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January 18, 2021

VIA E-FILING

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

Re: In the Matter of Minnesota Power, Otter Tail Power, and Xcel Energy's Compliance
with Annual Safety, Reliability, and Service Quality Metrics for 2019
Docket No. E015/M-20-404
Compliance Filing

Dear Mr. Seuffert:

Minnesota Power (the "Company") respectfully submits to the Minnesota Public Utilities Commission ("Commission") the following Compliance Filing in the matter of the Company's Compliance with Annual Safety, Reliability, and Service Quality Metrics for 2019 ("SRSQ") in the above-referenced docket.

If you have any questions regarding this filing, please contact me at 218-723-3963 or dmoeller@allte.com.

Yours truly,

David R. Moeller
*Senior Attorney and Director of
Regulatory Compliance*

DRM:th
Attach.

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

In the Matter of Minnesota Power, Otter Tail Power and
Xcel Energy's Compliance with Annual Safety, Reliability
And Service Quality Metrics for 2019

Docket No. E015/M-20-404
**MINNESOTA POWER'S
Compliance Filing**

I. INTRODUCTION

The Minnesota Public Utilities Commission's ("Commission") December 18th, 2020 order in the Matter of Minnesota Power's ("Company") 2020 Safety, Reliability, and Service Quality Standards Report requires the Company to submit the following according to Order Points 2b and 15:

Order Point 2b: Within 30 days, Minnesota Power must file a compliance filing with the following data:

- i. Interruptions to the bulk power system for 2019
- ii. Causes of sustained outages, by service center for 2019, as a spreadsheet
- iii. The highest number of interruptions experienced by any one customer (or feeder, if customer level is no available)
- iv. The longest experienced interruption by any one customer (or feeder, if customer level is not available)

Order Point 15: Within 30 days, each utility must file a compliance filing in which engagement plans related to Emergency Medical Account status are explained.

Minnesota Power hereby submits the requested information in the below Compliance report.

II. COMPLIANCE

Minnesota Power's response to Order Point 2b in the above referenced order is as follows:

i. interruptions to the bulk power system for 2019: See Attachment A - *Bulk Power Outages*

ii. causes of sustained customer outages, by service center for 2019, as a spreadsheet, (.xlsx); 2019: See Attachment B - *Causes by Service Center*

iii. The highest number of interruptions experienced by any one customer (or feeder, if customer level is not available): The highest number of interruptions experienced by any one feeder was Ten Mile Lake 1 Feeder, at 10.55 SAIFI (customer level not available).

iv. The longest experienced interruption by any one customer (or feeder, if customer level is not available): The longest experienced interruption by any one customer was 2,790 minutes (Service level outage, B.O. Ug Cable).

Minnesota Power's response to Order Point 15 in the above referenced docket is as follows:

Minnesota Power continues to collaborate with representatives from Xcel Energy, Otter Tail Power and community-based organizations to identify ways for expanding outreach efforts and raising additional awareness about available options for energy assistance, including medical account status protections provided for under Minn. Stat. §216B.098, Subd. 5. This is included as part of an ongoing and evolving outreach plan. Examples of channels where outreach has been conducted include social media posts, customer bill inserts, MyAccount notifications, and web site references. These are in addition to the daily support and referrals provided through Call Center representative interactions where more direct program connections can be made based on the unique circumstances of the customer. Minnesota Power has planned additional outreach to healthcare and medical equipment personnel; however, timing has been delayed in light of the COVID-19 context

and there are concerns about how effective traditional outreach channels such as mail will be in a considerable work from home context. That said, letters are scheduled to be sent in January 2021 with the goal of follow up emails, where possible.


Further, the Clean Energy Resource Teams (CERTs) and Citizens Utility Board of Minnesota (CUB) already include or have agreed to place links on their sites to the respective utility low income energy assistance page and sections promoting medically necessary equipment protections.

III. CONCLUSION

Minnesota Power believes it has met the requirements of this Compliance Filing, and remains committed to providing its customers with safe, reliable and affordable electric service.

Dated: January 18, 2021

Respectfully Submitted,

A handwritten signature in black ink that reads "David R. Moeller". The signature is written in a cursive, flowing style.

David R. Moeller

*Senior Attorney and Director of
Regulatory Compliance*

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

AFFIDAVIT OF SERVICE VIA
ELECTRONIC FILING

Tiana Heger of the City of Duluth, County of St. Louis, State of Minnesota, says that on the 18th day of January, 2021, she served Minnesota Power's Compliance Filing in **Docket No. E015/M-20-404** on the Minnesota Public Utilities Commission and the Energy Resources Division of the Minnesota Department of Commerce via electronic filing. The persons on E-Docket's Official Service List for this Docket were served as requested.



Tiana Heger