

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Dan Lipschultz
Matthew Schuerger
Katie J. Sieben
John A. Tuma

Commissioner
Commissioner
Commissioner
Commissioner

In the Matter of Xcel Energy's 2017 Annual
Gas Service Quality Report

ISSUE DATE: April 12, 2019

DOCKET NO. G-002/M-18-316

ORDER ACCEPTING REPORT AND
SETTING ADDITIONAL REPORTING
REQUIREMENTS

PROCEDURAL HISTORY

On May 1, 2018, Xcel Energy (Xcel) filed its 2017 Natural Gas Service Quality Performance Report.

On August 7 and 21, 2018, Xcel filed supplements to its report.

On August 29, 2018, the Department of Commerce, Division of Energy Resources (the Department) filed comments recommending that the Commission accept the report.

On February 28, 2019, the report came before the Commission.

FINDINGS AND CONCLUSIONS

In 2010, the Commission established service quality reporting requirements for natural gas utilities.¹ The requirements are modeled after the electric utility standards contained in Minn. R. 7826.

The reporting requirements address the following:

- call center response times
- meter reading performance
- involuntary service disconnections
- service extension request response times
- customer deposits
- customer complaints
- telephone answer times to gas emergency line calls

¹ *In the Matter of a Commission Investigation into Gas Utility Service Quality Standards*, Docket No. G-999/CI-09-409, Order Setting Reporting Requirements (August 26, 2010).

- mislocates (i.e., the number of times a gas line is damaged due to a mismarked or unmarked line)
- damaged gas lines
- service interruptions
- notification of reportable incidents (using data from the Minnesota Office of Pipeline Safety, or MnOPS)
- gas emergency response times
- customer service related operations and maintenance expenses

The Department conducted a thorough analysis of Xcel’s report and recommended that the Commission accept it.

The Commission concurs with the Department’s recommendation and will accept the report. The Commission will also establish additional reporting requirements related to emergency response data, as set forth in the ordering paragraphs below.

ORDER

1. The Commission hereby accepts Xcel’s 2017 Annual Gas Service Quality Report.
2. In its 2018 Annual Gas Service Quality Report, Xcel must file:
 - a. the utility’s filing under 49 CFR 192.1007 (e): integrity management plan performance measures; monitoring results; and evaluation of effectiveness in a manner to establish a baseline for ongoing reporting.
 - b. a summary of any 2018 emergency response violations cited by MnOPS along with a description of the violation and remediation in each circumstance.
 - c. the number of violation letters received by the utility from MNOPS during the year in question.
 - d. a discussion of how to provide ongoing monitoring and metrics towards the deployment of Excess Flow Valves and manual service line shutoff valves pursuant to the Commission’s order in Docket No. G-999/CI-18-41.
3. This order shall become effective immediately.

BY ORDER OF THE COMMISSION

Michelle Kethley for

Daniel P. Wolf
Executive Secretary



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