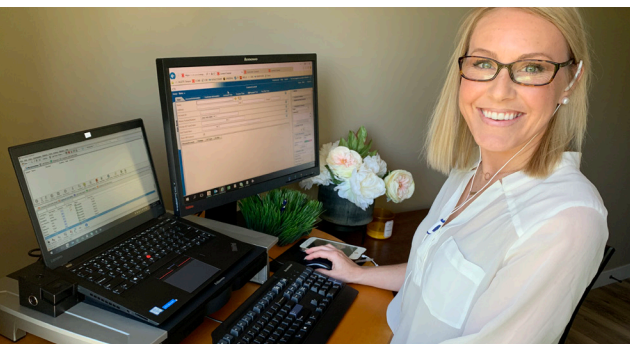


# 2020 SAFETY, RELIABILITY, AND SERVICE QUALITY

**OUR MISSION:** *Together we will safely and reliably create and deliver vital energy to enhance security, comfort, and quality of life.*

Minnesota Power, a division of ALLETE Inc., is committed to the reliability and security of the regional power system that provides electricity in a **26,000-square-mile electric service area** in northeastern Minnesota.

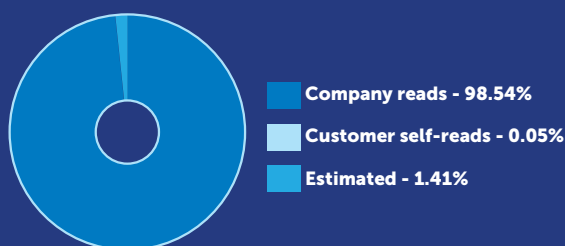
Minnesota Power provides over **99% RELIABILITY** for its residential, commercial and industrial customers.



## COMPANY READ METERS:

In 2020, our meter reading systems and meter reader collectors read nearly all of our residential meters in an effort to ensure customer bills are accurate.

Meter reading by method:



**CUSTOMER SERVICE:** Minnesota Power is dedicated to providing safe, reliable and affordable electric service and to achieving high levels of customer satisfaction.

- In 2020, we received **133,453 customer calls** in our Call Center. Our customer care and support representatives answered **81% of incoming phone calls** during business hours within **20 seconds**.
- In 2020, **93 lineworkers and 22 substation technicians** responded to trouble calls and worked on maintenance of our distribution lines and associated equipment.
- In 2020, **61.5 employees** working in a variety of positions, including vegetation management and system operations, provided line operation support.

**COMMUNICATIONS:** We communicate with our customers in person; by phone; through news releases, media, direct mail and bill inserts; on **mnpower.com**; through MyAccount at **mnpower.com/myaccount**; and via the Minnesota Power app.



## NEED INFORMATION OR ASSISTANCE?

**Customer Service:** 1 (800) 228-4966 or [CustomerService@mnpower.com](mailto:CustomerService@mnpower.com)

**Minnesota Relay/TTY:** 711 or (800) 627-3529

**COVID-19 FAQs:** [www.mnpower.com/CustomerService/Covid19FAQ](http://www.mnpower.com/CustomerService/Covid19FAQ)

**Report an outage or enter a trouble order:**

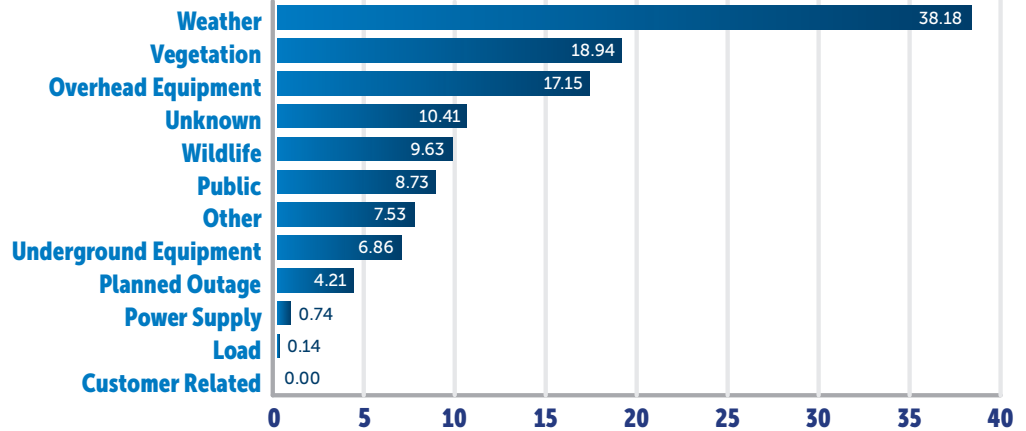
[www.mnpower.com/OutageCenter/ReportAnOutage](http://www.mnpower.com/OutageCenter/ReportAnOutage) or call 800-30-POWER (218-307-6937); if emergency, call **911**.

## SYSTEM RESILIENCY

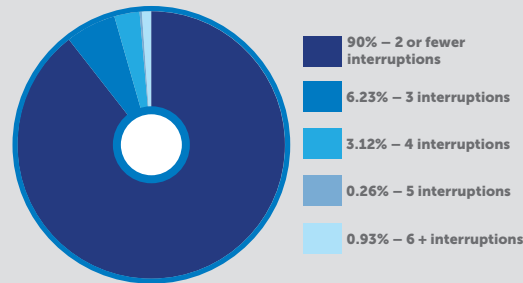
### What causes interruptions?

A higher frequency of windstorms was a major contributor to weather being the largest reliability factor in 2020. Minnesota Power is making investments and executing several reliability and resiliency initiatives to strengthen the company's system in coming years.

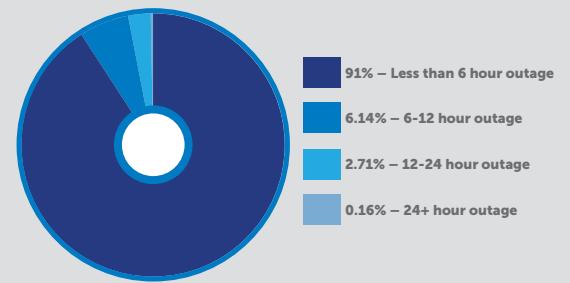
### Major event excluded SAIDI by cause



### About 90% of customers experienced 2 or fewer interruptions in 2020.

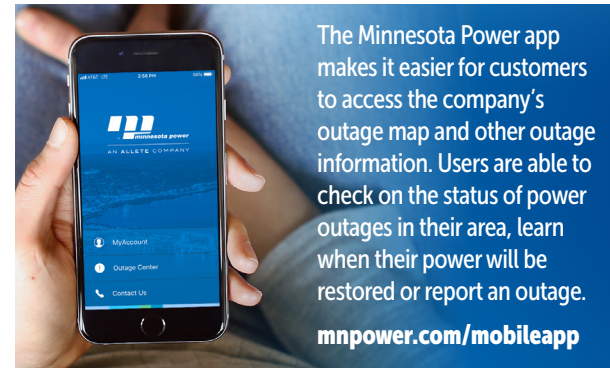


### 91% of customers experienced outages less than 6 hours in length



### We work to minimize weather-related outages in a variety of ways, including:

- **Using Trip Saver technology** to minimize long duration outages and dispatch of service technicians.
- **Providing resiliency during storm events** and strategically strengthening the distribution system through our strategic underground initiative.
- **Optimizing the use of a secure fiber-optic network** and technology to quickly isolate and restore customers through the use of intellirupters and motor operated switches.



**MUTUAL AID:** Minnesota Power is a respected mutual aid partner lending assistance in the Midwest as a member of the Midwest Mutual Assistance Group as well as on a national level. Crews and line support staff have assisted on many natural disasters over the years including snow and high windstorms, hurricanes and wildfires.

In recognition of our mutual aid, Minnesota Power received an Emergency Assistance Award from the Edison Electric Institute for our responses to a derecho in Illinois in 2020, a severe snow and windstorm in Manitoba in 2019, and hurricanes in Puerto Rico in 2018, and Miami in 2017.