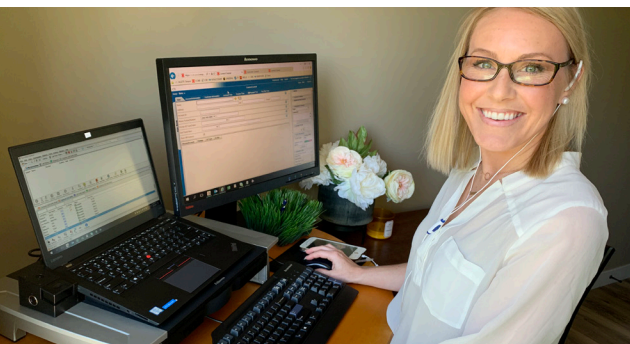


2020 SAFETY, RELIABILITY, AND SERVICE QUALITY

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.

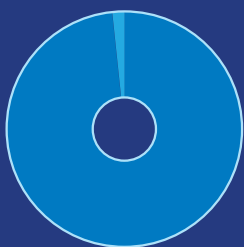
Minnesota Power provides over **99% RELIABILITY** for its residential, commercial and industrial customers.



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:



■ Company reads - 98.54%
■ Customer self-reads - 0.05%
■ Estimated - 1.41%

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

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

COVID-19 FAQs: www.mnpower.com/CustomerService/Covid19FAQ

Report an outage or enter a trouble order:

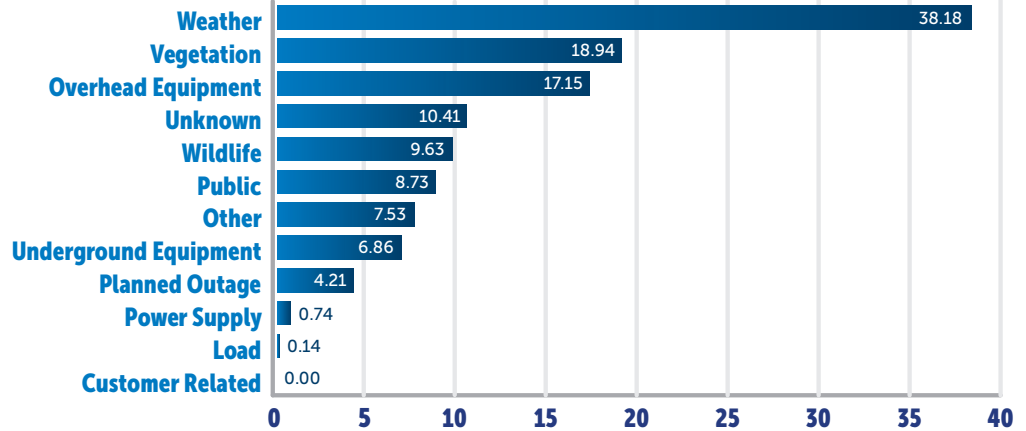
www.mnpower.com/OutageCenter/ReportAnOutage or call 800-30-POWER (218-307-6937); if emergency, call **911**.

SYSTEM RESILIENCY

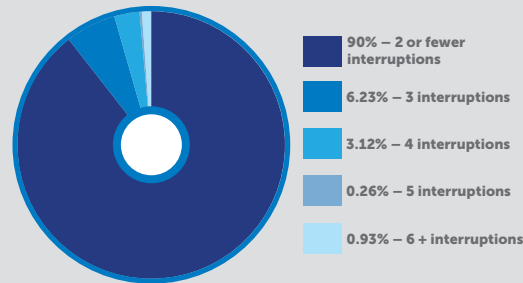
What causes interruptions?

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.

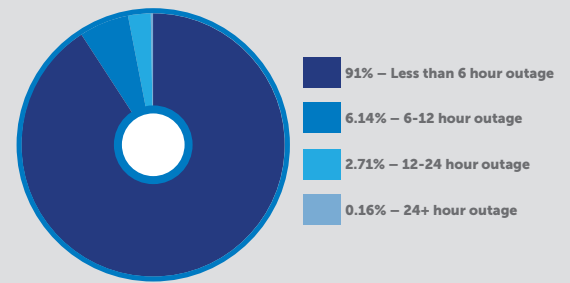
Major event excluded SAIDI by cause



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

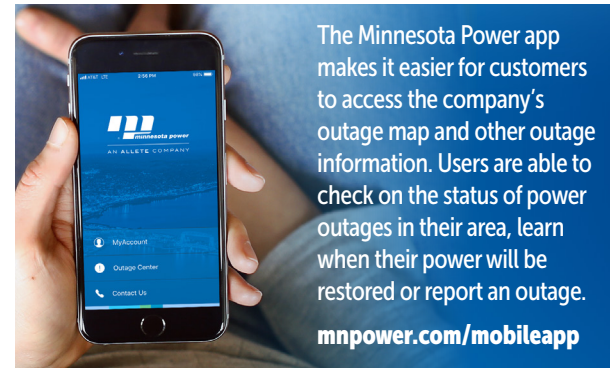


91% of customers experienced outages less than 6 hours in length



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.

DELIVERING CLEAN, SAFE, RELIABLE ELECTRICITY

INFORMATION SHEET
MINNESOTA

MINNESOTA SERVICE QUALITY AND RELIABILITY



ABOUT XCEL ENERGY MINNESOTA

At Xcel Energy, we provide our customers with safe, clean, reliable electricity at a competitive price.



1.3 million

electric customers served in
370 CITIES AND TOWNS across Minnesota

ENHANCING THE CUSTOMER EXPERIENCE

Each and every time our customers engage with us, we want to make it easy for them and deliver a positive, best-in-class experience.



1.28 million

Customer phone calls answered in 2020



68.4%

of calls answered within **20 SECONDS**



5,887

New residential electric service
installations completed in 2020



5.48 days

Average time to complete a new
residential service installation

OUR COMMITMENT TO RELIABILITY

Each year, we report on various measurements of electric service reliability. Each measurement typically has two numbers: one number includes all outages during the year, including outages caused by major events like high-impact storms, and the other number excludes outages caused by major events.

Here are some highlights.



99.981%

Percentage of time Minnesota
customers had power in 2020*



99 minutes

Average total time a customer was
without power in 2020**

*Also known as Average Service Availability Index, or ASAI. Excludes major event days, which include high-impact storms.

**Also known as System Average Interruption Duration Index, or SAIDI. Excludes major event days, which include high-impact storms.

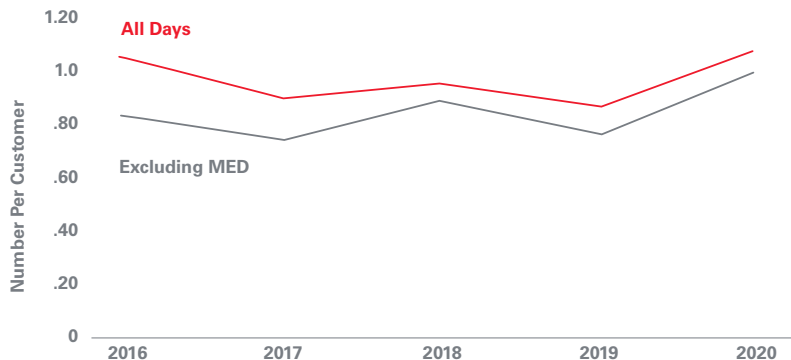
All figures represent 2020 averages for all Minnesota customers, unless otherwise noted.

DELIVERING CLEAN, SAFE, RELIABLE ELECTRICITY

MINNESOTA

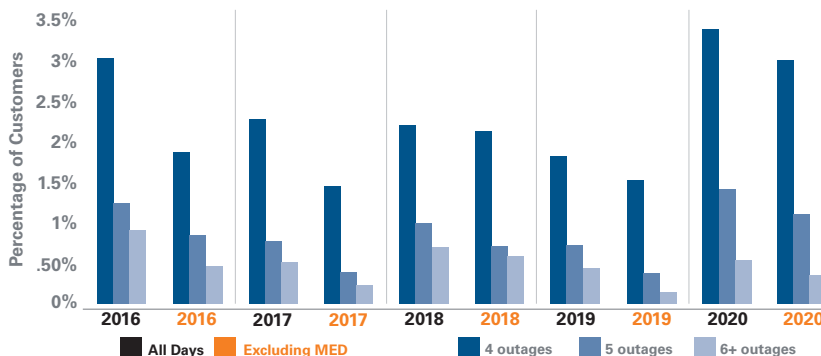
~1

Average number of outages a customer experienced in 2020[†]



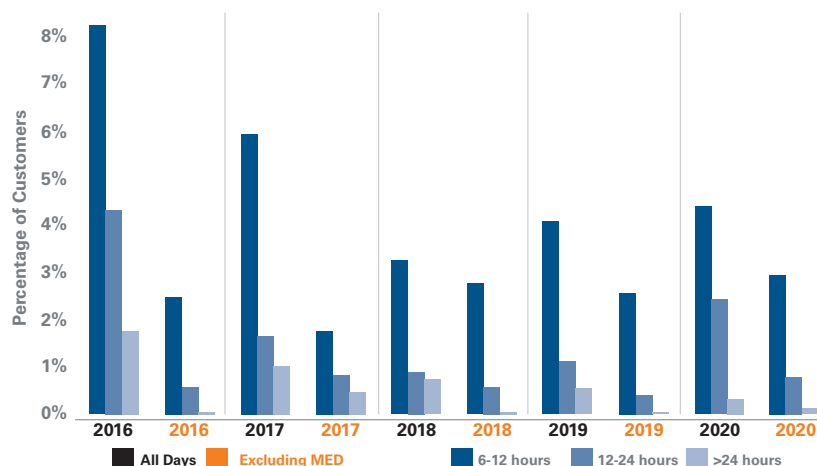
<5%

Percentage of customers with more than three power outages in 2020^{††}



<4%

Percentage of customers with a power outage lasting longer than six hours in 2020[§]



MED = major event days, which include high-impact storms

[†] Also known as System Average Interruption Frequency Index, or SAIFI.

^{††} Also known as Customers Experiencing Multiple Interruptions, or CEMI. <5% excludes major event days.

[§] Also known as Customers Experiencing Lengthy Interruptions, or CELI. <4% excludes major event days.



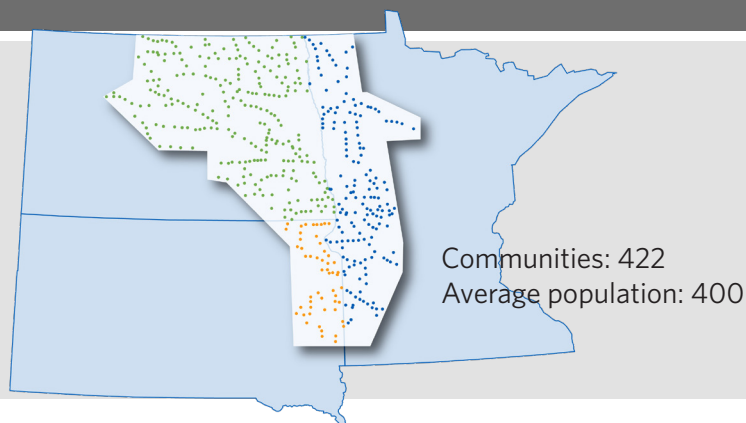


2020 MN SAFETY, RELIABILITY, AND SERVICE QUALITY

Our focus on reliable electricity and timely, courteous customer service

OUR MISSION

To produce and deliver electricity as reliably, economically, and environmentally responsibly as possible to the balanced benefit of customers, shareholders, and employees and **to improve the quality of life in the areas in which we do business.**



RELIABLE ELECTRICITY CUSTOMERS CAN COUNT ON

We strive to minimize the frequency and duration of service interruptions. And we deploy field personnel as safely and quickly as possible to restore power to customers when interruptions occur.

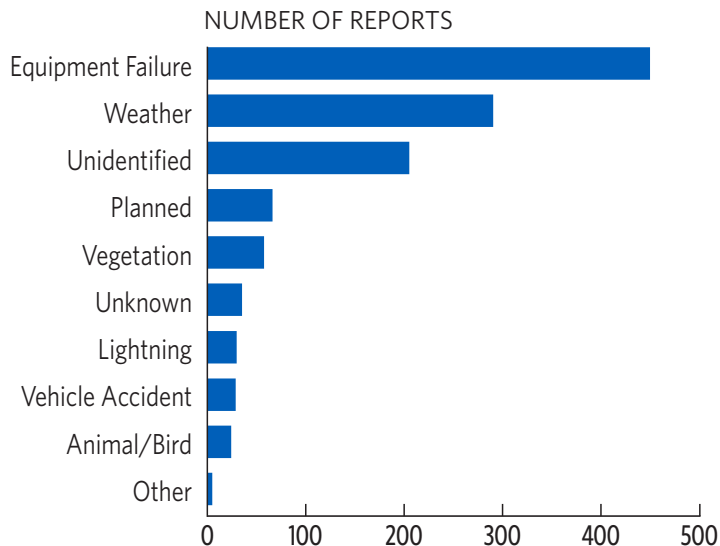
Two of the ways in which we measure our reliability are the average number of interruptions and average length of time our customers were without power.



SAFETY

We reported no incidents in 2020 in which there were injuries that required medical attention as a result of downed wires or other electrical system failures.

WHAT CAUSES INTERRUPTIONS?



In 2020
1.6% of our
customers
experienced
an interruption
greater than
six hours.



Also, **8.4%** of
our customers
experienced
four or more
interruptions
lasting greater
than **five minutes.**

Keeping our lines clear of trees and other vegetation helps ensure safe and reliable service. We trimmed **900 miles** of transmission lines in 2020.



As part of our long-term reliability strategy, we perform critical analyses of our transmission and distribution systems.

We'll continue investing in innovative, resourceful ways to create a more resilient regional transmission grid, including:

- identifying areas requiring proactive maintenance.
- integrating geographic information system data.
- expanding continuous improvement workshops to improve efficiencies and processes.



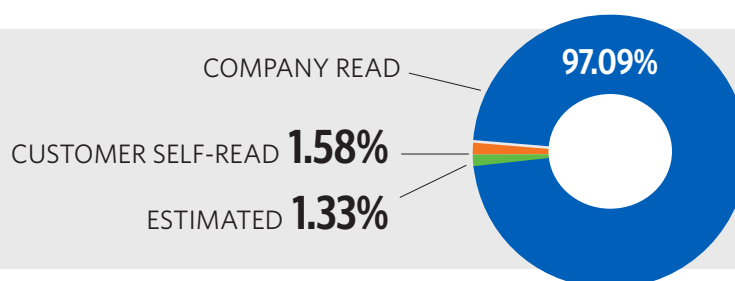
CUSTOMER SERVICE TEAM

We're here so customers can focus on what matters most.

If there is a power outage, our customer service team is dispersed throughout the communities we serve. In 2020 we had **182 linemen and service representatives** throughout our territory available to safely and quickly restore power to our customers.

Company-read meters

Our service representatives and our contracted meter readers read almost all of our residential meters to ensure accuracy in billing.



HIGH SERVICE STANDARDS

Our **29 customer service representatives** and lead customer service representatives are ready to assist our customers.

In 2020 our team received over **55,000 customer calls** during business hours. Of those, we answered **94%** within **20 seconds**.

We promoted several resources on more than **17,000 outbound calls** throughout our service territory to customers in need, offering:

- Payment plans.
- Protections under Cold Weather Protection.
- Energy assistance options.



MOVING?
WE TURN ON ELECTRICITY QUICKLY!

93%
of locations we've
previously served
receive electricity
within **24 hours**



Call: **800-257-4044** or **218-739-8877**
or visit **otpc.com**

