



414 Nicollet Mall
Minneapolis, MN 55401

April 9, 2014

—Via Electronic Filing—

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

RE: SUPPLEMENTAL INFORMATION – STATUS UPDATE
PLANNED OUTAGE CUSTOMER NOTICE
DOCKET NO. E,G002/CI-14-56

Dear Dr. Haar:

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this status update on the actions we are taking to ensure we meet our obligation to provide timely notice to each impacted customer in advance of taking a planned outage.

Background

On February 6, 2014 the Company submitted its response to the Commission's January 24, 2014 NOTICE REQUIRING INFORMATION regarding our compliance with the Rules and Tariff provisions regarding customer notification of planned outages, and the steps we took with regard to the December 2013 planned outages to Laurel Estates at 5610 Laurel Avenue, Golden Valley, Minnesota.

Our response provided the information the Commission requested, observed that we had not met the Rule and Tariff obligations, and apologized for the inconvenience caused to our customers. We additionally conveyed the immediate actions we had taken to ensure that all employees with planned outage customer responsibilities are aware of their need to comply with the notice requirements, and outlined the 60-90-120 day actions we would be taking to further ensure we meet our obligation to provide timeline notice to each customer in advance of taking a planned outage.

The Department submitted comments on February 20, 2014 recommending that the Commission require the Company file status updates on its process improvements

every 60 days, concluding with a final report when new practices and procedures are fully in place and training of current employees is complete. Although the Commission has not yet taken further action in this Docket, we submit this status update approximately 60 days from our initial response to update parties regarding the actions we have been taking to improve our processes.

Status Update

Our February 6th Response outlined a 60-90-120 day plan that started with development of internal policies and guidance to our employees, reviewing the information systems involved in executing planned outages, and finally, bringing all of this together and training our existing employees, so that they have the tools they need to comply with the notice requirements of our Tariffs and the Rules.

While we had planned to work through these aspects of the planned outage and the associated customer notice processes in a linear fashion, we found it to be more productive to work on them concurrently. For example, in order to complete the development of the processes, it was necessary to incorporate our findings from the review of our information systems. Additionally, working concurrently on the training materials and plan has aided the process work, and the way in which we are capturing the process changes and steps.

In addition to conducting meetings where we reviewed and discussed the planned outage customer notice provisions of our tariff and Rule requirements with all employees involved in the Planned Outage process, over the last 60 days, we have:

- Identified and reviewed the processes that surround planned outage scheduling;
- Reviewed and are updating the existing customer communication forms, including our written customer communication materials and call scripts;
- Assessed the information system implications associated with the data elements needed to provide proper notice to customers;
- Developed specific procedures for responsible individuals to execute system and personal customer notice, as appropriate; and
- Drafted the Planned Outage customer notice policies and procedures, which:
 - Clarify our requirements and the associated individual roles and responsibilities;
 - Specify requirements and processes associated with the length of the planned outage;

- Identify appropriate customer communication channels;
- Address weather conditions affecting scheduling; and
- Provide the customer communication expectations with regard to the cancellation or rescheduling of a planned outage.

We have additionally drafted the scope of work for the third party consultant that we will be engaging to assist with a further review of our planned outage customer notice policies and procedures. This review will also include an examination of industry best practices with regard to communication of planned outages to impacted customers.

With respect to training, we have outlined our plan, identified the job roles and individuals that will be trained, and begun developing the training and ongoing reference materials. During May 2014, we will conduct live training sessions in several locations throughout Minnesota to reach all employees involved in the process. We are also developing an online version of the training that will serve as an ongoing reference and resource for current employees, and which we may use for new employees and refresher training purposes.

Over the next 60 days, we will seek and engage the third party consultant, refine our processes and procedures, finalize the training and ongoing employee reference materials, and conduct the live training sessions across Minnesota. Finally, unless we are otherwise directed, we will submit another status update in approximately 60 days.

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 Jody Londo at jody.l.londo@xcelenergy.com or (612) 330-5601 or me at christopher.b.clark@xcelenergy.com or (612) 215-4593 if you have any questions regarding this filing.

Sincerely,

/s/

CHRISTOPHER B. CLARK
REGIONAL VICE PRESIDENT
RATES AND REGULATORY AFFAIRS

Enclosures
c: Service List

CERTIFICATE OF SERVICE

I, SaGonna T. Thompson, hereby certify that I have this day served copies of the foregoing document on the attached list of persons.

by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States mail at Minneapolis, Minnesota;

by email; or

by electronic filing.

MPUC Docket Nos.: E,G000/CI-14-056; E002/GR-13-868; E,G002/U-12-000
CUSTOMER NOTICE OF PLANNED SERVICE INTERRUPTIONS

Dated this 9th day of April 2014.

/s/

SaGonna T. Thompson

| First Name | Last Name | Email | Company Name | Address | Delivery Method | View Trade Secret | Service List Name |
|------------|-----------------------|-------------------------------|---|---|--------------------|-------------------|-----------------------|
| 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_14-56_Official |
| Tom | Burt | tburt@goldenvalleymn.gov | City of Golden Valley | Golden Valley City Hall 7800 Golden Valley Rd Golden Valley, MN 55427 | Electronic Service | No | OFF_SL_14-56_Official |
| Sharon | Ferguson | sharon.ferguson@state.mn.us | Department of Commerce | 85 7th Place E Ste 500 Saint Paul, MN 551012198 | Electronic Service | No | OFF_SL_14-56_Official |
| Burl W. | Haar | burl.haar@state.mn.us | Public Utilities Commission | Suite 350 121 7th Place East St. Paul, MN 551012147 | Electronic Service | Yes | OFF_SL_14-56_Official |
| Jerry | Irsfeld | jerryirsfeld@gmail.com | Mature Voices Minnesota | 2550 University Ave W Ste 350 South St Paul, MN 55114 | Paper Service | No | OFF_SL_14-56_Official |
| Nancy | Lehrman | nl@lehrmanflom.com | Lehrman, Flom & Co., P.L.L.P. | 600 Highway 169 South, Suite 820 Minneapolis, MN 55426 | Electronic Service | No | OFF_SL_14-56_Official |
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| John | Lindell | agorud.ecf@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_14-56_Official |
| Pam | Marshall | pam@energycents.org | Energy CENTS Coalition | 823 7th St E St. Paul, MN 55106 | Electronic Service | No | OFF_SL_14-56_Official |

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| Jorge | Alonso | jorge.alonso@state.mn.us | Public Utilities Commission | 121 7th Place East Suite 350 St. Paul, MN 55101 | Electronic Service | Yes | OFF_SL_13-868_Official CC Service List |
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| Alison C | Archer | alison.c.archer@xcelenergy.com | Xcel Energy | 414 Nicollet Mall FL 5 Minneapolis, MN 55401 | Electronic Service | Yes | OFF_SL_13-868_Official CC Service List |
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| Ryan | Barlow | Ryan.Barlow@ag.state.mn.us | Office of the Attorney General-DOC | 445 Minnesota Street Bremer Tower, Suite 1400 St. Paul, Minnesota 55101 | Electronic Service | Yes | OFF_SL_13-868_Official CC Service List |
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| Jeanne | Cochran | Jeanne.Cochran@state.mn.us | Office of Administrative Hearings | P.O. Box 64620 St. Paul, MN 55164-0620 | Electronic Service | Yes | OFF_SL_13-868_Official CC Service List |
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| Jerry | Dasinger | jerry.dasinger@state.mn.us | Public Utilities Commission | Suite 350 121 7th Place East St. Paul, MN 551012147 | Electronic Service | Yes | OFF_SL_13-868_Official CC Service List |
| James | Denniston | james.r.denniston@xcenergy.com | Xcel Energy Services, Inc. | 414 Nicollet Mall, Fifth Floor Minneapolis, MN 55401 | Electronic Service | Yes | OFF_SL_13-868_Official CC Service List |
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| Sharon | Ferguson | sharon.ferguson@state.mn.us | Department of Commerce | 85 7th Place E Ste 500 Saint Paul, MN 551012198 | Electronic Service | Yes | OFF_SL_13-868_Official CC Service List |
| Benjamin | Gerber | bgerber@mchamber.com | Minnesota Chamber of Commerce | 400 Robert Street North Suite 1500 St. Paul, Minnesota 55101 | Electronic Service | Yes | OFF_SL_13-868_Official CC Service List |
| Burl W. | Haar | burl.haar@state.mn.us | Public Utilities Commission | Suite 350 121 7th Place East St. Paul, MN 551012147 | Electronic Service | Yes | OFF_SL_13-868_Official CC Service List |
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| 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_13-868_Official CC Service List |
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| Christopher | Anderson | canderson@allete.com | Minnesota Power | 30 W Superior St Duluth, MN 558022191 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| 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 | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| James J. | Bertrand | james.bertrand@leonard.com | Leonard Street & Deinard | 150 South Fifth Street, Suite 2300 Minneapolis, MN 55402 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Michael | Bradley | mike.bradley@lawmoss.com | Moss & Barnett | Suite 4800 90 S 7th St Minneapolis, MN 55402-4129 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Jeffrey A. | Daugherty | jeffrey.daugherty@centerpointenergy.com | CenterPoint Energy | 800 LaSalle Ave Minneapolis, MN 55402 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Ian | Dobson | ian.dobson@ag.state.mn.us | Office of the Attorney General-RUD | Antitrust and Utilities Division 445 Minnesota Street, BRM Tower St. Paul, MN 55101 | Electronic Service 1400 | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Sharon | Ferguson | sharon.ferguson@state.mn.us | Department of Commerce | 85 7th Place E Ste 500 Saint Paul, MN 551012198 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Lloyd | Grooms | lgrooms@winthrop.com | Winthrop and Weinstine | Suite 3500 225 South Sixth Street Minneapolis, MN 554024629 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Todd J. | Guerrero | todd.guerrero@kutakrock.com | Kutak Rock LLP | Suite 1750 220 South Sixth Street Minneapolis, MN 554021425 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Burl W. | Haar | burl.haar@state.mn.us | Public Utilities Commission | Suite 350 121 7th Place East St. Paul, MN 551012147 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |

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| Sandra | Hofstetter | N/A | MN Chamber of Commerce | 7261 County Road H Fremont, WI 54940-9317 | Paper Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Alan | Jenkins | aj@jenkinsatlaw.com | Jenkins at Law | 2265 Roswell Road Suite 100 Marietta, GA 30062 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Richard | Johnson | Rick.Johnson@lawmoss.com | Moss & Barnett | 90 South 7th Street Suite #4800 Minneapolis, MN 554024129 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Mark J. | Kaufman | mkaufman@ibewlocal949.org | IBEW Local Union 949 | 12908 Nicollet Avenue South Burnsville, MN 55337 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Thomas G. | Koehler | N/A | Local Union #160, IBEW | 2909 Anthony Ln Minneapolis, MN 55418-3238 | Paper Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Michael | Krikava | mkrikava@briggs.com | Briggs And Morgan, P.A. | 2200 IDS Center 80 S 8th St Minneapolis, MN 55402 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
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| John | Lindell | agorud.ecf@ag.state.mn.us | Office of the Attorney General-RUD | 1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Pam | Marshall | pam@energycents.org | Energy CENTS Coalition | 823 7th St E St. Paul, MN 55106 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Andrew | Moratzka | apmoratzka@stoel.com | Stoel Rives LLP | 33 South Sixth Street Suite 4200 Minneapolis, MN 55402 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |

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| Joseph V. | Plumbo | | Local Union 23, I.B.E.W. | 932 Payne Avenue St. Paul, MN 55130 | Paper Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| Richard | Savelkoul | rsavelkoul@martinsquires.com | Martin & Squires, P.A. | 332 Minnesota Street Ste W2750 St. Paul, MN 55101 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
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| 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 | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
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| SaGonna | Thompson | Regulatory.Records@xcelenergy.com | Xcel Energy | 414 Nicollet Mall FL 7 Minneapolis, MN 554011993 | Electronic Service | No | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |
| 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 | GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric and Gas |