



414 Nicollet Mall
Minneapolis, Minnesota 55401-1993

June 5, 2023

Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101

—VIA ELECTRONIC FILING—

RE: ERRATA
2022 ANNUAL SERVICE QUALITY REPORT AND PETITION
DOCKET NO. E002/M-23-73

Dear Mr. Seuffert:

On March 31, 2023, Northern States Power Company, doing business as Xcel Energy, filed its Electric Annual Report in the above referenced matter. On April 20, 2023, the Public Utilities Commission held a hearing in our Gas Annual Service Quality Docket No. G002/M-22-210 and required the Company, per Decision Option 4, to provide additional meter reading data in our 2023 Annual Gas Service Quality Report:

Require Xcel Energy to file a table with its reporting year 2022 gas service quality report that displays updated meter reading data which accounts for the reporting error described in page five of their 2021 gas service quality report. This table shall update all values affected by the reporting error for all years in which the described error occurred.

In accordance with the Commission's approval of Decision Option 4 at the April 20, 2023 hearing, we provided the additional information in our 2023 Annual Gas Service Quality Report. The additional information, as required by the Commission on April 20, 2023, needs to be updated in our Annual Electric Service Quality Report that was filed on March 31, 2023, Docket No. E002/M-23-73. As such, the Company is providing this update in the Electric Service Quality docket referenced above through the submission of this errata.

The updated data as submitted in the Company's 2022 Annual Gas Service Quality Report on June 1, 2023, Docket No. G002/M-22-77 is below. Following the updated data is the redline language that is being redacted from the 2022 Electric

Service Quality Report filed March 31, 2023 from the Meter Reading section starting on page 5.

Updated data:

Table 2 reflects the required updated industrial meter reading data including all occurrences for the affected years ranging from 2018-2022. All other data remains the same. Table 3 reflects the updated meter reading data for impacted premises. The difference in occurrence data shown in Table 2 and premise data shown in Table 3 is the premise data eliminates duplicate reporting that occurred at that premise during the specified timeframe. For example, a meter may show unread each month for four months. Table 2 will count this as four occurrences while Table 3 will count it as occurring at one premise. It should be noted that the Company has always reported, and these tables include, meter reading data for both gas and electric meters. While Tables 2 and 3 have been updated and provided to comply with the Commission's Decision at the April 20 hearing, Attachment B remains consistent with the system generated reporting submitted with our 2022 Electric Service Quality Annual Report on March 31, 2023 in Docket No. E002/M-23-73.

TABLE 2

All Occurrences					
Year	Residential	Commercial	Industrial	Other	Total
2018 6-12 Mos	1,709	703	489	6	2,907
2018 12+ Mos	589	479	283	44	1,395
2019 6-12 Mos	1,678	874	257	11	2,820
2019 12+ Mos	582	606	163	50	1,401
2020 6-12 Mos	1,794	953	135	13	2,895
2020 12+ Mos	773	684	116	40	1,613
2021 6-12 Mos	2,325	809	99	4	3,237
2021 12+ Mos	639	674	158	20	1,491
2022 6-12 Mos	11,765	1,196	125	11	13,097
2022 12+ Mos	2112	784	91	25	3,012

TABLE 3

All Premises					
Year	Residential	Commercial	Industrial	Other	Total
2018 6-12 Mos	761	288	46	6	1,101
2018 12+ Mos	182	96	42	4	324
2019 6-12 Mos	746	341	64	6	1,157
2019 12+ Mos	146	167	39	5	357
2020 6-12 Mos	759	299	49	3	1,110
2020 12+ Mos	187	135	36	4	362
2021 6-12 Mos	1,176	286	44	1	1,507
2021 12+ Mos	155	138	43	4	340
2022 6-12 Mos	4,575	435	51	3	5,064
2022 12+ Mos	654	174	79	4	911

Industrial Meter Reads

Following the reporting adjustment required from the April 20, 2023 Commission hearing, meters not read in the industrial class showed an overall decrease.

Commercial Meter Reads

While some of our customers have received an Advanced Meter Infrastructure (AMI) meter in 2022, most customer meters continued to be read using the Cellnet Automated Meter Reading (AMR) service, which means that the customers' usage data is transmitted to the Company through the Cellnet system. Provided the Cellnet system functions as intended, Company or contractor field personnel do not need to read or visit meters to bill customers. However, when the Company does not receive an automatic reading from a customer meter for two consecutive months, we then dispatch field personnel to visit the customer's premises to gather the necessary usage information for billing purposes. While at the customer premises, field personnel will attempt to obtain a meter reading. If they are unable to, the field personnel will submit a code in their hand-held device to document the reason why they were not able to obtain the reading.

As a result of the supply chain issues affecting automated read performance and meter inventory issues, the monthly amount of manually read meters increased in 2022. While Table 3 presents data for premises that experienced a non-read occurrence for a rolling 6-12 months or rolling 12+

months at some point in 2022, data at year-end provides a better picture of the current state. At the end of 2022, 85 unique premises remain in the 6-12 category and 44 unique premises remain in the 12+ category. The unread meters are primarily due to access issues, premises that require new meters, and meters that are turned off or not energized.

Residential Meter Reads

Our residential meter read is experiencing similar issues as commercial. As a result of the supply chain issues affecting automated read performance and meter inventory issues, the monthly amount of manually read meters increased in 2022. While Table 3 presents data for premises that experienced a non-read occurrence for a rolling 6-12 months or rolling 12+ months at some point in 2022, data at year-end provides a better picture of the current state. At the end of 2022, 1,055 unique premises remain in the 6-12 category and 182 unique premises remain in the 12+ category. The unread meters are mainly due to access issues, premises that require new meters, and meters that are turned off or not energized.

Redacted language:

~~In the industrial class, the increase in meters not read for over 12 months is predominantly due to an interval systems issue that impacts 2-Way Load Profile meters (interval meters). Sometimes our internal system does not record all intervals that are received from the meter, although we, in fact, have received them all. As a result, our billing department will issue a special re-read request to obtain the data from the internal system, which will simultaneously create a read request for our meter readers. If the data comes back with 100 percent intervals, a site visit is not necessary. In 2022, there were 754 instances on record as being an estimated reading; however, 558 of those were a result of the issuance of a re-read request from billing as stated above. Therefore, only 196 industrial class instances are truly estimated where we were unable to obtain a reading.~~

We have electronically filed this document with the Commission, and copies have been served on the parties on the attached service list. Please contact Pamela Gibbs at pamela.k.gibbs@xcelenergy.com or (612) 330-2889, or myself at bridget.dockter@xcelenergy.com or 612-337-2096 if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET DOCKTER
MANAGER, POLICY & OUTREACH
c: Service List

CERTIFICATE OF SERVICE

I, Marie Horner, hereby certify that I have this day served copies of the foregoing document on the attached list of persons.

xx by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States mail at Minneapolis, Minnesota; or

xx by electronic filing.

MPUC Docket No: E002/M-23-73

Dated this 5th day of June 2023.

/s/

Marie Horner
Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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