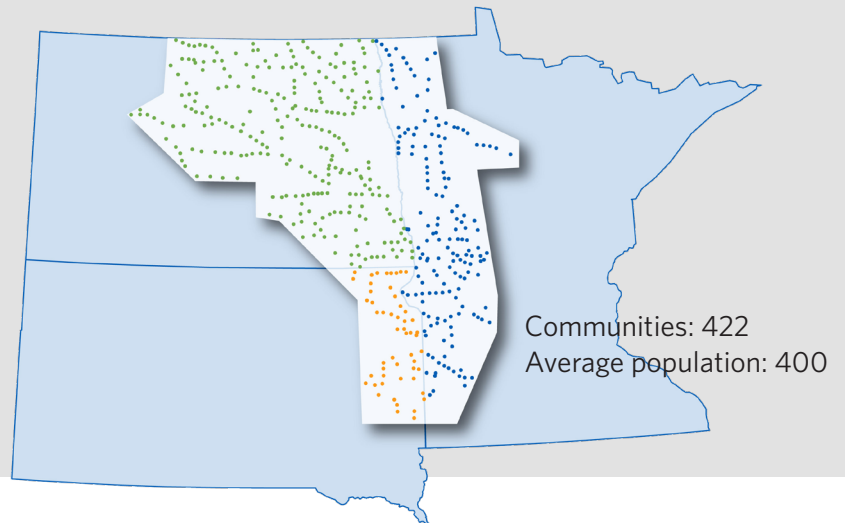


Our focus on reliable electricity and timely, courteous customer service

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.



POWER OUR CUSTOMERS CAN COUNT ON

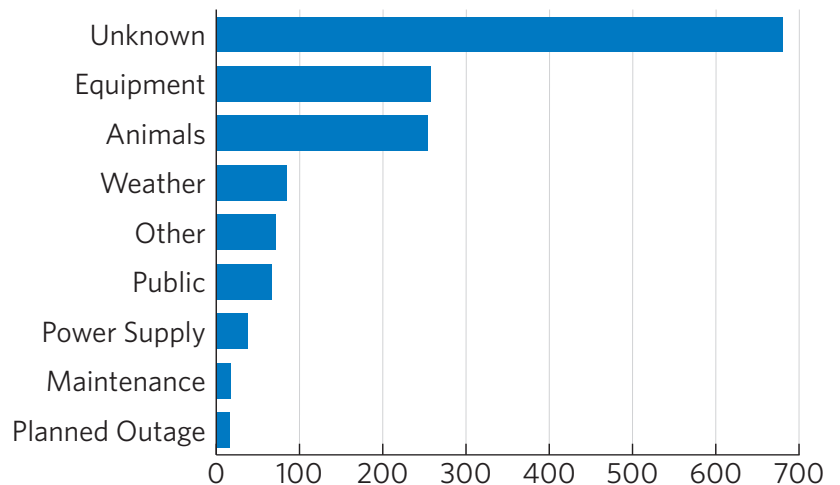
We strive to minimize the frequency and duration of service interruptions. And we deploy field personnel as safely and quickly as possible to restore power to customers when interruptions occur.

3.08% of our customers experienced an interruption greater than **six hours**.

12.97% of our customers experienced four or more interruptions lasting greater than **five minutes**.



INTERRUPTION REPORT BY TYPE



Keeping our lines clear of trees and other vegetation helps ensure safe and reliable service. We trimmed vegetation along **900 miles** of transmission line in 2023.



OUTAGE PREVENTION

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

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

- Identifying areas requiring proactive maintenance.
- Integrating geographic information system data.
- Continuous improvement efforts for the integrity of our existing infrastructure.



CUSTOMER SERVICE TEAM

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

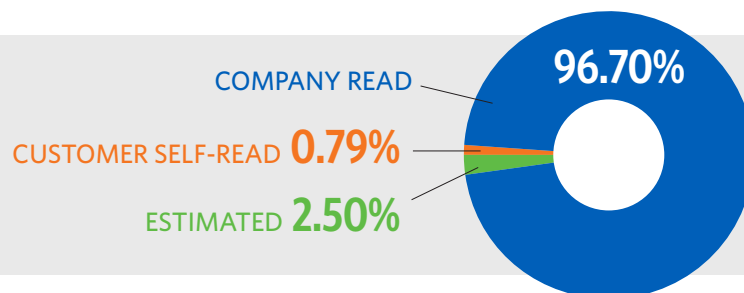
If there's a power outage, our customer service team is ready to help. **179 linemen and service representatives** were available to safely and quickly restore power to our customers in 2023.

Safety

In 2023 no injury-related incidents were reported that required medical attention as a result of downed wires or other electrical system failures.

Company-read meters

Our service representatives and contracted meter readers read almost all of our residential meters to ensure accurate bills.



HIGH SERVICE STANDARDS

Our **27 customer service representatives** are ready to assist our customers.

We promoted several resources during **outbound calls** throughout our service area to customers in need, offering:

- Payment plans.
- Protection under the Minnesota Cold Weather Rule.
- Energy assistance options.

In 2023 our team received over **54,000 customer calls** during business hours. Of those, we answered **76%** within **20 seconds**.

These are just a few reasons customers call us:

- Start or stop service.
- Billing related matters.
- Report an outage.



**MOVING?
WE TURN ON ELECTRICITY QUICKLY!**

89%
of locations we've
previously served
receive electricity
within 24 hours.



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