

## NEW DECISION OPTIONS 25 AND 26

### Proposed by Commissioner Partridge

**December 4, 2025**

**DOCKET NUMBERS** E, G-002/CI-02-2034 and E, G-002/CI-12-383

**ANALYST** Sally Anne McShane

**DATE/TIME SUBMITTED** 12/02/25 3:45pm

**TITLE** Partridge New 25 and Partridge New 26

**ATTACHMENT** No

**SUBJECT** In the Matter of an Investigation & Audit of Service Quality Reporting – Fraudwise Report.

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-002/CI-02-2034.

Partridge New 25. Authorize the Executive Secretary to open a new docket under the Commission's authority in Minn. Stat. § 216B.16, subdivision 19, paragraph (h) to establish a performance-based regulatory framework focused solely on improving Xcel Energy's electric customer service performance. The framework must incorporate the metrics included in Xcel Energy's Quality of Service Plan, as laid out in the following table:

**Xcel's QSP Metrics**

Metrics		Metric Standards
1	Customer complaint to PUC	≤383 complaints*
2	Telephone response time (% of calls answered in ≤ 20 secs.)	≥80%
3	Electric reliability – SAIFI	≤133.23 mins.
4	Electric reliability – SAIDI	≤1.21 outage events
5	Gas emergency average response time	≤60 mins.
6	Accurate invoices	≥99.3%
7	Invoice adjustment timelines	≤2.35 billing periods

This new docket must also incorporate the compliance filings and performance of Xcel Energy in the Commission Investigation of the significant increase in billing error complaints from residential customers of Xcel Energy in Docket E,G-002/CI-25-341.

In addition to other topics deemed appropriate to notice for comment by the Executive Secretary, the notice establishing the docket shall request comments on whether the Department's three-tier penalty structure proposed in the Department's August 15, 2025 reply comments in this docket, is an appropriate starting point for incentives under the customer service performance framework.

This new docket must be kept entirely separate from the performance metrics docket, 17-401.

Partridge New 26. Within 30 days of this Order becoming effective, Xcel Energy shall submit a detailed explanation of how the 2024 data provided for the *Accurate Invoices* and *Invoice Adjustment Timelines* metrics in the current docket correspond and reflect the data and issues identified in the Commission investigation into recent increase in residential billing errors committed by Xcel Energy in Docket No. E, G-002/CI-25-341. The explanation should be filed in this docket and Docket No. E, G-002/25-341.