
Docket: No. 25 27 – Xcel Energy’s 2024 Annual Safety, Reliability, & Service Quality Report

From Burgess Harrison <burgessh@gmail.com>

Date Wed 8/13/2025 5:07 PM

To Staff, CAO (PUC) <consumer.puc@state.mn.us>

Cc #CI-StPaul_Ward7 <ward7@ci.stpaul.mn.us>; Stewart@ci.stpaul.mn.us <Stewart@ci.stpaul.mn.us>; keith.ellison@state.mn.us <keith.ellison@state.mn.us>; Melvin.carter@ci.stpaul.mn.us <Melvin.carter@ci.stpaul.mn.us>

 1 attachment (147 KB)

MN Outage History Reliability Report[23][99][76].pdf;

To: Minnesota Public Utilities Commission

Docket: No. 25-27 – Xcel Energy’s 2024 Annual Safety, Reliability, & Service Quality Report

Deadline: August 22, 2025

Subject: *Gross Negligence, Subpar Service, and the Urgent Need for Immediate Action in ZIP 55106*

Dear Commissioners,

As a longtime resident of **Dayton’s Bluff (ZIP 55106)**, I am writing to urge the Commission to take immediate action in response to what is a **clear pattern of service failure, systemic neglect, and gross corporate indifference** by Xcel Energy.

The reliability data in Xcel’s own filings—combined with outage reports from our neighborhood—paint a disturbing picture: **Outages in our area are 4 times worse than the state and national averages**, with some lasting **23+ hours**. This has gone on for years. And now, Xcel’s plan is to fix this **by 2027?**

That timeline is not only unacceptable—it’s **insulting**.

This is not safe, reliable nor anywhere near quality service. Maybe title the docket: the lack of safe, reliable and quality service report.

Fix It in 6 Months—Not 2 Years

The Commission must demand that Xcel take action to address ZIP 55106’s reliability crisis **within six months**. There is **no valid excuse** for two more years of preventable service failures. Xcel **has the data**—outage logs, equipment records, and infrastructure maps—but chose **not to review it, not to act, and not to inform** the community. This is not an oversight. It’s **negligence**.

If a gas station sold gasoline tainted with water, they’d be **shut down, fined, and sued**—not allowed to continue charging the same price for defective product. Yet that’s exactly what Xcel is doing: **delivering subpar service** while demanding full price from customers who have no alternative.

This is regulatory failure unless corrected now.

Withholding Records & Delaying Accountability

When I requested historical outage data, Xcel gave me only **2.5 years’ worth**, even though outages have plagued this street for decades. Why withhold the rest? Why force residents to submit Freedom of Information requests just to understand the extent of their suffering?

This tactic—deny, delay, deflect—shifts the burden to customers who are forced to play detective **while still paying for failed service**. If this is not a violation of the Commission’s stated reliability standards, then those standards need urgent revision.

What the Commission Should Do:

- **Demand full transparency:** Require Xcel to release 10+ years of feeder-level reliability data for ZIP 55106 and similar underperforming neighborhoods.
- **Enforce equitable investment:** If Xcel insists on delaying service improvements until 2027, then the PUC must **mandate a significant rate discount** for affected residents now. Subpar service should not carry a premium price.
- **Compel timely infrastructure fixes:** Set a deadline for material improvements within **six months**, not two years. Let this be a test case for how Minnesota responds to neighborhood-level utility neglect.
- **Open a broader inquiry:** This may be a symptom of a larger pattern. The Commission should investigate whether Xcel is disproportionately deploying inferior infrastructure in lower-income areas—and whether customers in those areas are receiving equal value for what they pay.

Here's a thought. No one should have more than the average number of outages experienced by the senior leaders of Xcel.

This isn't just about power outages. It's about fairness, justice, and the public trust. The Commission must act now, or risk appearing complicit in the exploitation of communities that deserve better.

Respectfully,

Burgess A. Harrison

995 5th St. E., Saint Paul, MN 55106

From: Burgess Harrison <burgessh@gmail.com>

Date: Tuesday, August 5, 2025 at 6:35 PM

To: Staff, CAO (PUC) <consumer.puc@state.mn.us>

Cc: inquire@xcelenergy.com <inquire@xcelenergy.com>, Strate, Anna K <Anna.K.Strate@xcelenergy.com>, Christophoer.b.clark@xcelenerg.com <Christophoer.b.clark@xcelenerg.com>, #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>, Silver Moran-Stewart <[Silver.Moran-](mailto:Silver.Moran-Stewart@ci.stpaul.mn.us)

Stewart@ci.stpaul.mn.us>, keith.ellison@state.mn.us <keith.ellison@state.mn.us>, tim.walz@state.mn.us <tim.walz@state.mn.us>, tom.buckingham@startribune.com <tom.buckingham@startribune.com>, InformationAndComplaints@ci.stpaul.mn.us <InformationAndComplaints@ci.stpaul.mn.us>, Melvin.carter@ci.stpaul.mn.us <Melvin.carter@ci.stpaul.mn.us>, rraiche@kstp.com <rraiche@kstp.com>, fox9news@fox.com <fox9news@fox.com>, investigates@cbsnews.com <investigates@cbsnews.com>, ajlagoe@kare11.com <ajlagoe@kare11.com>, dknutson@pioneerpress.com <dknutson@pioneerpress.com>, christopher.matthews@wsj.com <christopher.matthews@wsj.com>, sreed@nytimes.com <sreed@nytimes.com>, info@cubminnesota.org <info@cubminnesota.org>, info@irecusa.org <info@irecusa.org>, adam@bringmethenews.com <adam@bringmethenews.com>, contact@sahanjournal.com <contact@sahanjournal.com>, tell@mpr.org <tell@mpr.org>, tptnow@tpt.org <tptnow@tpt.org>

Subject: Re: Excessive Power Outages - Account - 995 5th St E, St. Paul, MN 55106

Ms. Stelzner

Thank you for your dedicated protection of the energy industry's rights while consumers are left to maneuver a byzantine labyrinth of regulations that no one listens to. Of course, their rate increases will be rubber stamped—no questions asked. I should not be the only one questioning why our outage rate is so significantly higher than normal. All we want is to be within the average and not at the upper end of

the bell curve. As a businessperson I have to scratch my head and wonder why a company won't seek investigate and fix what appears to be a legitimate problem versus hide behind regulation and tariffs. And, as a mediator, how are you mediating? Seems to me that you are just capitulating to the big company interests. Yes, Xcel responded but there is no action. For a company named "Xcel," doesn't seem like much excellence in customer service to me.
Burgess

From: Staff, CAO (PUC) <consumer.puc@state.mn.us>
Date: Tuesday, August 5, 2025 at 3:45 PM
To: Burgess Harrison <burgessh@gmail.com>, Strate, Anna K <Anna.K.Strate@xcelenergy.com>, Christophoer.b.clark@xcelenerg.com <Christophoer.b.clark@xcelenerg.com>
Cc: inquire@xcelenergy.com <inquire@xcelenergy.com>, #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>, Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>
Subject: RE: Excessive Power Outages - Account - 995 5th St E, St. Paul, MN 55106

Dear Burgess Harrison,

Xcel Energy responded to your complaint regarding service outages. No additional response from the utility is required at this time.

Your other recourse is to file a comment to Xcel Energy's Annual Safety, Reliability, and Service Quality Report. Visit this link for an overview of the reliability and service standards: [Reliability & Service Standards / Public Utilities Commission](#).

The most recent filing was for year 2024 to docket # 25-27. Xcel Energy's next filing will be for year 2025 to docket # 26-27, which will not open until they file their report by April 2026. You can view the docket through eDocket: [eDockets - Search Documents · eFiling](#). Parties and consumers are given an opportunity to comment during Comment Periods sent on notices. Attached is a copy of the current comment period notice that will remain open until 08/22/2025. If you wish to be notified of notices you may subscribe to the docket: [Subscriptions · eFiling](#).

Regards,

Pa Stelzner

Lead Mediator | Consumer Affairs Office
Pronouns: She, Her, Hers

Minnesota Public Utilities Commission

121 7th Place E, Suite 350
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Hello,

Your service location was reviewed by our Area Engineer, who confirmed that your address experienced two tap-level outages during severe storms on August 27, 2024, and July 27, 2025. Although these outages were weather-related, Xcel Energy proactively installed a Trip Saver reclosing device on the tap to help reduce the likelihood of future interruptions.

The primary reliability concern for your service address, involves mainline outages on the DBL074 feeder. These outages are associated with the ongoing reconstruction of the substation, which is scheduled for completion in 2027. During this period, the substation is operating under a temporary configuration with limited protection against animals and lightning, which may result in more outages. Once the rebuild is complete and outdated equipment is replaced with modern infrastructure, a significant improvement in feeder reliability is expected.

It's important to note that without this reconstruction effort, long-term reliability at your service address would not be adequately addressed. The actions taken by Xcel Energy are in the best interest of our customers, as they are designed to ensure more consistent and dependable service with fewer interruptions in the future.

Xcel Energy's Customer Advocate group is committed to ensuring the company complies with all applicable rules and regulations in each state we serve. In this case, Xcel Energy is operating in accordance with those requirements, as outlined in Attachment A.

Xcel Energy apologizes for any inconvenience these outages have caused. Providing reliable energy is one of Xcel Energy's top priorities and is why we have taken the actions mentioned above.

Thank you,

Autumn R. Fjetland

Xcel Energy

Customer Advocate Analyst II

790 S Buchanan St, Amarillo, TX. 79101 FL7

P:806-513-1495

E: autumn.r.fjetland@xcelenergy.com

From: Burgess Harrison <burgessh@gmail.com>

Sent: Tuesday, August 5, 2025 10:23 AM

To: Staff, CAO (PUC) <consumer.puc@state.mn.us>; Strate, Anna K

<Anna.K.Strate@xcelenergy.com>; Christophoer.b.clark@xcelenerg.com

Cc: inquire@xcelenergy.com; #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>; Silver Moran-Stewart

<Silver.Moran-Stewart@ci.stpaul.mn.us>

Subject: Re: Excessive Power Outages - Account 995 5th St E, St. Paul, MN 55106

Anna,

I am curious. How does your response support your role as a "customer advocate analyst"?

I am a customer seeking additional information, I would think that you would be there to help or “advocate” on my behalf. Do I have that incorrect?

Is this additional information not available, not tracked, not stored, deleted, confidential and not allowed to be released, beyond your scope, etc.?

Burgess

I apologize. The report is dated August 4, 2025.

Best regards.

Anna K. Strate

Xcel Energy

Customer Advocate Analyst

790 S. Buchanan St. Amarillo, TX 79101

P: 806-513-1544

E: anna.k.strate@xcelenergy.com



&##_(XCEL Confidential - Encrypted)_\$\$@

From: Strate, Anna K

Sent: Tuesday, August 5, 2025 8:36 AM

To: Burgess Harrison burgessh@gmail.com; Staff

CAO consumer.puc@state.mn.us; Christophoer.b.clark@xcelenerg.com

Cc: INQUIRE Inquire@xcelenergy.com; #CI-StPaul_Ward7 Ward7@ci.stpaul.mn.us; Silver Moran-

Stewart Silver.Moran-Stewart@ci.stpaul.mn.us

Subject: RE: Excessive Power Outages - Account - 995 5th St E, St. Paul, MN 55106

Good morning,

Xcel Energy has no additional response regarding this matter at this time.

If you have further questions, please refer to the Outage History Reliability Report provided on August 5, 2025.

Thank you for your time.

Anna K. Strate

Xcel Energy

Customer Advocate Analyst

790 S. Buchanan St. Amarillo, TX 79101

P: 806-513-1544

E: anna.k.strate@xcelenergy.com



&##_(XCEL Confidential - Encrypted)_\$\$@

From: Burgess Harrison <burgessh@gmail.com>
Date: Monday, August 4, 2025 at 10:27 PM
To: Staff CAO <consumer.puc@state.mn.us>, Strate, Anna K <Anna.K.Strate@xcelenergy.com>, Christophoer.b.clark@xcelenerg.com <Christophoer.b.clark@xcelenerg.com>
Cc: inquire@xcelenergy.com <inquire@xcelenergy.com>, #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>, Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>
Subject: Re: Excessive Power Outages - Account 995 5th St E, St. Paul, MN 55106

2nd follow up

August 4, 2025

Via email

To:
Anna K. Strate
Customer Advocate Analyst
Xcel Energy
414 Nicollet Mall
Minneapolis, MN 55401

Cc:
Minnesota Public Utilities Commission
Councilwoman Nelsie Yang – St. Paul City Council, Ward 6
Minnesota Attorney General Keith Ellison

RE: Follow-Up on Xcel's Persistent Service Failures in ZIP Code 55106

Ms. Strate,

I am writing a second quick follow up on your letter dated August 4, 2025, and the accompanying "MN Outage History Reliability Report." The more I reflect on the situation—and the more I read the fine print in the regulations—the more disturbing this becomes.

Let's get something straight: the law may favor the utility, but the truth does not. And as such, it's a great media story.

Your data Confirmed the Problem. Now Explain Why It's Still Broken.

You acknowledge in your own records that I've endured multiple sustained outages, including two in 2023 that approached 24 hours each, and others in 2024 and 2025 that exceed 7 to 17 hours. You state this is due to vegetation, to a substation rebuild, to animal contact. What you don't say is why this neighborhood—Dayton's Bluff—is consistently getting reliability four times worse than Xcel's average customer.

I've asked myself the same question. And then I remembered something a field technician from Xcel told me years ago, during one of many outages:

“They bought a batch of cheap transformer from Mexico.”

Now, if that’s true, it begs a much bigger question. Did Xcel knowingly install inferior equipment to cut costs—possibly equipment that had a higher failure rate? And did you install them disproportionately in older, lower-income neighborhoods like mine, instead of in high-income suburban areas?

I am now formally requesting the following:

1. Proof of purchase decisions: Documentation showing from whom and where Xcel purchased transformers and other critical equipment installed on the DBL074 feeder or related taps in ZIP code 55106 from 2000 to present.
2. Performance records: Failure rate data, maintenance records, and root cause analysis reports tied to those transformers or related infrastructure. I want hard data that ties equipment failures to outage incidents.
3. Comparative deployment data: Evidence showing where this specific equipment was deployed—particularly whether it was disproportionately installed in Dayton’s Bluff or other historically under-invested communities.

These are basic transparency questions. The fact that I even have to ask is unacceptable. What’s worse: I asked for 10 or 20 years of outage records, and you chose to only send me 2.5 years. That’s not “good faith.” That’s obstruction. You are hiding behind regulations that protect you from accountability while leaving your customers—in this case, me—powerless in the literal and figurative sense.

This Isn’t Just Inconvenient. It’s Costly. It’s Unfair. And It’s Dangerous.

I work from home. When my power is out, I can’t earn. I can’t meet client deadlines. I lose money and professional credibility every time your system goes down. I also risk health and safety in winter storms, like the ones that left me in the dark for nearly 48 hours in 2023.

Don’t tell me this is “normal.”

Don’t tell me this is “expected.”

Don’t tell me that you can’t control the weather.

Don’t hide behind the fine print of your tariff that says you don’t “guarantee uninterrupted service.”

Because here’s what you do guarantee:

- That you will maintain your infrastructure.
- That you will plan ahead to avoid failures. (You have had all this data and more but did nothing with it until I inquired)
- That you will serve all customers equally.

You’ve failed on all three fronts.

A Thorn That Won’t Go Away

I want to be crystal clear. I will not let this issue drop. Not after two decades of second-class service. Not when there’s reason to believe that Xcel’s cost-cutting and capital planning decisions have been made at the direct expense of my neighborhood.

I am copying Councilwoman Nelsie Yang because I believe the City of St. Paul needs to investigate this pattern. If your practices have disproportionately impacted lower-income or racially diverse neighborhoods, then this is not just a utility issue—it’s a matter of public trust and possibly environmental justice.

I am also alerting the Minnesota Public Utilities Commission and the Attorney General’s Office because if a pattern of gross negligence exists—if Xcel knowingly delayed critical substation upgrades, postponed

tree maintenance for five years, or installed unreliable transformers—you may not be as shielded by your tariff as you think.

And let me be absolutely unambiguous:

I will file Freedom of Information requests. I will gather neighbors. I will explore regulatory complaints. And I will seek legal counsel if needed.

This Is What I Expect Next

1. A full and unredacted disclosure of procurement, failure rate, and deployment data as listed above.
2. A written explanation as to why you did not provide 10 years of outage records despite a reasonable request.
3. A clear outline of what immediate steps Xcel is taking to resolve the chronic reliability failures in 55106—not by 2027, not “soon,” but now.
4. A plan for compensating customers in this area who have suffered economically due to your ongoing failure to provide reliable electric service.

Our downtime should not be dramatically worse than the state average. Period.

Not because of storms. Not because of animals. And certainly not because of cheap, subpar equipment deployed in communities like mine.

Xcel Energy has made a serious mistake in how it has handled this neighborhood. And now you’ve made a new one: underestimating the persistence of the people who live here.

This needs your prompt response.

Sincerely,
Burgess Harrison

From: Burgess Harrison <burgessh@gmail.com>

Date: Monday, August 4, 2025 at 7:02 PM

To: Staff CAO <consumer.puc@state.mn.us>, Strate, Anna K <Anna.K.Strate@xcelenergy.com>, Christophoeer.b.clark@xcelenerg.com <Christophoeer.b.clark@xcelenerg.com>

Cc: inquire@xcelenergy.com <inquire@xcelenergy.com>, #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>, Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>

Subject: Re: Excessive Power Outages - Account 995 5th St E, St. Paul, MN 55106

August 4, 2025

Via Email

To:

Xcel Energy – Customer Advocate Group
c/o Anna K. Strate, Customer Advocate Analyst
414 Nicollet Mall
Minneapolis, MN 55401

Cc:

Minnesota Public Utilities Commission

121 7th Place East, Suite 350
St. Paul, MN 55101

Subject: Follow-Up Regarding Sustained Electric Outages – Dayton's Bluff / DBL074 Feeder

Dear Ms. Strate,

Thank you for your response and the accompanying MN Outage History Reliability Report, which I have now reviewed carefully.

The findings confirm what residents in this area have experienced for years: our neighborhood is clearly more prone to both frequent and prolonged outages, particularly in comparison to typical industry reliability metrics. Based on national SAIFI and SAIDI averages, we are receiving roughly four times worse service than the average utility customer in the U.S.

The report you provided covers only the past 2.5 years, yet even within that short window, the data shows:

- Multiple outages exceeding 7, 17, and even 23 hours
- Repeat outages caused by vegetation inside the maintenance corridor
- Infrastructure vulnerability tied to an ongoing multi-year substation rebuild
- A long gap in vegetation management work—last performed in 2019–2020

In essence, we are paying for a service that is demonstrably inferior, both in terms of performance and responsiveness. If this report were extended further—say, back over the last 10 to 20 years—it's not unreasonable to assume the record would be even more troubling. We've lived in this home for 20 years and can say without hesitation: it's been worse.

I understand there may be regulatory carve-outs, exemptions for storms, or language absolving the utility of liability. But the reality on the ground is this: we're being underserved. And given the consistent outages, lack of investment, and visible degradation of system reliability, it raises the question:

What does Xcel plan to do to address and compensate those of us who have endured two decades of degraded and unreliable service?

I urge Xcel to take immediate and proactive steps, including:

1. Full release of 20 years of SAIDI/SAIFI feeder-level data for this area, specifically for the DBL074 feeder serving Dayton's Bluff.
2. A formal review of potential customer reimbursement or compensation options, not limited to tariff credit formulas.
3. A detailed update on the timeline for completion of the substation rebuild, and what interim protections will be added (e.g., lightning, animal, surge mitigation).
4. An expedited vegetation management cycle for our service area, not just inspection but complete clearing and preventive trimming.
5. An analysis of our lines, transformer, and other equipment, etc. in comparison to other areas of St Paul and surrounding communities.

We know how the game is played. Xcel will try to chalk this up to weather. This is not a matter of isolated outages due to weather. It is a pattern of underperformance, neglect, and delay which makes our service more susceptible to outages. I would love to have our service level and uptime compared to the top ten Xcel executives. In fact this should be public record.

We hope Xcel Energy will take the necessary steps to make this right before I go to the press. Imagine, hundreds or thousands of customers requesting their information like we did. I wonder what those results

would look like? Then compare the rates of outages by zip code. You see where this can go. And if you think \$125 credit is going to cut it—think again.

Sincerely,

Burgess A. Harrison

995 5th St. E.

Saint Paul, MN 55106

burgessharrison@gmail.com

cc: Minnesota Public Utilities Commission

Outage Frequency and Duration Analysis

In just the past **~2.5 years**, the following outages were documented:

Date	Duration	Cause
07/27/25	17h 34m	Vegetation (tree inside corridor)
08/27/24	3h 47m	Unknown
08/26/24	7h 00m	Vegetation (tree inside corridor)
08/26/24	2h 21m	Unknown
07/08/24	0h 51m	Animal contact
08/05/23	0h 52m	Vegetation (tree inside corridor)
07/13/23	7h 43m	Vegetation (tree inside corridor)
04/01/23	23h 26m	Vegetation (tree inside corridor)
03/31/23	20h 51m	Vegetation (tree outside corridor)
01/04/23	1h 40m	Vegetation (tree outside corridor)

Key Reliability Indicators

In the utility industry, **SAIDI** (System Average Interruption Duration Index) and **SAIFI** (System Average Interruption Frequency Index) are gold standards for assessing outage reliability.

- **SAIDI national average:** ~120-150 minutes/year (without major events)
- **SAIFI national average:** ~1.1 outages/customer/year

Based on the above:

- **This location has seen:**
 - 10 recorded outages over ~30 months (≈4 outages/year) – that’s **4x the national average**.
 - **Total downtime exceeds 84 hours (5,040+ minutes)** – far above the annual SAIDI benchmark.

That makes this neighborhood an **extreme outlier** in terms of poor service reliability

Root Causes Identified

1. **Vegetation** is the most frequent cause—inside and outside the maintenance corridor. The last vegetation management was in **2019–2020**, meaning they are well overdue for another major clearing cycle.
2. **Infrastructure-related issues:**
 - Mainline outages tied to the **Dayton’s Bluff substation** reconstruction.
 - Substation running in **temporary mode** with limited animal/lightning protection until **2027**.
3. **Unknown causes** appear more than once. That signals a **lack of system diagnostics** or poor root cause identification practices, which compounds reliability concerns.

Conclusion

Yes, this area is **disproportionately affected** by outages—**both in frequency and in duration**.

This location:

- Exceeds national reliability thresholds by a wide margin.
- Suffers from repeatable and preventable causes (vegetation, aging substation infrastructure).
- Has systemic weaknesses (no modern protections during substation rebuild, outdated equipment).

Strategic Recommendations

1. **Prioritize this feeder (DBL074)** for interim reliability upgrades or rerouting if possible. Waiting until 2027 is unacceptable.
2. **Accelerate Vegetation Management** in this corridor—2025 should not pass without action.
3. **Enhance Communication and Transparency:** Customers should be notified in advance of high-risk windows (e.g., storms) if protections are known to be substandard.
4. **Request SAIDI/SAIFI data** from Xcel for the DBL074 feeder for benchmarking against regional averages.

From: Silver Moran-Stewart <Silver.Moran-Stewart@ci.stpaul.mn.us>

Date: Thursday, July 31, 2025 at 9:27 AM

To: Burgess Harrison <burgessh@gmail.com>, Staff CAO <consumer.puc@state.mn.us>

Cc: inquire@xcelenergy.com <inquire@xcelenergy.com>, Christophoer.b.clark@xcelenerg.com <Christophoer.b.clark@xcelenerg.com>, #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>

Subject: RE: Excessive Power Outages - Account - 995 5th St E, St. Paul, MN 55106

Good morning Mr. Harrison,

Thank you for your detailed message regarding the ongoing power reliability issues affecting your block. We understand the frustration this has caused and take your concerns seriously.

Your request for data, accountability, and a corrective action plan is being reviewed by our team. Your message has been shared with Councilmember Johnson and the manager of Excel Energy. We want to assure you that local leadership is aware of the situation and a follow up will be made once the review is complete.

Thank you again for bringing this to our attention.

Best,

Silver Moran-Stewart (she/her)

Executive Assistant

Office of Councilmember Cheniqua Johnson, Ward 7

15 W Kellogg Blvd, Ste. 320-C

Saint Paul, MN 55102

651-266-8670

www.StPaul.gov



SAINT PAUL
MINNESOTA

From: Burgess Harrison <burgessh@gmail.com>

Sent: Thursday, July 31, 2025 8:26 AM

To: Staff CAO <consumer.puc@state.mn.us>

Cc: inquire@xcelenergy.com; Christophoer.b.clark@xcelenerg.com; #CI-StPaul_Ward7

<Ward7@ci.stpaul.mn.us>

Subject: Re: Excessive Power Outages - Account 995 5th St E, St. Paul, MN 55106

Think Before You Click: This email originated outside our organization.

Thank you for your responsiveness.

We know that weather impacts all of us but there is no reason that a consumer should have to look across the street to neighbors with power while we are out significantly more than the norm. I would also go on to say that Xcel, with all the data that it has, should proactively be looking into situations like ours across their territory.

Thank you.

Burgess

Sent from my iPhone 16 Pro Max

Burgess Harrison

Create a great day.

On Jul 28, 2025, at 11:37 AM, Staff, CAO (PUC) <consumer.puc@state.mn.us> wrote:

Thank you for including the Minnesota Public Utilities Commission's Consumer Affairs Office. We sent a request to Xcel Energy to respond directly to you with a reliability report. The report will list the outages, cause of the outages, and work done or future work to be done to resolve the issues.

Regards,

Pa Stelzner

Lead Mediator | Consumer Affairs Office

Pronouns: She, Her, Hers

Minnesota Public Utilities Commission

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From: Burgess Harrison <burgessh@gmail.com>

Sent: Monday, July 28, 2025 6:26 AM

To: inquire@xcelenergy.com; Christophoeer.b.clark@xcelenerg.com; Staff, CAO (PUC) <consumer.puc@state.mn.us>

Cc: #CI-StPaul_Ward7 <Ward7@ci.stpaul.mn.us>

Subject: Excessive Power Outages - Account - 995 5th St E, St. Paul, MN 55106

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Burgess Harrison
995 5th St E
St. Paul, MN 55106
(651) 245-5552
Burgessh@gmail.com

July 27, 2025

Xcel Energy Customer Service
414 Nicollet Mall
Minneapolis, MN 55401

Sbj: Excessive Power Outages -
995 5th St E, St. Paul, MN 55106

I am writing to demand an explanation for the unacceptably high frequency of power outages affecting my property and immediate block compared to surrounding neighborhoods. This is not a complaint. This is a request for data, accountability, and corrective action.

Over the past [timeframe], my residence has experienced significantly more outages than properties just blocks away. During a recent service call, one of your repair technicians informed me that cheaper equipment sourced from Mexico was installed on our transformer, contributing to these reliability issues. This statement raises serious questions about Xcel Energy's equipment standards and whether certain neighborhoods receive inferior infrastructure.

I am requesting the following information within 30 days:

First, provide detailed outage statistics for my specific transformer and circuit for the past three years, including frequency, duration, and causes. Second, provide comparable data for transformers serving the immediate surrounding area within a half-mile radius. Third, specify the manufacturer, model, and installation date of all equipment serving my block. Fourth, explain your equipment procurement standards and whether different quality tiers are used in different service areas.

Additionally, I require a written action plan detailing how Xcel Energy will address the reliability disparity in my area. If substandard equipment is indeed the cause, I expect a timeline for replacement with equipment meeting your highest standards.

The repeated outages have caused inconvenience, spoiled food, and potential damage to electronics. I am requesting consideration for compensation and assurance that this pattern will not continue. We understand that weather and storm happen but when you review the records you will see that our block is out of service more frequently.

Your obligation is to provide consistent, reliable service across your entire territory. The current situation of excessive outages compared to neighboring blocks suggests a failure to meet this standard. I expect your prompt attention to this matter and a comprehensive response addressing each point raised.

Please contact me at 651-245-5552 to schedule a follow-up discussion after you have gathered the requested information.

Sincerely,

Burgess

CC: Councilmember Cheniqua Johnson,

Minnesota Public Utilities Commission

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August 4, 2025

Burgress A. Harrison
995 5th St. E.
Saint Paul, MN 55106

Re: Minnesota Public Utilities Commission Inquiry

995 5th St. E. Saint Paul, MN 55106

Dear Burgress A. Harrison,

Your concern directed to the Minnesota Public Utilities Commission was forwarded to the attention of the Customer Advocate group for investigation and response.

There have been sustained outages reported in the area, which are defined as interruptions lasting more than five minutes. A three-year reliability review conducted by our Area Engineer details the outages, including their duration and causes.

Start Time	Duration	Primary Cause
07/27/25 8:15 PM	17h 34m	Veg Tree Inside Maint Corridor
08/27/24 5:38 AM	3h 47m	Unknown Cause Not Determined
08/26/24 10:37 PM	7h 0m	Veg Tree Inside Maint Corridor
08/26/24 7:30 PM	2h 21m	Unknown Cause Not Determined
07/08/24 1:26 AM	0h 51m	Animal Contact Other
08/05/23 5:29 PM	0h 52m	Veg Tree Inside Maint Corridor
07/13/23 4:19 PM	7h 43m	Veg Tree Inside Maint Corridor
04/01/23 8:18 PM	23h 26m	Veg Tree Inside Maint Corridor
03/31/23 11:26 PM	20h 51m	Veg Tree Outside Main Corridor
01/04/23 10:49 AM	1h 40m	Veg Tree Outside Main Corridor

Work Plan/Comments

Xcel Energy cannot guarantee uninterrupted electric service for any area. This is supported by Sheet No. 6 1.4 Continuity of Service (Attachment A). We understand that a number of our customers are vulnerable in a variety of ways. Customers who have medical needs should keep in mind what backup systems need to be in place and where to seek medical support in the event of an extended outage.

The location under review has experienced two tap-level outages, both occurring during severe storms on August 27, 2024, and July 27, 2025. To reduce the likelihood of future faults, a Trip Saver reclosing device has been installed on the tap. The main reliability concern, however, involves mainline outages on the DBL074 feeder. These outages are associated with Xcel Energy’s ongoing reconstruction of the Dayton’s Bluff substation, scheduled for completion in 2027. During this period, the substation is operating under a temporary configuration with limited animal and lightning protection. Once the rebuild is complete and outdated equipment is replaced with modern standards, a significant improvement in feeder reliability is expected.

Xcel Energy’s Vegetation Management has indicated the last maintenance work was in 2019 and 2020. Xcel Energy’s Vegetation Management team will perform a supplemental inspection and trim any trees identified as potential threats to service reliability.

Outage credits for Minnesota customers are determined annually based on a review of all service interruptions that occurred during the previous calendar year.

Eligible customers will receive a notification letter in late February. Credits are applied to customer accounts by February 28 each year.

Under the Service Quality Tariff, customers may qualify for the following single-year outage credits:

- \$50 credit for experiencing six or more interruptions lasting five minutes or longer.
- \$50 credit per occurrence for any interruption lasting 24 hours or more.

Additionally, customers who have continuously lived at the same address and experienced recurring outages over multiple years may qualify for consecutive-year outage credits:

- \$75 credit for five or more interruptions per year in two consecutive years.
- \$100 credit for four or more interruptions per year in three consecutive years.
- \$125 credit for four or more interruptions per year in four or more consecutive years.

Outages due to storms are not counted when determining eligibility for the credits described above; however, outages related to public damage are counted when determining eligibility.

The following outages did not meet the eligibility criteria for credits, as they were either momentary in nature or occurred during qualifying storm events:

Start Time	Duration	Primary Cause
07/27/25 8:15 PM	17h 34m	Veg Tree Inside Maint Corridor
08/27/24 5:38 AM	3h 47m	Unknown Cause Not Determined
08/26/24 10:37 PM	7h 0m	Veg Tree Inside Maint Corridor
08/26/24 7:30 PM	2h 21m	Unknown Cause Not Determined
08/05/23 5:29 PM	0h 52m	Veg Tree Inside Maint Corridor
04/01/23 8:18 PM	23h 26m	Veg Tree Inside Maint Corridor
03/31/23 11:26 PM	20h 51m	Veg Tree Outside Main Corridor

Providing reliable electricity to our customers is a top priority at Xcel Energy, but in a system as complex as ours, weather, wildlife, and other circumstances can still cause problems. Due to the complexity of the electrical grid not all customers will have the same outage experience. We will continue to strive to meet our customers’ needs by making improvements in our processes.



Sincerely,

Anna K. Strate

Anna K. Strate
Customer Advocate Analyst