

The Commission met on **Thursday, August 16, 2019** with Chair Sieben and Commissioners Lipschultz, Means, Schuerger, and Tuma present.

The following matters were taken up by the Commission:

E-002/CI-17-401

In the Matter of a Commission Investigation to Identify Performance Metrics, and Potentially, Incentives for Xcel Energy's Electric Utility Operations

Commissioner Lipschultz moved that the Commission take the following actions:

1. Establish the following metrics for each outcome identified in the January 8, 2019 Order:

a. Affordability

- i. Rates per kWh based on total revenue, reported (1) by customer class and (2) with all classes aggregated
- ii. Average monthly bills for residential customers
- iii. Total arrearages for residential customers
- iv. Total disconnections for nonpayment for residential customers

b. Reliability

- i. Initial metrics:
 1. System Average Interruption Duration Index (SAIDI)
 2. System Average Interruption Frequency Index (SAIFI)
 3. Customer Average Interruption Duration Index (CAIDI)
 4. Customers Experiencing Long Interruption Duration (CELID)
 5. Customers Experiencing Multiple Interruptions (CEMI)
 6. Average Service Availability Index (ASAI)
 7. Items 1 to 6 must be reported with and without major event days.

- ii. Future metrics:
 - 1. Momentary Average Interruption Frequency Index (MAIFI)
 - 2. Locational reliability
 - 3. Power quality
 - 4. Equity – reliability by geography, income, or other relevant benchmarks
- c. Customer service quality
 - i. Initial customer satisfaction metrics:
 - 1. Existing multi-sector metrics, including ACSI and J.D. Power
 - ii. Possible future customer satisfaction metrics:
 - 1. Commission-approved utility-specific survey
 - 2. Subscription to third-party customer satisfaction metrics
 - iii. Utility performance metrics:
 - 1. Call center response time
 - 2. Billing invoice accuracy
 - 3. Number of customer complaints
 - iv. Equity metric – customer service quality by geography, income, or other relevant benchmarks
- d. Environmental performance
 - i. Total carbon emissions by (1) utility-owned facilities and PPAs and (2) all sources
 - ii. Carbon intensity (emissions per MWh) by (1) utility-owned facilities and PPAs and (2) all sources
 - iii. Total criteria pollutant emissions
 - iv. Criteria pollutant emission intensity (criteria pollutant emissions per MWh)
 - v. CO₂ emissions avoided by electrification of transportation
 - vi. CO₂ emissions avoided by electrification of buildings, agriculture, and other sectors

- e. Cost-effective alignment of generation and load
 - i. Demand response, including (1) capacity available (MWh) and (2) amount called (MW, MWh per year)
 - ii. Integration of customer loads with utility supply, including:
 - 1. Amount of demand response that shapes customer load profiles through price response, time varying rates, or behavior campaigns;
 - 2. Amount of demand response that shifts energy consumption from times of high demand to times when there is a surplus of renewable generation;
 - 3. Amount of demand response that sheds loads that can be curtailed to provide peak capacity and supports the system in contingency events; and
 - 4. Metrics that measure the effectiveness and success of items 1 to 3, individually and in aggregate.
- 2. Direct Xcel to work directly and collaboratively with interested parties to develop proposed specific methods to calculate (to the extent not already developed), verify, and report each of the metrics outlined above.
- 3. Direct Xcel to work with stakeholders on development of a future metric to measure workforce and community development impact.
- 4. Direct Xcel to, no later than October 31, 2019, file a description of the corresponding methodology underlying each of the metrics outlined above, and a proposed process schedule for reporting the metrics. For metrics identified above as “future metrics,” direct Xcel and stakeholders to provide an update on methodology development in the October 31, 2019 filing, including a proposed schedule for finalizing methodology and a timeline of when reporting is anticipated to begin.
- 5. Delegate authority to the Executive Secretary to issue notices, set schedules, and designate comment periods for PIM step 4, including initial and reply comments.
- 6. Note that it is anticipated that the Commission will consider the record and comments on PIM step 4 no later than the end of first quarter 2020. It is also anticipated that the metrics approved by the commission could be reported to the commission for a period beginning January 1, 2020.
- 7. Establish the following guidance for Xcel and stakeholders:
 - a. Utility performance metrics should be focused on results and outcomes. Metrics should not prescribe detailed or specific tools or tactics. This will provide the utility the opportunity to be flexible and tailored to its unique system and customers' needs.

- b. Metrics should not support the deployment of specific technologies such as only one type of electric generation, unless such information is needed for a utility to comply with statutes.
- c. Metrics identified to gauge environmental performance should directly measure environmental emissions and impacts.
- d. Parties should develop measurement methodologies and future metrics with an eye toward development of a utility performance dashboard.
- e. Metrics directed by the Commission at this stage of the process are not to be viewed as the final, exclusive list. As stakeholders work forward through the PIM process they may propose reshaping or adding to the metrics outlined above.

The motion passed 5–0.

There being no further business, the meeting was adjourned.

APPROVED BY THE COMMISSION: October 9, 2019

A handwritten signature in black ink that reads "Daniel P. Wolf". The signature is written in a cursive, flowing style.

Daniel P. Wolf, Executive Secretary