

In the Matter of the Petition of Northern States Power Company d/b/a Xcel Energy for Approval of Amendments to its Natural Gas and Electric Service Quality Tariffs Originally Established in Docket No. E,G-02/CI-02-2034 and Investigation and Audit of Service Quality Reporting-Fraudwise Report.

Dockets E,G002/CI-02-2034; E,G002/M-12-383

Commissioner Tuma proposes the following decision option amendments:

- A.1. Accept Xcel Energy's 2019 QSP filing as in compliance with the annual filing requirement included in the Section 1.9.D of the Company's tariff, but deny Xcel Energy's request to dismiss 119 of the MN DIP obligations complaints from counting toward the Company's Quality Service Plan performance threshold for "Customer Complaints". The Commission reserves its final determination of the required Under Performance Payment in this tariff to a future hearing to be scheduled by the Executive Secretary.

- C. 6. Require Xcel Energy to work with stakeholders to develop, outside the QSP customer complaint metrics, a different mechanism or tariff establishing specific metrics or goals that provide clear transparency to the installers and customers for the tracking and holding accountable Xcel Energy's compliance with the MN DIP timelines. Require all compliance filings Xcel within ___ 30-days of Order or another date agreed upon with the Executive Secretary to propose such a tariff or mechanism.