

NOTICE OF COMMENT PERIOD

Issued: May 6, 2020

In the Matter of the Petition of Northern States Power Company d/b/a Xcel Energy for Approval of Amendments to its Natural Gas and Electric Service Quality Tariffs Originally Established in Docket No. E, G-02/CI-02-2034 & Investigation and Audit of Service Quality Reporting-Fraud wise Report

PUC Docket Number(s): CI-02-2034/M-12-383

Comment Period: Initial comment period closes July 1, 2020 at 4:30pm

Reply comment period closes August 3, 2020 at 4:30pm

Comments received after the close of the comment period may or may not be considered by the Commission.

Issue: Should the Commission find that 129 complaints submitted to the Commission's Consumer Affairs Office (CAO) be counted in the customer complaints metric in Xcel Energy's Quality of Service Plan (QSP) tariff?

Topic(s) Open for Comment:

- Should the Commission grant Xcel Energy's request that 129 individual interconnection application complaints from one solar installer not be considered "customer complaints", and not be included in the customer complaints metric in the Company's Quality of Service Plan (QSP) tariff, as requested by Xcel?
- Should the threshold for Xcel Energy's customer complaints performance be re-evaluated?
- Should complaints from solar installers be tracked, not as "customer complaints" for QSP purposes, but instead, in a separate tracking mechanism?
- How should the definition of "customer" in Xcel's QSP tariff be interpreted?
- Are there other issues or concerns related to this matter?

Background

The Commission's August 12, 2013 Order approved Xcel Energy's present customer complaint performance threshold of ≤ 0.2059 complaints per 1,000 customers. The performance threshold for 2019 is 363 complaints. On December 17, 2019, Xcel Energy began to receive 129 individual interconnection application complaints through the Consumer Affairs Office that were initiated by a single solar installer. These complaints put Xcel Energy above the customer complaint

performance threshold. The QSP tariff compels a \$1.0 million penalty for underperformance. Xcel Energy requests the Commission find that 129 of the complaints submitted to the Commission's Consumer Affairs Office (CAO) should not be counted in the Customer Complaints metric in its Quality of Service Plan (QSP) tariff.

On June 17, 2019, the statewide Minnesota Distributed Energy Resource Interconnection Process went into effect; including a provision that allows an Interconnection Customer to designate an Application Agent (MN DIP 1.3.2). The Application Agent serves as the single point of contact to coordinate with the Company's DER Interconnection Coordinator on the customer's behalf. Designation of an Application Agent does not absolve the Interconnection Customer from the responsibilities outlined in the MN DIP. MN DIP 5.3 outlines dispute resolution between Parties. Parties are defined in the MN DIP Glossary of Terms as the utility (Area EPS Operator) and the Interconnection Customer.

Filing Requirements: Utilities, telecommunications carriers, official parties, and state agencies are **required** to file documents using the Commission's electronic filing system (eFiling). All parties, participants and interested persons are encouraged to use eFiling: mn.gov/puc, select *eFiling*, and follow the prompts.

Submit Public Comments:

Online: Visit mn.gov/puc, select Comment and follow the prompts

Email: consumer.puc@state.mn.us

U.S. Mail: Consumer Affairs Office
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul MN 55101

Full Case Record: See all documents filed in this docket via the Commission's website at mn.gov/puc, select *Search eDockets*, enter the year (*02 or 12*) and the docket number (*2034 or 383*), select *Search*.

Subscribe to receive email notification when new documents are filed in this docket at mn.gov/puc, select *Subscribe*, or click [HERE](#) and follow the prompts.

Questions about this docket or Commission process and procedure? Contact Commission staff, Sally Anne McShane, at sally.anne.mcshane@state.mn.us or 651-201-2224.

Change your mailing preferences: Email docketing.puc@state.mn.us or call Leesa Norton at 651-201-2246.

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