



414 Nicollet Mall
Minneapolis, MN 55401

September 29, 2017

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101

—Via Electronic Filing—

RE: REPLY COMMENTS
ELECTRIC SERVICE QUALITY REPORT
DOCKET NOS. E002/M-16-281 AND E002/M-17-249

Dear Mr. Wolf,

Northern States Power Company, doing business as Xcel Energy, submits this Reply to the August 31, 2017 Comments of the Minnesota Department of Commerce – Division of Energy Resources in the above-referenced docket.

We appreciate the opportunity to provide the Commission with this information. We have electronically filed this document with the Commission, and notice of the filing has been served on the parties on the attached service list.

Please contact Cyndee Harrington at cynthia.d.harrington@xcelenergy.com or 612-330-5953 if you have any questions regarding this filing.

Sincerely,

/s/

GAIL A. BARANKO
MANAGER, REGULATORY PROJECT MANAGEMENT

Enclosures
c: Service Lists

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

| | |
|-------------------|--------------|
| Nancy Lange | Chair |
| Dan Lipschultz | Commissioner |
| Matthew Schuerger | Commissioner |
| Katie J. Sieben | Commissioner |
| John Tuma | Commissioner |

IN THE MATTER OF NORTHERN STATES
POWER COMPANY’S ANNUAL REPORT ON
SAFETY, RELIABILITY, AND SERVICE
QUALITY FOR 2015; AND PETITION FOR
APPROVAL OF ELECTRIC RELIABILITY
STANDARDS FOR 2016

DOCKET NO. E002/M-16-281

REPLY COMMENTS

IN THE MATTER OF NORTHERN STATES
POWER COMPANY’S ANNUAL REPORT ON
SAFETY, RELIABILITY, AND SERVICE
QUALITY FOR 2016; AND PETITION FOR
APPROVAL OF ELECTRIC RELIABILITY
STANDARDS FOR 2017

DOCKET NO. E002/M-17-249

REPLY COMMENTS

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Reply to the August 31, 2017 Comments of the Minnesota Department of Commerce – Division of Energy Resources on our Annual Safety, Reliability, and Service Quality Report for 2015; and Petition for Approval Reliability Goals for 2016 and our Annual Safety, Reliability, and Service Quality Report for 2016; and Petition for Approval Reliability Goals for 2017.

We appreciate the review of our annual reports by the Department and its recommendation that the Commission accept them and our proposed 2016 reliability goals pending submission of additional information. We provide our Reply to the Department’s request for additional information below.

REPLY

I. RELIABILITY

In this section, we respond to the Department's comments in the areas of our CAIDI performance, a general timeline for installing remote reporting capabilities onto our remaining Minnesota substations and a discussion pertaining to one specific feeder in the Metro East work center which the Company identified as worst performing in 2014, 2015 and 2016.

A. CAIDI Performance

The Department asked that we provide information regarding our efforts to improve our CAIDI performance, including an update on past initiatives that would help guide expectations for future service quality reports. In this section, we provide updates on both work practice initiatives we have undertaken and the negative effect that our efforts to install intelligent field equipment is having on our CAIDI performance.

In short, we have largely internalized the improvements noted in past service quality proceedings – maximizing the identified benefits. At the same time, we are continuing to install intelligent switches on our feeders, which improves our system-wide performance – or SAIDI (duration) and SAIFI (frequency) – and thus customer reliability, but that can cause our CAIDI performance to decline. We also discuss our belief that CAIDI is not a reliable indicator of reliability performance or performance trends – nor a good indicator of the customer reliability experience. Finally, we acknowledge the Department's recommendation that we start reporting CEMI and CELID as measures of our customers' reliability experience.

1. *Work Practices to Improve CAIDI are Internalized*

In Reply to our 2013 and 2014 service quality reports, we discussed a number of work practice initiatives we had underway to improve our CAIDI performance. As the Department summarized in Comments, these efforts included a CAIDI improvement team, who had identified a number of opportunities to improve our CAIDI performance. We have largely internalized all of these improvements, which we have noted previously are expected to only maintain performance, rather than result in concrete improvements.

One notable update however, is that we have affected staffing changes in our Metro West service center. We implemented two staffing-related initiatives in late 2015 and

early 2016, as we continue to work on improvements to safely and efficiently respond to electrical outages:¹

- We removed phone shifts for our First Responders who had answered escalated outage calls – putting four more First Responders in the field. These calls are now being successfully handled by our Call Center; and
- We changed the reporting structure of four First Responders in our Metro West area. Previously, all Metro West First Responders reported to our Chestnut facility in Minneapolis. Now, two First Responders report in the Southern metro (Edina) and two First Responders to the Northern metro (Maple Grove).

Distributing the reporting locations for our Metro West First Responders saves significant drive time on customer outages, particularly during morning and afternoon rush hours – and, we believe, has positively affected customer restoration times since implementation. We note that we already have a similar distributed staffing structure in our Metro East area, so no reporting changes were necessary in this service area.

As we discuss in part 3 below, CAIDI on its own, is not a good indicator of reliability – nor is it a good indicator of the customer reliability experience. We continue to monitor CAIDI internally as part of our overall reliability management efforts, which considers CAIDI results in conjunction with other reliability indicators and information. This broad examination of reliability allows us to monitor the effectiveness of our work practices and other initiatives to identify changes that will improve reliability for customers. These changes include the Metro West staffing change we noted above, and the initiatives we identified in previous service quality proceedings. We will continue to emphasize proper time recording, restore before repair, maintaining appropriate staffing levels, and other initiatives that we have focused on through our CAIDI improvement team. However, our primary reliability focus continues to be on SAIDI and SAIFI as we have previously discussed. SAIDI and SAIFI are the best indicators of overall reliability, and are the industry standard measure of utility reliability.

2. *Intelligent Field Equipment is Affecting our Results*

We first addressed the issue of intelligent field equipment impacting our CAIDI performance in our July 2013 Reply Comments on our 2012 annual report.² In an effort to improve customer reliability, we have been steadily installing intelligent

¹ These changes required negotiation with our labor unions.

² *In the Matter of the Petition of Northern States Power Company Annual Report on Safety, Reliability, and Service Quality for 2012; and Petition for Approval of Electric Reliability Standards for 2013*, MPUC Docket No. E002/M-13-255, REPLY COMMENTS OF XCEL ENERGY AT 2 (Jul. 31, 2013).

switches (Intelliteam devices, or something similar) on our Feeders. These devices reduce the number of outages, which is positive for customers – and both SAIDI and SAIFI – but they can cause our CAIDI performance to decline.

CAIDI is a measure of the length of time the average customer can expect to be without power during an interruption. Intuitively, some might think declining CAIDI results means that the utility is doing a worse job of restoring power; however, it is more likely that a worsening CAIDI simply means that the utility is experiencing fewer short duration outages.

Feeder level interruptions have always represented our shortest outages by a significant margin – and affect thousands of customers, so have a material effect on our metrics. CAIDI performance declines when the outages are more heavily concentrated on problems that take longer to correct. In our case, the intelligent switches we are installing on feeders are reducing the number of short duration outages by isolating the fault and automatically healing a portion of the feeder – negating an outage for the majority of customers on the feeder. The resulting sustained outage thus affects a smaller number of customers – creating a negative effect on CAIDI, but a positive reliability experience for the greatest number of customers.

Even without the intelligent switches, outage durations at the Feeder level are generally shorter than for interruptions at lower levels on the system, such as the Tap level, because we can often restore service to customers impacted by these events through a switching procedure. The bigger interruption events that the intelligent switches are now mitigating and preventing had previously diluted the effects of other smaller, longer duration outages on the system. So, while the intelligent switches are preventing mass extended outages on the system, which is good for customers – and can be seen in our positive SAIDI and SAIFI performance – viewing CAIDI in isolation masks what is actually a positive trend in our performance overall. We discuss the use of CAIDI as a reliability metric further in part 3 below.

As we have discussed in the Commission’s Grid Modernization proceeding (Docket No. E999/CI-15-556), we intend to undertake a Fault Location Isolation and Service Restoration (FLISR) program that will automate a much larger percentage of our Feeders. FLISR consists of intelligent field switches, like our historic use of Intelliteam devices, that work automatically to detect feeder mainline faults, isolate the fault by opening section switches, and restore power to unfaulted sections by closing tie switches to adjacent feeders as necessary. We specifically plan to target Feeders that have the poorest performance on the mainline, and expect our overall customer reliability to improve. In terms of metrics, we expect our CAIDI

performance to decline and our SAIDI and SAIFI performance to improve – making historic trending problematic for all of these reliability metrics.

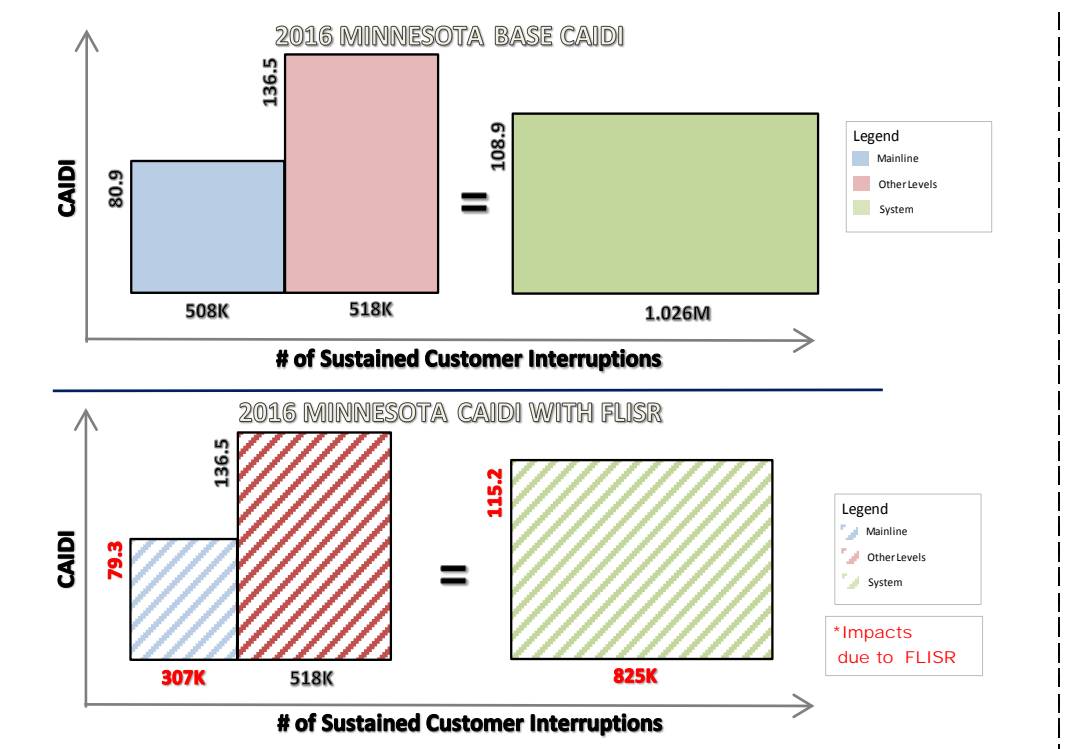
We provide an example of these effects using our 2016 performance year (the exact same outages) and assuming FLISR is fully installed on approximately 30 percent of our worst performing Feeders (based on SAIDI) as they currently exist. With these assumptions, we estimate that our 2016 Minnesota annual service quality report metrics would change as follows:³

- SAIFI would improve from 0.82 to 0.66
- SAIDI would improve from 89 to 76
- CAIDI would decline from 109 to 115

We portray the CAIDI impacts visually in Figure 1 below:

³ For purposes of this illustration, we assumed that two-thirds (2/3) of the customers on a mainline event would experience only a momentary outage instead of a sustained outage, the remaining customers would have their outage shortened by 10 minutes, and all other outage durations and numbers of customers remain the same. This would lower our Customer Minutes Out (CMO) from 112 million to 95 million. The 2/3 reduction in customers experiencing a sustained event is an average expected improvement. Actual improvement will be based on the number of customers on each feeder and the ability to install switches at optimum locations. The 10-minute improvement is an estimate of the expected improved response time due to the improved location identification of the fault. In addition, we expect to see a small duration improvement to non-mainline outages due to the faster response to mainline outage, but at this time it is difficult to predict that improvement because of the assumptions and calculations required.

Figure 1: Illustrative FLISR Deployment Impact on CAIDI



The top half of Figure 1 portrays actual 2016 CAIDI results. The lower half portrays estimated CAIDI reliability impacts from the above-described FLISR implementation. As indicated in red text, Mainline/Feeder CAIDI *improves* to 79.3 – and results in a *40 percent reduction* in the number of impacted customers (307,000 rather than the 508,000 actually impacted in 2016). The “other” outage levels, which includes Taps, Transformers and Services remains the same at 518,000 customers impacted and a CAIDI of 136.5. The estimated total CAIDI for all levels *increases* to 115.2 from 108.9 – which in isolation, could be seen as a decline in performance. However, as shown in the bottom FLISR scenario, our customers’ reliability experience is actually *improved* as evidenced by:

- The CAIDI improvement for customers at the Mainline/Feeder level;
- Over 200,000 fewer customers experiencing a sustained outage; and
- No change in CAIDI performance at the “other” levels.

We additionally provide a more detailed calculation of these illustrative impacts as Attachment A to this Reply.

The Commission currently measures the quality of electric utility service across a broad range of service categories including their responsiveness, reliability, safety, billing accuracy and customer protections. As we have discussed with respect to our

CAIDI performance, we expect our grid modernization efforts will impact aspects of our service quality. We are continuing installation of intelligent switches, and expect our CAIDI performance to continue to decline as compared to our historical performance. These affects will grow as our FLISR initiative gets underway.

While we believe reliability and grid resiliency are the most relevant and immediate aspect of service quality that will be implicated by increased system intelligence, other service areas may be impacted over time. We are happy to explain these impacts as part of our annual service quality report. However, there may be times when a benchmark or calculation methodology will need to be adjusted, to account for specific investments being made in the system that are expected to impact outage frequency, outage duration, or some other aspect of our service to customers. There may also be times where a metric or benchmark is no longer relevant – or a new metric or benchmark may be appropriate.

We believe any service quality impacts are best evaluated in the context of specific grid modernization investments. However, it will be important to carry those outcomes over into these annual service quality proceedings.

3. *CAIDI as a Performance Metric*

As we have discussed, we believe CAIDI is not a reliable indicator of performance on its own – or of the customer reliability experience. Richard E. Brown, a leading industry expert discusses the drawbacks of using CAIDI as a metric in his book *Electric Power Distribution Reliability*:⁴

Although popular with many utilities and regulators, CAIDI is problematic as a measure of reliability. In the authors opinion, this is because CAIDI does not mean what most think. Many view CAIDI as a measure of operational efficiency; when the utility responds more quickly after a fault, CAIDI will go down. This is true, but only part of the story. In fact CAIDI is mathematically equal to SAIDI divided by SAIFI. Therefore, CAIDI will increase if SAIFI improves more quickly than SAIDI. That is, reliability could be improving in both frequency and duration, but CAIDI could be increasing.

As we have discussed, we rigorously and continuously review our reliability performance – which we outline in our annual service quality filings in Attachment M – from which we identify initiatives and implement changes in our work practices to improve our results. For example, we are currently monitoring the impact Emerald Ash Borers are expected to have on our reliability. While CAIDI continues to be an important metric internally as we examine it in the context of our overall reliability

⁴ R.E. Brown, *Electric Power Distribution Reliability*, at 58 (2nd ed. 2008).

performance, we continue to believe that CAIDI is a poor indicator of our customers' reliability experience. In acknowledging our CAIDI performance trend in Comments, the Department observed that CAIDI seems to add less value in pinpointing customer-level service issues than the system-wide picture SAIDI and SAIFI provide.⁵ We agree, and believe a better measure of the customer reliability experience is CEMI and CELID.

The Department recommended we propose specific CEMI and CELID metrics in our next annual service quality report. We note that we already report CEMI and CELID performance as part of our Quality of Service Plan (QSP) Tariff. There are nuances in the way that reliability indices can be calculated, and we recognize that the Department may want alternative views of our CEMI and CELID performance than our QSP Tariff presently provides.

We are open to further discussing with the Department our providing an additional view of our CEMI and CELID performance in these annual reports. However, we acknowledge that on September 22, 2017, the Commission opened Docket No. E002/CI-17-401 to investigate, identify and develop performance metrics and potentially incentives for our electric utility operations, which may be a forum for additional discussion.

4. *Summary*

In summary, SAIDI and SAIFI are the industry standard reliability indices and are the most appropriate measurement of the overall reliability of utility electric service. CAIDI on its own is not a reliable indicator of utility performance – and in any case, is not a good indicator of the customer reliability experience; CEMI and CELID are a much better indicator of the customer reliability experience. If the Commission determines further CEMI and CELID performance reporting beyond our current QSP reporting is necessary, we look forward to working with the Department as it relates to future service quality.

B. Unreported Major Service Interruptions

The Department commented on the Company's reporting procedures related to outage notifications to the Commission's Consumer Affairs Office (CAO) including the continued efforts the Company is making to monitor and improve our processes in this regard. The Department has requested that we provide a discussion regarding

⁵ *In the Matter of the Petition of Northern States Power Company Annual Report on Safety, Reliability, and Service Quality for 2012; and Petition for Approval of Electric Reliability Standards for 2013*, MPUC Docket No. E002/M-13-255, COMMENTS OF THE MINNESOTA DEPARTMENT OF COMMERCE AT 29 (Aug. 31, 2017).

the general timeline of installing remote reporting capabilities in its remaining Minnesota substations.

As presented in our most recent Minnesota electric rate case,⁶ the Company is supportive of technologies through investments that provide our control center the ability to monitor the real-time load on the transformer and remotely control them and/or feeder breakers during outage situations. System Control and Data Acquisition (SCADA) gives the control center the ability to see the real-time status of the breaker and indication if there is an outage. In addition, this data is typically connected to a telecom circuit or fiber line and usually has a 4-second scan rate that supports improved communication and control over distribution, and increases the speed of power restoration following an outage.

Specifically, SCADA-enabled switches and line reclosers can automatically detect the actual time when a feeder goes out (and eventually when it's back online), which improves the speed and quality of the data available to share with the CAO. However, we note there is still a human element in preparing and forwarding the alerts to the CAO therefore, on days with high volume of outages, it is possible that alerts are not prepared or sent for all qualifying outage events. Overall, this automation of outage data to our control center helps improve our ability to report outage information more accurately to the CAO during major outage events.

As of December 2016 we have SCADA installed in 132 distribution substations in Minnesota, with another 55 substations identified for SCADA installation. Given the importance of this technology to our system and the resulting benefits to our customers (e.g. significantly increases the speed of power restoration following an outage) we have outlined a capital investment plan to complete five SCADA substation installations during 2017, and an additional 25 to be completed over the next five years. More SCADA installations will be completed in the future beyond the current 5-year budget plan.

C. Worst Performing Feeder – Metro East

The Department requested that we provide further discussion regarding the progress of undergrounding one specific feeder in the Metro East work center which the Company identified as a worst performing feeder in 2014, 2015 and 2016, or whether other plans have been developed.

In 2015, the Company considered burying a few spans of the conductor behind the recloser of the referenced Metro East feeder due to repeat outages resulting from tree

⁶ *In the Matter of the Application of Minnesota Power for Authority to Increase Rates for Electric Service in Minnesota*, Docket No. E002/GR-15-826, Direct Testimony of Kelly A. Bloch (Nov. 2, 2015).

contact. Due to the feeder's location, underground installation would be extremely difficult in this area due to several contributing factors including its hilltop location in a very rural and rustic area, which is surrounded by an extremely rough terrain. This is also a sparsely populated area without a tie to another source available.

Because of these issues Xcel Energy determined that upgrading more overhead conductors was the best solution for this problematic feeder given that the replacement conductors are bigger and stronger than the ones previously installed. As a result, the conductor where most of the tree contact occurred was partially upgraded in September 2016 and portions of the line were relocated to the opposite side of the road during fourth quarter of 2016, which has reduced the number of outages behind this recloser considerably. The largest contributor to the 2014 to 2016 performance on this feeder was due to outages occurring on the recloser noted above. For example, in 2015 we had five outages behind this recloser and following the upgrade, only one outage in 2016, and to date two outages in 2017 both of which were at the feeder level, the improvement work behind the recloser would not have had an impact on these outages. This shows that the overhead performance has improved. In addition, this feeder is also scheduled for its 5-year tree trimming cycle in first quarter of 2018. This effort will address the entire feeder including mainline and taps to reduce tree contact for five years until the next major trim on this feeder.

We note the work completed on this feeder occurred later in 2016 and thus any reliability improvements were not captured in the data used to determine the poor performing feeders for our 2016 annual report. While we have seen improvements in 2017 behind the recloser where the above improvements occurred, there have been several large outages on this feeder in 2017 due to substation events caused by animal contact, and events on the feeder that were caused by tree contact. Tree trimming should address the latter. As mentioned previously, the location of this feeder creates challenges to improvement however, we will continue to monitor it and determine if other actions can improve its reliability.

II. Emergency Medical Accounts

The Department requested we provide any insights we have regarding the approximate 90 percent increase the Company has experienced during the 2015 and 2016 timeframe in customers who have been certified as needing medical assistance; whether this is the new normal or merely a temporary increase; and whether any operational and/or service challenges have been experienced or addressed as a result of more than doubling the number of emergency medical status accounts.

A. Participation Levels

With regard to participation levels, we believe primary drivers contributing to this increase include more customers that are seeking protection under the provisions set forth in Minn. Stat. § 216B.098;⁷ customers seeking assistance through government agencies or non-profit groups such as the Office of the Attorney General and Legal Aid group which are actively reaching out to customers with medical issues that result in overdue bills and/or high arrears; and the on-going outreach and communication efforts taken by the Company's Personal Account Representatives team which provides overall direct customer service to our low-income and medical/life-support customers. We also believe other drivers associated with the increase participation levels include:

- regional demographics point to an aging customer base;
- an increase in physician signed certification forms⁸ that requests their patients be protected from electric service disconnections as a matter of critical care; and
- the availability of an increased level of home health care equipment that's dependent on electrical hook-ups such as:
 - Nebulizers
 - CPAP/BPAP
 - Oxygen/Oxygen Concentrators

B. Participation Forecast

Based on all of the above, we expect these participation levels to be the new normal, or even increase as our customer population continues to age.

C. Operational Concerns & Challenges

Operationally, the level of arrears currently associated with medical accounts exceeds \$6 million⁹ in Minnesota and we are taking steps to work with our customers and address this issue. This includes the Company's commitment in its recent electric rate case to expand the affordability program that resulted in our recently submitted medical affordability petition¹⁰ filed with the Minnesota Commission in August 2017.

⁷ Customers with certain medical equipment and/or conditions are protected from disconnections and reconnection service issues once certified by a medical professional.

⁸ Xcel Energy's Critical Life-Sustaining Medical Equipment and Medical Emergency Form.

⁹ A contributing factor includes low-income customers that already have a medical emergency designation are being denied emergency financial assistance by the county. Counties determine that once medically certified they are protected from disconnection, therefore no further assistance is needed. The result has been large arrears due to the lack of customer payments.

¹⁰ *In the Matter of the Application of Northern States Power Company for approval of a modification to its electric Low Income Energy Discount Program*, MPUC Docket No. E002/M-17-629 (August 24, 2017).

Our request proposes a customer bill payment assistance program exclusively for low-income customers with chronic or severe medical conditions. It includes a \$3 million increase in funding annually to address medical and life support arrears that will be designed and managed consistent with our current PowerON program.

III. Estimated Restorations Times

The Department requested that we provide a description of the data we are gathering related to improving estimated restoration times and requested the Company provide a summary of that data in future annual service quality reports.

A. Data Description

On a monthly basis, the Company pulls year-to-date data from its Network Management System (NMS) that itemizes each outage along with associated outage data such as: (i) time of outage; (ii) number of customers impacted, interrupting device; (iii) level of outage; (iv) estimated restoration time (ERT) pre-determined by the Company; and (v) actual restoration time.

This information is used to analyze the accuracy of our estimated restoration times when compared to the actual restoration time. The current draft metric measures actual restoration times which occurred within 90 minutes prior to the published ERT up to 0 minutes after the published ERT. The metric factors in customer impact by measuring the percentage of customers experiencing accurate ERTs where restoration occurred within the 0 to 90 minute window prior to the published ERT. The 0 to 90 minute bandwidth is internally referred to as the “*window of success*.” This metric applies to non-storm outages (i.e. when the Control Center is not in escalated operations due to high outage volumes). We expect the design of this metric could evolve as we continue to monitor and analyze the data compared to customer expectations.

B. Improvement Efforts

As part of our on-going efforts to improve the estimated outage restoration times provided to our customers, in 2015 the Company completed an analysis of our historical ERT estimate accuracy. As a result of this study, we were able to make some adjustments to the model algorithm built into our NMS system that generates estimated restoration times based on such things as: (i) level of outage; (ii) location of outage; (iii) overhead vs. underground; and (iv) time of day, day of the week, etc. In early 2016 we implemented these adjustments and results of the model updates have shown some incremental improvements achieved in our ERT accuracy during 2016 and 2017 year-to-date.

In addition to the model update, we are also working with our Control Center to reduce the number of ERT's that expire (service not yet restored by latest published ERT) by generating an "updated" ERT estimate once we know the current published ERT will not be met.

C. Future Reporting

The Company agrees to provide summary ERT data on a going forward basis as part of its annual service quality filings. We propose the data will be summarized as to the accuracy of our ERT estimates for the calendar year and will consider how to best present the information in a meaningful manner.

CONCLUSION

We appreciate the Department's review of our Report and hope the additional information we provide in these Reply Comments meets the Department's requests for further clarification and information. We respectfully request that the Commission approve our Annual Safety, Reliability, and Service Quality Reports for 2015 and 2016 as supplemented by these Reply Comments.

Dated: September 29, 2017

Northern States Power Company

**Example of Impact to 2016 Results
Based on the Annual Rules criteria**

Actual Results

| State of Minnesota | Mainline | Tap level | Substation & Transmission | Transformer & Secondary | Total |
|--|-----------------|------------------|--------------------------------------|------------------------------------|--------------|
| Customer Minutes Out (CMO) | 41,124,360 | 51,436,670 | 10,502,472 | 8,744,868 | 111,808,370 |
| Sustained Customer Interruptions (SCI) | 508,636 | 345,979 | 110,591 | 61,358 | 1,026,564 |
| SAIDI = CMO/# of customers on system | 32.9 | 41.1 | 8.4 | 7.0 | 89.4 |
| SAIFI = SCI/# of customers on system | 0.407 | 0.277 | 0.088 | 0.049 | 0.821 |
| CAIDI = CMO/SCI | 81 | 149 | 95 | 143 | 109 |

of customers on system 1,250,205

If FLISR were installed

Net Difference

| State of Minnesota | Mainline | Tap level | Substation & Transmission | Transformer & Secondary | Total | Total |
|--|-----------------|------------------|--------------------------------------|------------------------------------|--------------|--------------|
| Customer Minutes Out (CMO) | 24,351,695 | 51,436,670 | 10,502,472 | 8,744,868 | 95,035,705 | -16,772,665 |
| Sustained Customer Interruptions (SCI) | 307,024 | 345,979 | 110,591 | 61,358 | 824,952 | -201,612 |
| SAIDI = CMO/# of customers on system | 19.5 | 41.1 | 8.4 | 7.0 | 76.0 | -13.4 |
| SAIFI = SCI/# of customers on system | 0.246 | 0.277 | 0.088 | 0.049 | 0.660 | -0.161 |
| CAIDI = CMO/SCI | 79 | 149 | 95 | 143 | 115 | 6 |

CAIDI by Level of Outage

| | | CAIDI | | SAIFI | | SAIDI | |
|-----------------------|-------------------------|--------------|----------------|--------------|----------------|--------------|----------------|
| | | 2016 | W/FLISR | 2016 | W/FLISR | 2016 | W/FLISR |
| Transmission | Transmission Line | 93.2 | 93.2 | 0.025 | 0.025 | 2.3 | 2.3 |
| Transmission | Transmission Substation | 132.0 | 132.0 | 0.002 | 0.002 | 0.2 | 0.2 |
| Substation | Distribution Substation | 94.6 | 94.6 | 0.062 | 0.062 | 5.8 | 5.8 |
| Mainline | Feeder | 80.9 | 79.3 | 0.407 | 0.246 | 32.9 | 19.5 |
| Tap | Overhead Primary | 142.2 | 142.2 | 0.186 | 0.186 | 26.5 | 26.5 |
| Tap | Underground Primary | 161.9 | 161.9 | 0.091 | 0.091 | 14.7 | 14.7 |
| Transformer/Secondary | Overhead Transformer | 132.5 | 132.5 | 0.039 | 0.039 | 5.1 | 5.1 |
| Transformer/Secondary | Underground Transformer | 207.4 | 207.4 | 0.005 | 0.005 | 1.1 | 1.1 |
| Transformer/Secondary | Overhead Secondary | 119.8 | 119.8 | 0.002 | 0.002 | 0.3 | 0.3 |
| Transformer/Secondary | Underground Secondary | 254.0 | 254.0 | 0.000 | 0.000 | 0.1 | 0.1 |
| Transformer/Secondary | Overhead Service | 167.0 | 167.0 | 0.002 | 0.002 | 0.3 | 0.3 |
| Transformer/Secondary | Underground Service | 153.3 | 153.3 | 0.001 | 0.001 | 0.1 | 0.1 |
| Transformer/Secondary | Network | 284.0 | 284.0 | 0.000 | 0.000 | 0.0 | 0.0 |
| Transformer/Secondary | Part Out | 168.9 | 168.9 | 0.000 | 0.000 | 0.1 | 0.1 |
| | | 108.9 | 115.2 | 0.821 | 0.660 | 89.4 | 76.0 |
| Net Difference | | | 6.3 | | -0.2 | | -13.4 |

CERTIFICATE OF SERVICE

I, Carl Cronin, 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 Nos: E002/M-16-281 and E002/M-17-249

Dated this 29th day of September 2017.

/s/

Carl Cronin

| First Name | Last Name | Email | Company Name | Address | Delivery Method | View Trade Secret | Service List Name |
|-------------|-----------|--------------------------------------|------------------------------------|--|--------------------|-------------------|------------------------|
| Christopher | Anderson | canderson@allete.com | Minnesota Power | 30 W Superior St Duluth, MN 558022191 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Julia | Anderson | Julia.Anderson@ag.state.mn.us | Office of the Attorney General-DOC | 1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134 | Electronic Service | Yes | OFF_SL_16-281_M-16-281 |
| James J. | Bertrand | james.bertrand@stinson.com | Stinson Leonard Street LLP | 150 South Fifth Street, Suite 2300 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Carl | Cronin | Regulatory.records@xcelenergy.com | Xcel Energy | 414 Nicollet Mall FL 7 Minneapolis, MN 554011993 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Ian | Dobson | Residential.Utilities@ag.state.mn.us | Office of the Attorney General-RUD | 1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130 | Electronic Service | Yes | OFF_SL_16-281_M-16-281 |
| Sharon | Ferguson | sharon.ferguson@state.mn.us | Department of Commerce | 85 7th Place E Ste 280 Saint Paul, MN 551012198 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Kimberly | Hellwig | kimberly.hellwig@stoel.com | Stoel Rives LLP | 33 South Sixth Street Suite 4200 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Michael | Hoppe | il23@mtn.org | Local Union 23, I.B.E.W. | 932 Payne Avenue St. Paul, MN 55130 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Alan | Jenkins | aj@jenkinsatlaw.com | Jenkins at Law | 2265 Roswell Road Suite 100 Marietta, GA 30062 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Richard | Johnson | Rick.Johnson@lawmoss.com | Moss & Barnett | 150 S. 5th Street Suite 1200 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| | | | | | | | |

| First Name | Last Name | Email | Company Name | Address | Delivery Method | View Trade Secret | Service List Name |
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| Mark J. | Kaufman | mkaufman@ibewlocal949.org | IBEW Local Union 949 | 12908 Nicollet Avenue South Burnsville, MN 55337 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Thomas | Koehler | TGK@IBEW160.org | Local Union #160, IBEW | 2909 Anthony Ln St Anthony Village, MN 55418-3238 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Michael | Krikava | mkrikava@briggs.com | Briggs And Morgan, P.A. | 2200 IDS Center 80 S 8th St Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Douglas | Larson | dlarson@dakotaelectric.com | Dakota Electric Association | 4300 220th St W Farmington, MN 55024 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Pam | Marshall | pam@energycents.org | Energy CENTS Coalition | 823 7th St E St. Paul, MN 55106 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Andrew | Moratzka | andrew.moratzka@stoel.com | Stoel Rives LLP | 33 South Sixth St Ste 4200 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| David | Niles | david.niles@avantenergy.com | Minnesota Municipal Power Agency | 220 South Sixth Street Suite 1300 Minneapolis, Minnesota 55402 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Richard | Savelkoul | rsavelkoul@martinsquires.com | Martin & Squires, P.A. | 332 Minnesota Street Ste W2750 St. Paul, MN 55101 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Ken | Smith | ken.smith@districtenergy.com | District Energy St. Paul Inc. | 76 W Kellogg Blvd St. Paul, MN 55102 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
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| First Name | Last Name | Email | Company Name | Address | Delivery Method | View Trade Secret | Service List Name |
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| Byron E. | Starns | byron.starns@stinson.com | Stinson Leonard Street LLP | 150 South 5th Street Suite 2300 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| James M. | Strommen | jstrommen@kennedy-graven.com | Kennedy & Graven, Chartered | 470 U.S. Bank Plaza 200 South Sixth Street Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Eric | Swanson | eswanson@winthrop.com | Winthrop & Weinstine | 225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Lisa | Veith | lisa.veith@ci.stpaul.mn.us | City of St. Paul | 400 City Hall and Courthouse 15 West Kellogg Blvd. St. Paul, MN 55102 | Electronic Service | No | OFF_SL_16-281_M-16-281 |
| Daniel P | Wolf | dan.wolf@state.mn.us | Public Utilities Commission | 121 7th Place East Suite 350 St. Paul, MN 551012147 | Electronic Service | Yes | OFF_SL_16-281_M-16-281 |

| First Name | Last Name | Email | Company Name | Address | Delivery Method | View Trade Secret | Service List Name |
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| Christopher | Anderson | canderson@allete.com | Minnesota Power | 30 W Superior St Duluth, MN 558022191 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Julia | Anderson | Julia.Anderson@ag.state.mn.us | Office of the Attorney General-DOC | 1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134 | Electronic Service | Yes | OFF_SL_17-249_M-17-249 |
| James J. | Bertrand | james.bertrand@stinson.com | Stinson Leonard Street LLP | 150 South Fifth Street, Suite 2300 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Carl | Cronin | Regulatory.records@xcelenergy.com | Xcel Energy | 414 Nicollet Mall FL 7 Minneapolis, MN 554011993 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Ian | Dobson | Residential.Utilities@ag.state.mn.us | Office of the Attorney General-RUD | 1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130 | Electronic Service | Yes | OFF_SL_17-249_M-17-249 |
| Sharon | Ferguson | sharon.ferguson@state.mn.us | Department of Commerce | 85 7th Place E Ste 280 Saint Paul, MN 551012198 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Kimberly | Hellwig | kimberly.hellwig@stoel.com | Stoel Rives LLP | 33 South Sixth Street Suite 4200 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Michael | Hoppe | il23@mtn.org | Local Union 23, I.B.E.W. | 932 Payne Avenue St. Paul, MN 55130 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Alan | Jenkins | aj@jenkinsatlaw.com | Jenkins at Law | 2265 Roswell Road Suite 100 Marietta, GA 30062 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Richard | Johnson | Rick.Johnson@lawmoss.com | Moss & Barnett | 150 S. 5th Street Suite 1200 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
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| Mark J. | Kaufman | mkaufman@ibewlocal949.org | IBEW Local Union 949 | 12908 Nicollet Avenue South Burnsville, MN 55337 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Thomas | Koehler | TGK@IBEW160.org | Local Union #160, IBEW | 2909 Anthony Ln St Anthony Village, MN 55418-3238 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Michael | Krikava | mkrikava@briggs.com | Briggs And Morgan, P.A. | 2200 IDS Center 80 S 8th St Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Douglas | Larson | dlarson@dakotaelectric.com | Dakota Electric Association | 4300 220th St W Farmington, MN 55024 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Pam | Marshall | pam@energycents.org | Energy CENTS Coalition | 823 7th St E St. Paul, MN 55106 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Andrew | Moratzka | andrew.moratzka@stoel.com | Stoel Rives LLP | 33 South Sixth St Ste 4200 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| David | Niles | david.niles@avantenergy.com | Minnesota Municipal Power Agency | 220 South Sixth Street Suite 1300 Minneapolis, Minnesota 55402 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Richard | Savelkoul | rsavelkoul@martinsquires.com | Martin & Squires, P.A. | 332 Minnesota Street Ste W2750 St. Paul, MN 55101 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Ken | Smith | ken.smith@districtenergy.com | District Energy St. Paul Inc. | 76 W Kellogg Blvd St. Paul, MN 55102 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
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| Byron E. | Starns | byron.starns@stinson.com | Stinson Leonard Street LLP | 150 South 5th Street Suite 2300 Minneapolis, MN 55402 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
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| Lisa | Veith | lisa.veith@ci.stpaul.mn.us | City of St. Paul | 400 City Hall and Courthouse 15 West Kellogg Blvd. St. Paul, MN 55102 | Electronic Service | No | OFF_SL_17-249_M-17-249 |
| Daniel P | Wolf | dan.wolf@state.mn.us | Public Utilities Commission | 121 7th Place East Suite 350 St. Paul, MN 551012147 | Electronic Service | Yes | OFF_SL_17-249_M-17-249 |