

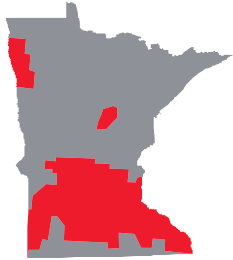
# DELIVERING CLEAN, SAFE, RELIABLE ELECTRICITY

## 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 Minnesota



**99.983%**

Percentage of time Minnesota customers had power in 2022\*



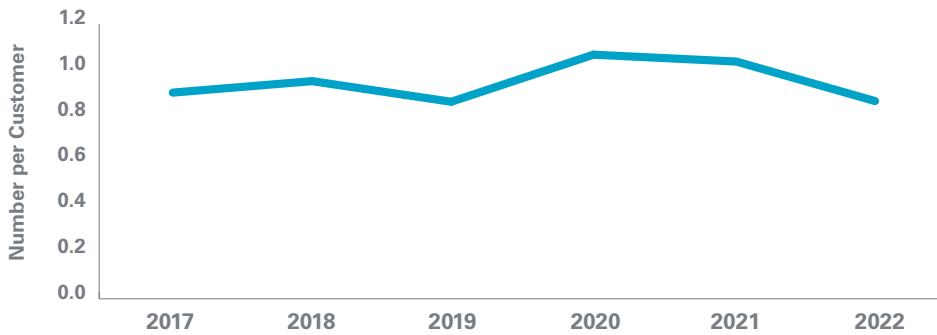
**90 minutes**

Average total time a customer was without power in 2022\*\*

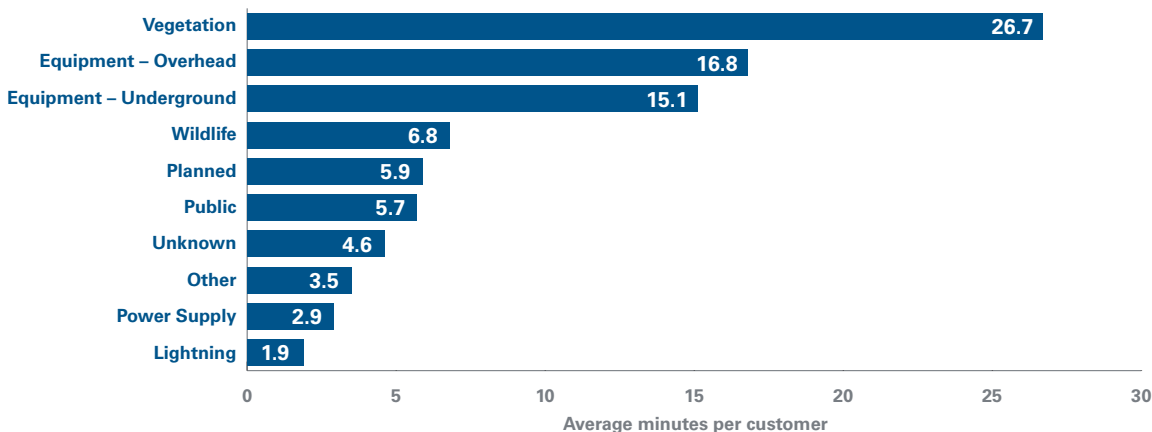
### OUR COMMITMENT TO RELIABILITY

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.

#### Average number of outages per customer<sup>†</sup>



#### Top ten outage causes in 2022\*\*



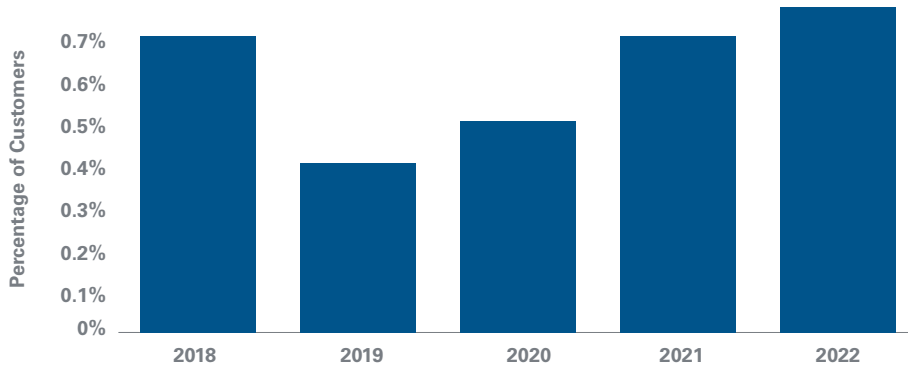
\* Also known as Average Service Availability Index, or ASAI. Excludes major event days, which include high-impact storms.

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

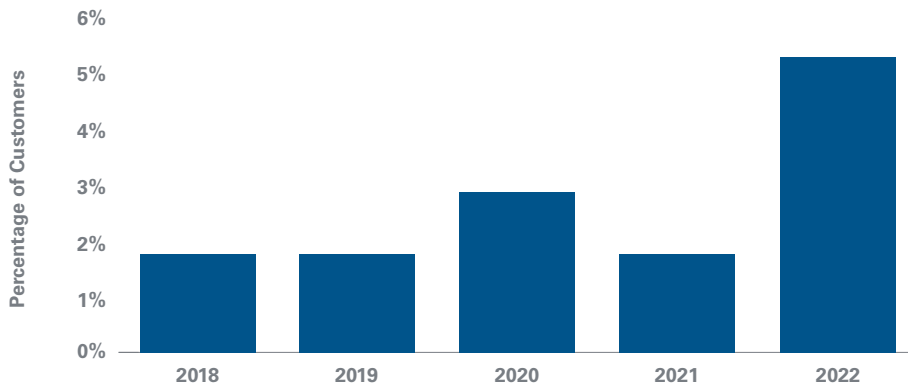
† Also known as System Average Interruption Frequency Index, or SAIFI. Excludes major event days, which include high-impact storms.

All figures represent 2022 averages for all Minnesota customers, unless otherwise noted.

Percentage of customers with more than six power outages<sup>††</sup>



Percentage of customers with a power outage lasting longer than twelve hours<sup>§</sup>



2022 Reliability Performance Results

Minnesota	
Average outage duration per customer <sup>**</sup>	90 minutes
Average number of outages per customer <sup>†</sup>	0.86
Average outage length <sup>***</sup>	104.05 minutes



4,521

New residential electric service installations completed in 2021



12 days

Average time to complete a new residential service installation

The Company has averaged 294.2 customer complaints per year over the five years from 2018 to 2022. This compares to an average of 367.2 complaints allowed under the Company’s Service Quality Tariff during those years.

CONTACT INFORMATION

Customers can contact us and learn more by visiting [xcelenergy.com](http://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](mailto:consumer.puc@state.mn.us) at any time.

<sup>††</sup> Also known as Customers Experiencing Multiple Interruptions, or CEMI, includes major event days

<sup>§</sup> Also known as Customers Experiencing Lengthy Interruptions, or CELI, includes major event days

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

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

<sup>\*\*\*</sup> Also known as Customer Average Interruption Duration Index, or CAIDI. Excludes major event days, which include high-impact storms.

