

DELIVERING CLEAN, SAFE, RELIABLE ELECTRICITY

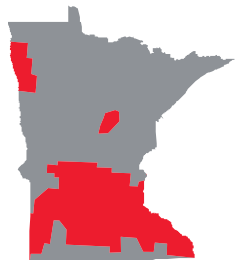
INFORMATION SHEET
MINNESOTA

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.



1.34 million

electric customers served in Minnesota



99.984%

Percentage of time
Minnesota customers
had power in 2023*



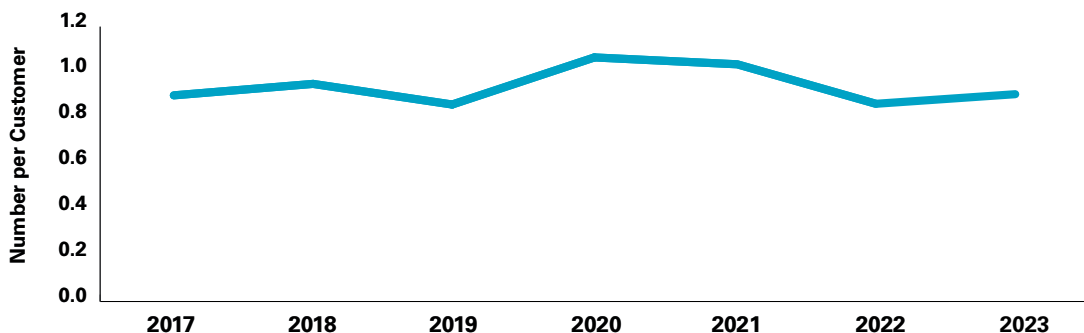
86
minutes

Average total time a customer
was without power in 2023**

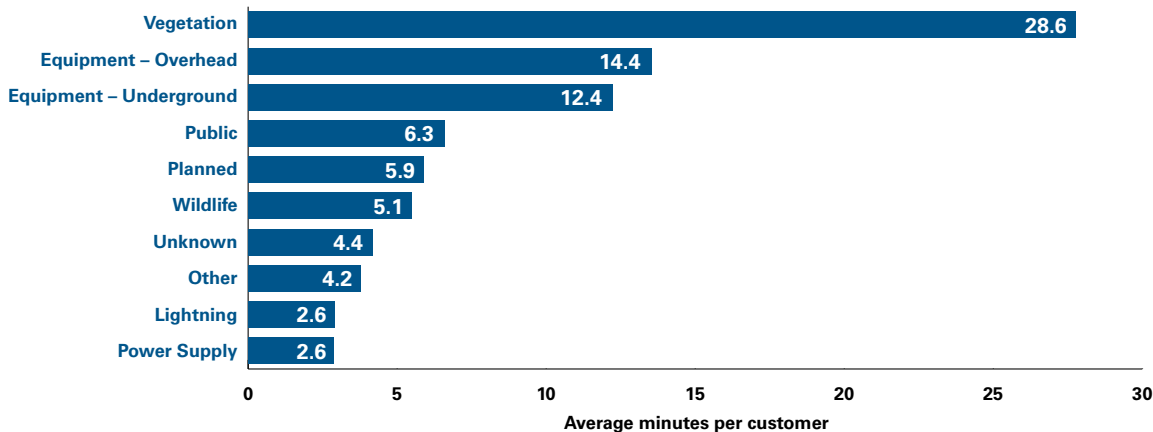
OUR COMMITMENT TO RELIABILITY

Each year, we report on various measurements of electric service reliability. Here are some highlights.

Average number of outages per customer[†]



Top ten outage causes in 2023**



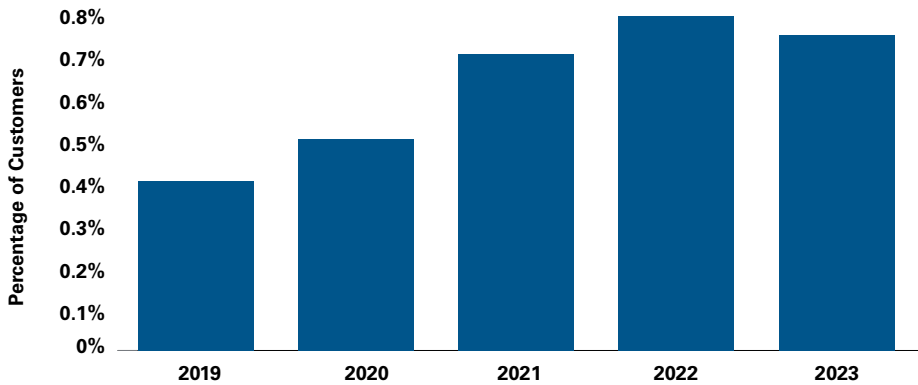
* Also known as Average Service Availability Index, or ASAI. Excludes major event days, which include high-impact storms.

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

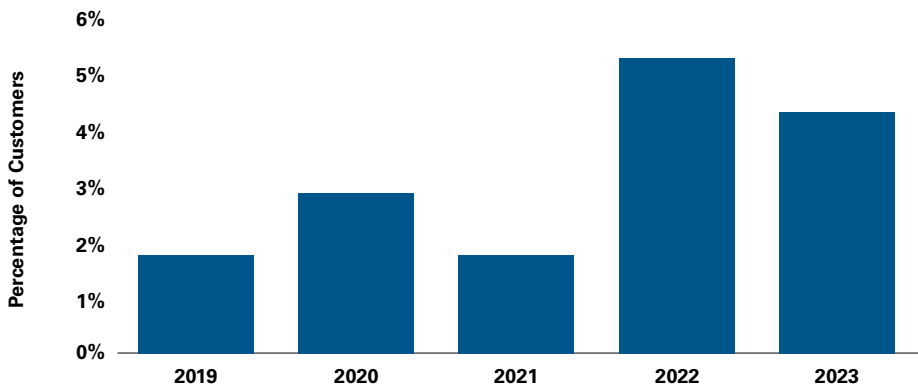
† Also known as System Average Interruption Frequency Index, or SAIFI. Excludes major event days, which include high-impact storms.

All figures represent 2023 averages for all Minnesota customers, unless otherwise noted.

Percentage of customers with six or more power outages^{††}




Percentage of customers with a power outage lasting twelve or more hours[§]



The Company has averaged 397 customer complaints per year over the five years from 2019 to 2023. This compares to an average of 371 complaints allowed under the Company’s Service Quality Tariff during those years.

2023 Reliability Performance Results

Minnesota	
Average outage duration per customer ^{**}	86 minutes
Average number of outages per customer [†]	0.85
Average outage length ^{***}	101.56 minutes



8,256

New residential electric service installations completed in 2023



23 days

Average time to complete a new residential service installation

CONTACT INFORMATION

Customers can contact us and learn more by visiting [xcelenergy.com](https://www.xcelenergy.com), calling customer service at **800-895-4999**, or finding us on Facebook or Twitter.

If you believe we have not resolved your concerns, you may contact the Minnesota Public Utilities Commission, Consumer Affairs Office at 651-296-0406 or 800-657-3782 or email at consumer.puc@state.mn.us at any time.

^{††} Also known as Customers Experiencing Multiple Interruptions, or CEMI, includes major event days
[§] Also known as Customers Experiencing Lengthy Interruptions, or CELI, includes major event days
^{**} Also known as System Average Interruption Duration Index, or SAIDI. Excludes major event days, which include high-impact storms.
[†] Also known as System Average Interruption Frequency Index, or SAIFI. Excludes major event days, which include high-impact storms.
^{***} Also known as Customer Average Interruption Duration Index, or CAIDI. Excludes major event days, which include high-impact storms.

