



414 Nicollet Mall  
Minneapolis, MN 55401

April 30, 2024

—Via Electronic Filing—

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

RE: ERRATA  
SERVICE QUALITY PERFORMANCE AND PROPOSED RELIABILITY MEASURES  
DOCKET NO. E002/M-24-27

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, submits this Errata to our 2023 Electric Annual Service Quality Performance Report and Petition (Report) submitted on April 1, 2024 in Docket No. E002/M-24-27.

In this Errata, we correct an error to the cost per field visit for disconnections and reconnections. The Company inadvertently used the same cost per visit of \$56.32 for each, when the actual costs are \$60.04 for disconnections and \$36.04 for reconnections. These changes impact two areas, the cost per field visit in both the calculation of the (1) remote disconnection, and (2) physical disconnection/reconnection costs and are reflected on the following pages of our Electric Service Quality Report, Section I, and Attachment H. Updated Table 10 from our Service Quality Report and Attachment H is below and attached to this errata.

- Service Quality Report, Page 29, Table 10
- Attachment H,<sup>1</sup> Page 1
- Attachment H, Page 4
- Attachment H, Page 5
- Attachment H, Page 9
- Attachment H, Page 12
- Attachment H, Page 13

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<sup>1</sup> Attachment H appears as an attachment to *Part II* of the Report in error. It is associated with, and should appear as an attachment to, *Part I* of the Report.

**Table 10**  
**AVERAGE COST PER DISCONNECT/RECONNECT**

	Remote Disconnect/Reconnect		Physical Disconnect/Reconnect	
	2022 Costs	Current Costs	2022 Costs	Current Costs
Pre Lock Call Cost	\$0.53	\$0.56	\$0.53	\$0.56
Post Lock Call Cost	\$3.74	\$3.95	\$3.74	\$3.95
Field Personnel Costs - Disconnects	\$8.46	\$14.76	\$59.75	\$104.28
Field Personnel Costs - Reconnects	\$1.08	\$1.88	\$35.85	\$62.57
<b>Total Cost</b>	<b>\$13.80</b>	<b>\$21.15</b>	<b>\$99.87</b>	<b>\$171.36</b>

\*All costs include labor and benefits

We have electronically filed this document with the Minnesota Public Utilities Commission, and copies have been served on the parties on the attached service list. Please contact Nathan Kostiuk at [nathan.c.kostiuk@xcelenergy.com](mailto:nathan.c.kostiuk@xcelenergy.com) at or (612) 215-4629 or contact me at [bridget.dockter@xcelenergy.com](mailto:bridget.dockter@xcelenergy.com) or (612) 337-2096 if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET DOCKTER  
MANAGER, POLICY & OUTREACH

Enclosures  
cc: Service List

**PUBLIC DOCUMENT  
NOT-PUBLIC DATA HAS BEEN EXCISED**

Table 10 below provides a re-analysis of costs for disconnection/reconnection requiring in-person visits and those performed remotely. The 2022 costs were based on 2019 cost data when all disconnects and reconnects were performed with in-person visits and a higher concentration of in-person visits were performed in the Twin Cities metro area. The current costs are based on 2023 disconnection and reconnection cost data. As the Company rolled out AMI in the Twin Cities metro area in 2023, the Company began performing disconnects and reconnects remotely for those customers with AMI meters. However, most customers in more remote areas outside the Twin Cities metro area do not yet have AMI and must be disconnected with an in-person visit. Therefore, the cost for in-person visits has increased per disconnect/reconnect as field personnel have to drive further on an average basis to perform in-person visits in more remote areas. As AMI deployment expands, we expect to perform less manual disconnections. However, those manual disconnections that are performed, will largely be customers who have chosen to opt-out of an AMI meter, with an anticipated longer drive time between each visit. We will continue to understand more as deployment rolls out and customers make their metering decisions.

**Table 10  
AVERAGE COST PER DISCONNECT/RECONNECT**

	Remote Disconnect/Reconnect		Physical Disconnect/Reconnect	
	2022 Costs <sup>9</sup>	Current Costs	2022 Costs	Current Costs
Pre Lock Call Cost	\$0.53	\$0.56	\$0.53	\$0.56
Post Lock Call Cost	\$3.74	\$3.95	\$3.74	\$3.95
* Field Personnel Costs - Disconnects	\$8.46	<del>\$13.84</del> \$14.76	\$59.75	<del>\$97.77</del> \$104.28
* Field Personnel Costs - Reconnects	\$1.08	<del>\$2.93</del> \$1.88	\$35.85	<del>\$97.77</del> \$62.57
* Total Cost	\$13.80	<del>\$21.28</del> \$21.15	\$99.87	<del>\$200.04</del> \$171.36

\*All costs include labor and benefits

- f. Detailed cost information and subsequent analysis of costs as opposed to the Company's proposed language stating adjustments to costs can be following the first year of reporting.

We provide in Attachment H the supporting detailed cost models for both Remote and Polyphase Disconnect/Reconnect costs reported in Table 10.

<sup>9</sup> 2022 Costs as filed in Docket 22-233 - COMPLIANCE FILING MN REMOTE DISCONNECT/RECONNECT

**Average Cost per Polyphase Disconnect/Reconnect\***

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	<u>2022 Costs</u> <u>(Docket 22-233)</u>	<u>Current Costs</u>
Pre Lock Call Cost	\$0.53	\$0.56
Post Lock Call Cost	\$3.74	\$3.95
* Field Personnel Costs - Disconnects	\$59.75	\$104.28 <del>\$97.77</del>
* Field Personnel Costs - Reconnects	\$35.85	\$62.57 <del>\$97.77</del>
<hr/>		
*All costs include labor and benefits		
* <b>Total Cost</b>	<b>\$99.87</b>	<b>\$171.36 <del>\$200.04</del></b>

### Pre Lock Call Cost

<b>Cost</b>	<b>Amount</b>
Average Wage	\$18.37
Average Handle Time (Hours)	0.09056
Call Time Cost per Call	\$1.66
Handle Time Percentage	52%
Non-Handle Time Cost	\$1.54
Total Cost per Call	\$3.21
Benefits Included (Assume 73.60%)	\$2.36
Total Cost	\$5.57
Calls Answered or Received Call Back	10%
Assume 10% of Calls Answered or Received Call Back	\$0.56

### Post Lock Call Cost

<b>Cost</b>	<b>Amount</b>
Average Wage	\$18.37
Average Handle Time (Hours)	0.08032
Call Time Cost per Call	\$1.48
Handle Time Percentage	52%
Non-Handle Time Cost	\$1.37
Total Cost per Call	\$2.85
Benefits Included (Assume 73.60%)	\$2.09
Total Cost	\$4.94
Calls Answered or Received Call Back	80%
Assume 10% of Calls Answered or Received Call Back	\$3.95

### Average Cost per Disconnect

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Time	1	
Amount of Orders Completed	9,256	
Time Multiplier	9,256	
* O&M	<del>\$521,268</del>	\$555,990
* Cost Per Order	<del>\$56.32</del>	\$60.07
* Assume 100% of Time Remote Connect Does not Function	<del>\$56.32</del>	\$60.07
* Cost Per Visit	<del>\$56.32</del>	\$60.07
* Benefits @ 73.60%	<del>\$41.45</del>	\$44.21
* Total Cost per Field Visit	<del>\$97.77</del>	\$104.28

### Average Cost per Reconnect

Time	0.6	
Amount of Orders Completed	3,940	
Time Multiplier	2,364	
* O&M	<del>\$221,888</del>	\$142,001
* Cost Per Order	<del>\$56.32</del>	\$36.04
* Assume 100% of Customers Can't Use Remote Disconnect	<del>\$56.32</del>	\$36.04
* Cost Per Visit	<del>\$56.32</del>	\$36.04
* Benefits @ 73.60%	<del>\$41.45</del>	\$26.53
* Total Cost per Visit	<del>\$97.77</del>	\$62.57



2019 First Call Only Days - 2019 Daily Forecast  
 From Customer Care Analytics and WFM

Date	Attempts	Response	Calls
2/7/2019	4,921	8%	399
2/8/2019	12,227	5%	587
2/12/2019	9,195	6%	519
3/14/2019	4,610	15%	701
3/15/2019	4,717	9%	413
4/8/2019	5,786	12%	701
4/9/2019	5,962	8%	500
4/10/2019	9,259	6%	599
4/11/2019	3,336	12%	401
4/12/2019	3,714	18%	669
4/15/2019	7,988	18%	1,436
4/16/2019	5,875	12%	721
4/17/2019	8,828	10%	897
6/11/2019	3,663	11%	419
6/12/2019	3,972	8%	325
9/3/2019	4,371	9%	415
<b>Total</b>	<b>98,424</b>	<b>10%</b>	<b>9,702</b>

2019 First Call Attempts by Month  
 From CC Analytic Solutions - Matt Chad

2019	Attempts	Assumptions
Jan	126,465	Call/Linkback Rate 10%
Feb	124,014	AHT 326
Mar	125,274	Productivity Factor 52%
Apr	122,958	YTD ResCRD Scheduled Hrs 131,734
May	99,338	YTD ResCRD Phone Hours 68,319
Jun	71,022	Avg Wage \$18.37
Jul	71,823	
Aug	74,355	
Sep	71,622	
Oct		Call Time Cost per Call 0.090556
Nov	107,206	Productivity Factor \$3.21
Dec	77,234	Benefits Included \$4.58
<b>Average</b>	<b>97,392</b>	10% \$0.46

Cost Estimate

2019	1st Call Attempts	Callback/Linkback	Handle Time (Hrs)	Agent Hours	Labor \$
Jan	126,465	12,466	1,129	2,177	\$39,986
Feb	124,014	12,224	1,107	2,135	\$39,211
Mar	125,274	12,349	1,118	2,156	\$39,610
Apr	122,958	12,120	1,098	2,116	\$38,878
May	99,338	9,792	887	1,710	\$31,409
Jun	71,022	7,001	634	1,222	\$22,456
Jul	71,823	7,080	641	1,236	\$22,709
Aug	74,355	7,329	664	1,280	\$23,510
Sep	71,622	7,060	639	1,233	\$22,646
Oct	97,392	9,600	869	1,676	\$30,794
Nov	107,206	10,568	957	1,845	\$33,897
Dec	77,234	7,613	689	1,329	\$24,420
<b>Annual</b>	<b>1,168,703</b>	<b>115,203</b>	<b>10,432</b>	<b>20,116</b>	<b>\$369,527</b>

	January	February	March	April	May	June	July	August	September	October	November	December	Total
2019 Minnesota Calls Associated with a disconnected account	4,784	4,181	6,915	16,180	9,873	1,290	1,921	3,271	3,695	1,802	2,074	2,570	58,556
Average Handle time for all Credit Calls (seconds)	253	260	276	320	294	298	300	291	288	305	301	284	289

### 2023 Actual

To be multiplied by Productive Labor only, not full wages

<b>Loading Rates</b>	<b>MN</b>
Non-Prod	24.02%
Pension & Insurance	31.14%
Benefits Non-Service	5.35%
Payroll Taxes	12.44%
WC - Ins and Other	0.67%
Annual Incentive	0.00%
<b>Total</b>	<b>73.60%</b>

**Average Cost per Remote Disconnect/Reconnect\***

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	<u>2022 Costs</u> <u>(Docket 22-233)</u>	<u>Current Costs</u>	
Pre Lock Call Cost	\$0.53	\$0.56	
Post Lock Call Cost	\$3.74	\$3.95	
* Field Personnel Costs - Disconnects	\$8.46	<del>\$13.84</del>	\$14.76
* Field Personnel Costs - Reconnects	\$1.08	<del>\$2.93</del>	\$1.88
<hr/>			
* <b>Total Cost</b>	<b>\$13.80</b>	<b><del>\$21.28</del></b>	<b>\$21.15</b>

\*All costs include labor and benefits

### Pre Lock Call Cost

<b>Cost</b>	<b>Amount</b>
Average Wage	\$18.37
Average Handle Time (Hours)	0.09056
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Total Cost per Call	\$3.21
Benefits Included (Assume 73.60%)	\$2.36
Total Cost	\$5.57
Calls Answered or Received Call Back	10%
Assume 10% of Calls Answered or Received Call Back	\$0.56

### Post Lock Call Cost

<b>Cost</b>	<b>Amount</b>
Average Wage	\$18.37
Average Handle Time (Hours)	0.08032
Call Time Cost per Call	\$1.48
Handle Time Percentage	52%
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Total Cost per Call	\$2.85
Benefits Included (Assume 73.60%)	\$2.09
Total Cost	\$4.94
Calls Answered or Received Call Back	80%
Assume 10% of Calls Answered or Received Call Back	\$3.95

### Average Cost per Disconnect

	<u>Revised - Reply</u>	<u>Comments</u>
Time	1	
Amount of Orders Completed	9,256	
Time Multiplier	9,256	
* O&M	<del>\$521,268</del>	\$555,990
* Cost Per Order	<del>\$56.32</del>	\$60.07
* Benefits @ 73.60%	<del>\$41.45</del>	\$44.21
* Total Cost per Order - Physical Disconnect	<del>\$97.77</del>	\$104.28
 <u>Remote Connect Does not Function</u>		
* Cost per Physical Disconnect	<del>\$97.77</del>	\$104.28
Percent of Time Remote Connect Does not Function	3%	
* Cost per All Disconnects	<del>\$2.93</del>	\$3.13
 <u>Incorrect Contact Information</u>		
* Total Cost per Order - Physical Disconnect	<del>\$97.77</del>	\$104.28
Minutes - Home Visit and Physical Disconnect	39	
* Cost per Minute	<del>\$2.51</del>	\$2.67
Minutes - Home Visit and Virtual Disconnect	29	
* Cost Per Disconnect	<del>\$72.70</del>	\$77.54
Percent of Time Home Visit Needed Due to Incorrect Contact Information	15%	
* Assume 15% of customers don't have correct phone number	<del>\$10.90</del>	\$11.63
 <b>Total Cost per All Disconnects</b>	 <b><del>\$13.84</del></b>	 <b>\$14.76</b>

### Average Cost per Reconnect

Time	0.6	
Amount of Orders Completed	3,940	
Time Multiplier	2,364	
* O&M	<del>\$221,888</del>	\$142,001
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* Benefits @ 73.60%	<del>\$41.45</del>	\$26.53
* Total Cost per Order	<del>\$97.77</del>	\$62.57
* Assume 3% of Time Remote Connect Does not Function	<del>\$2.93</del>	\$1.88
* <b>Total Cost per Visit</b>	<b><del>\$2.93</del></b>	<b>\$1.88</b>



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Benefits Non-Service	5.35%
Payroll Taxes	12.44%
WC - Ins and Other	0.67%
Annual Incentive	0.00%
<b>Total</b>	<b>73.60%</b>

## CERTIFICATE OF SERVICE

I, Christine Schwartz, 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

xx electronic filing

**DOCKET No.      E002/M-24-27**

Dated this 30<sup>th</sup> day of April 2024

/s/

---

Christine Schwartz  
Regulatory Administrator

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John	Coffman	john@johncoffman.net	AARP	871 Tuxedo Blvd.  St. Louis, MO 63119-2044	Electronic Service	No	OFF_SL_24-27_Official
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400  St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_24-27_Official
George	Crocker	gwillc@nawo.org	North American Water Office	5093 Keats Avenue  Lake Elmo, MN 55042	Electronic Service	No	OFF_SL_24-27_Official
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Samuel B.	Ketchum	sketchum@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	OFF_SL_24-27_Official
Annie	Levenson Falk	annielf@cubminnesota.org	Citizens Utility Board of Minnesota	332 Minnesota Street, Suite W1360  St. Paul, MN 55101	Electronic Service	No	OFF_SL_24-27_Official
Kavita	Maini	kmairi@wi.rr.com	KM Energy Consulting, LLC	961 N Lost Woods Rd  Oconomowoc, WI 53066	Electronic Service	No	OFF_SL_24-27_Official
Stacy	Miller	stacy.miller@minneapolismn.gov	City of Minneapolis	350 S. 5th Street Room M 301 Minneapolis, MN 55415	Electronic Service	No	OFF_SL_24-27_Official
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	OFF_SL_24-27_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Carol A.	Overland	overland@legalectric.org	Legalelectric - Overland Law Office	1110 West Avenue  Red Wing, MN 55066	Electronic Service	No	OFF_SL_24-27_Official
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_24-27_Official
Kevin	Reuther	kreuther@mncenter.org	MN Center for Environmental Advocacy	26 E Exchange St, Ste 206  St. Paul, MN 551011667	Electronic Service	No	OFF_SL_24-27_Official
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7  Minneapolis, MN 554011993	Electronic Service	Yes	OFF_SL_24-27_Official
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350  Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_24-27_Official
Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.	76 W Kellogg Blvd  St. Paul, MN 55102	Electronic Service	No	OFF_SL_24-27_Official
Byron E.	Starns	byron.starns@stinson.com	STINSON LLP	50 S 6th St Ste 2600  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Lauren	Steinhaeuser	lauren.steinhaeuser@xcelenergy.com	Northern States Power Company dba Xcel Energy	414 Nicollet Mall, 401-08  Minneapolis, MN 55401	Electronic Service	No	OFF_SL_24-27_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Eric	Swanson	eswanson@winthrop.com	Winthrop & Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	OFF_SL_24-27_Official
Carla	Vita	carla.vita@state.mn.us	MN DEED	Great Northern Building 12th Floor 180 East Fifth Street St. Paul, MN 55101	Electronic Service	No	OFF_SL_24-27_Official
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Kurt	Zimmerman	kwz@ibew160.org	Local Union #160, IBEW	2909 Anthony Ln  St Anthony Village, MN 55418-3238	Electronic Service	No	OFF_SL_24-27_Official
Patrick	Zomer	Pat.Zomer@lawmoss.com	Moss & Barnett PA	150 S 5th St #1200  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official