

Reporting Company:	Alliant Energy	Circle Reporting Period:	
Contact Person:	Todd Newhouse	January/February	March/April
Phone:	319 786 5853	May/June	July/August
Email Address:	toddnewhouse@alliantenergy.com	September/October	November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	41	7	4	2	1
> 10 min. to 20 min.	1	16		1	1
> 20 min. to 40 min.		16			
> 40 min. to 60 min.		3		1	
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					2
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
> 8 hrs					

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2013

Reporting Company:	Alliant Energy	Circle Reporting Period:	
Contact Person:	Todd Newhouse	January/February	March/April
Phone:	319 786 5853	May/June	July/August
Email Address:	toddnewhouse@alliantenergy.com	September/October	November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	57	22	3		
> 10 min. to 20 min.	1	17		1	
> 20 min. to 40 min.		14		2	
> 40 min. to 60 min.		5			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					1
> 2 hrs to 3 hrs					1
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					1
> 6 hrs to 8 hrs					
> 8 hrs					

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Emergency Response Reporting Form CY 2013

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Contact Person:	Todd Newhouse	January/February	March/April
Phone:	319 786 5853	May/June	July/August
Email Address:	toddnewhouse@alliantenergy.com	September/October	November/December

	Dispatch Time	Response Time	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	46	6		no shut offs	no line hits
> 10 min. to 20 min.		26			
> 20 min. to 40 min.	1	9			
> 40 min. to 60 min.		6			
> 60 min. to 80 min.					
> 80 min. to 100 min.					
> 100 min. to 120 min					
> 2 hrs to 3 hrs					
> 3 hrs to 4 hrs					
> 4 hrs to 6 hrs					
> 6 hrs to 8 hrs					
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