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Minneapolis, Minnesota 55401

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

May 1, 2019

**—VIA ELECTRONIC FILING—**

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

RE: ANNUAL REPORT  
NATURAL GAS SERVICE QUALITY  
DOCKET NO. G002/M-19-\_\_\_\_

Dear Mr. Wolf:

Enclosed for filing is the 2018 Natural Gas Service Quality Performance Report of Northern States Power Company, doing business as Xcel Energy, pursuant to the Commission's Orders dated August 26, 2010 in Docket No. G999/CI-09-409, November 30, 2010 in Docket No. G002/CI-08-871, March 6, 2012 in Docket No. G002/M-11-360, April 7, 2014 in Docket Nos. G002/M-12-440 and G002/M-13-371, and April 12, 2019 in Docket No. G002/M-18-316.

This submission includes "private data on individuals," such as customer addresses, and outage events from which they were impacted. This information is maintained by the Company as private customer data, and for this reason, pursuant to Minn. Stat. § 13.679, we have excised this data from the public version of our filing.

We have electronically filed this document with the Minnesota Public Utilities Commission, and copies of the public filing have been served on the parties on the attached service list.

Daniel P. Wolf  
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May 1, 2019

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Please contact Pamela Gibbs at [pamela.k.gibbs@xcelenergy.com](mailto:pamela.k.gibbs@xcelenergy.com) or (612)-330-2889, or me at [gail.a.baranko@xcelenergy.com](mailto:gail.a.baranko@xcelenergy.com) or (612) 330-6935 if you have any questions regarding this filing.

Sincerely,

/s/

GAIL BARANKO  
REGULATORY MANAGER

Enclosures  
c: Service List

STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben	Chair
Dan Lipschultz	Commissioner
Valerie Means	Commissioner
Matthew Schuerger	Commissioner
John Tuma	Commissioner

IN THE MATTER OF NORTHERN STATES  
POWER COMPANY, ANNUAL REPORT ON  
NATURAL GAS SERVICE QUALITY FOR 2018

DOCKET NO. G002/M-19-\_\_\_\_\_

**ANNUAL REPORT**

**INTRODUCTION**

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report regarding our Natural Gas Service Quality for 2018. We submit this Report pursuant to the Commission's Orders dated November 30, 2010 in Docket No. G002/CI-08-871, August 26, 2010 in Docket No. G999/CI-09-409, March 6, 2012 in Docket No. G002/M-11-360, April 7, 2014 in Docket Nos. G002/M-12-440, G002/M-13-371, and April 12, 2019 in Docket No. G002/M-18-316 and we request the Commission accept our 2018 Annual Report.

**ANNUAL REPORT**

Our Annual Report is organized according to the Commission's August 26, 2010 Order Points and includes the following attachments:

- Attachment A\* – Call Center Response Times
- Attachment B\* – Meter Reading Performance
- Attachment C – Involuntary Service Disconnections
- Attachment D – Service Extension Response Times
- Attachment E\* – Customer Complaints
- Attachment E1 – Commission/Xcel Energy Complaint Categories
- Attachment F – Copy of April 24, 2019, 2018 Annual Complaint Report
- Attachment G – Natural Gas Emergency Calls Average Speed of Answer
- Attachment H – MnOPS Emergency Response Reporting Forms
- Attachment H1 – Natural Gas Emergency Response/MnOPS Categories
- Attachment I – Natural Gas Emergency Response Times
- Attachment J – Mislocate Rate
- Attachment K – System Damages

- Attachment L – Service Interruptions
- Attachment M – Incident Notification Summary
- Attachment N – Customer-Service Related O&M Expenses
- Attachment O\* – Meter Equipment Malfunction
- Attachment P – U.S. DOT Gas Distribution System Annual Report

\*These attachments were also included in our April 1, 2019 Electric Service Quality Rules Report filed in Docket No. E002/M-19-261.

## **A. Call Center Response Times**

We provide our Call Center Response times as **Attachment A** to this Annual Report. Our call center service level is 91.1 percent of calls answered in 20 seconds or less. We calculated this service level from all calls received to our call centers (both natural gas and electric customers), which includes calls from customers using our Interactive Voice Response system and credit calls. For 2018, our average speed of answer was 22 seconds

In 2018, our Call Centers were staffed 24 hours a day, 7 days a week, and our IVR was used in the same manner across this time period, therefore these were our “business hours.” Our performance includes call and service level information on a 24-hours-a-day, 7 days-a-week-basis. Line 31 on Attachment A provides our average speed of answer (ASA), and the rows below break out the ASA by call center.

While our call centers are staffed 24/7, our hours of operation for non-emergency calls changed to Monday through Friday from 7:00 a.m. to 7:00 p.m.; and Saturdays from 9:00 a.m. to 5:00 p.m. effective January 1, 2018. Call Center Representatives continue to be available to interact with customers calling regarding electric and natural gas outage and emergency calls 24/7. We have not encountered any technical or other issues.

As expected, customers have continued to decrease their need to speak to an agent after hours. In fact, from January 2018 to December 2018 we saw a 30 percent decrease in the number of customers calling in after hours that prompted to speak to an agent for reasons other than outages and natural gas emergencies.

Our digital strategy has been successful with more customers leveraging self-service offers to transact business. Overall usage of our automated phone system (IVR) is up 3.9 percentage points in 2018 vs. 2017. For those customers that are selecting to speak to an agent, the wait time has improved. Overall agent calls answered within 20 seconds improved 0.6 percentage points from 2017 to 2018 (Attachment A, line 30).

Part of this improvement of service to customers can be attributed to serving customers better in the channels and times they need assistance. Overall incoming call volume was down nearly 40,000 calls year over year. The agent call volume was down 147,000 calls, while the calls handled by the automated system increased by 108,000. In addition, we saw an increase of 18.9 percent in customer Ebill enrollments and 10.7 percent in My Account enrollments from 2017 to 2018.

As of April 1 of this year, we have received four complaints/comments about the change in call center hours from our Minnesota customers. While the customers were not initially pleased with the change in hours, we were able to satisfactorily resolve their issues.

## **B. Meter Reading Performance**

*7826.1400 Reporting Meter Reading Performance. The annual service quality report must include a detailed report on the utility's meter-reading performance, including for each customer class and for each calendar month:*

- A. The number and percentage of customer meters read by utility personnel.*
- B. The number and percentage of customer meters self-read by customers.*
- C. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and periods of longer than 12 months, and an explanation as to why they have not been read.*
- D. Data on monthly meter reading staffing levels, by work center or geographical area.*

We provide the required meter reading information for items A through C as **Attachment B** to this filing. As this part of our workforce is integrated, our meter reading information includes data for both natural gas and electric operations.

In compliance with the April 7, 2014 Order in Docket No. G002/M-13-371, Attachment B excludes multiple reads per month when reporting meter read totals so that the "Percent Read by Company" does not exceed 100 percent in any given month. In addition, we have reported the number of meters installed by month rather than only a year-end total.

We have also removed "deleted meters" from the total number of meters installed per month. The "deleted meters" designation is given to meters that were incorrectly entered into the system and were never truly installed at a premise. This ensures our data is more representative of meters in the field.

We provide the following 2018 meter reading staffing level information, as required by Part D above. The "Other" category numbers include Xcel Energy personnel located in

the Fargo and Sioux Falls Service Centers who read meters in western Minnesota, North Dakota, and South Dakota.

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Metro East	3	3	3	3	3	3	3	3	3	3	3	3
Metro West	2	2	2	2	3	3	3	3	3	3	3	3
Northwest	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5
Southeast	3	3	3	3	3	3	3	3	3	3	3	3
Other	1	1	1	1	1	1	1	1	1	1	1	1

Meter reading staffing levels during 2018 increased by 1 staff position when compared to 2017 (1 in Metro West).

### C. Involuntary Service Disconnections

We provide **Attachment C** in compliance with Order Point D of the August 26, 2010 Order in Docket No. G999/CI-09-409. The involuntary service disconnections data in Attachment C fully compiles the monthly data filed in the Cold Weather Rule docket (Docket No. E,G999/PR-18-2) and aligns with the reporting format used by CenterPoint Energy.

### D. Service Extension Response Times

*7826.1600 Reporting Service Extension Request Response Times. The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:*

- A. *The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.*
- B. *The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.*

We provide the required information as **Attachment D** to this Annual Report.

As noted in our May 18, 2009 Comments in Docket No. G999/CI-09-409, for our natural gas operations, the requests for service to locations that have been previously served, but are not being served at the time of the request (as required by Minn. R. 7826.1600 subp. B), are nearly all requests from customers who have had their meter locked due to credit.

This is the first year that we are reporting service extension response times with data from our new SAP work management system. The rollout of SAP allowed us to design a service extension process which better captures the data points needed to measure the time from when a customer site is ready to take service to provision of that service. Previously, our new service extension times included reconnections for service upgrades involving a disconnection of service – as well as reconnection times to locations where we disconnected due to vacancy. Starting with this year's report and going forward, these types of reconnections are not included in Attachment D. With a change in systems and process, we believe our 2018 and going forward performance is not comparable to what was previously reported and the current information better reflects the customer perspective. With better information, the Company has undertaken an initiative to improve performance and decrease the turnaround times for the provision of residential service where construction is required.

#### **E. Customer Deposit Data**

*7826.1900 Reporting Customer Deposits. The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.*

During 2018, we requested a total of 394 deposits as a condition of service for our residential customers that had filed for bankruptcy, which is inclusive of both our natural gas and electric operations.

We request these deposits upon notification from the bankruptcy court and/or customers of their bankruptcy petitions; we do not request them for reconnection of service. Once customers file for bankruptcy, we begin their service anew, and include a deposit amount on their first bills.

#### **F. Customer Complaint Data**

*7826.2000 Reporting Customer Complaints. The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:*

- A. The number of complaints received.*
- B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.*
- C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.*
- D. The number and percentage of all complaints resolved by taking any of the following actions:*

- (1) *Taking the action the customer requested;*
  - (2) *Taking an action the customer and the utility agree is an acceptable compromise.*
  - (3) *Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.*
  - (4) *Refusing to take the action the customer requested.*
- E. *The number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.*

We provide the information required by Items A through E as **Attachment E** to this Annual Report. Pages 1-4 of Attachment E contain information on customer complaints handled by the Company's Customer Advocate group; pages 5-16 contain information on complaints handled upon initial inquiry in the Call Centers. The information provided is data for both natural gas and electric operations.

In addition we also provide **Attachment E1** to this report, which demonstrates how our call center complaint categories correspond with the categories contained in Minn. R. 7826.2000.

Our Annual Complaint Report is provided as **Attachment F** to this filing, which was also filed on April 24, 2019 in Docket No. E,G999/PR-19-13.

## **G. Natural Gas Emergency Response**

### *1. Telephone Response*

We provide as **Attachment G** to this Annual Report, our Average Speed of Answer for calls from Minnesota customers either directly to our Gas Emergency phone line, or to one of our other customer service phone numbers from which customers selected a prompt to report a natural gas emergency.<sup>1</sup> For 2018, we answered 91.8 percent of gas emergency calls in 20 seconds.

We have observed fairly consistent call volumes related to natural gas emergencies compared to historical patterns; however, the average speed of answer improved year-over-year from 7 seconds in 2017 to 5 seconds in 2018.

### *2. Field Response*

We provide our Natural Gas Emergency Response Time - MnOPS as **Attachment H** to this Annual Report. We responded to 92.71 percent of the calls within one hour.

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<sup>1</sup> Phone numbers included in the "all gas calls" here are our general customer service line (1-800-895-4999), our Business Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999).



Page 1 of Attachment H is a Summary of our performance, with the following pages our bi-monthly, 2018 MnOPS Emergency Response Reporting Forms.

3. *Additional Emergency Response Information*

We additionally provide our 2018 Natural Gas Emergency Response Time results under our QSP tariff as **Attachment I** to this Annual Report. Our average annual emergency response time for 2018 is 35.92 minutes. A summary of these performance results is also submitted to the Commission as part of our Annual Report – Tariff Service Quality Plan filed on May 1, 2019 in Docket Nos. E,G002/CI-02-2034 and E,G002/M-12-383.

We note that a comparison of our performance between the MnOPS reports and our QSP tariff report is not possible because each is based on different call types and reporting criteria. The MnOPS report was developed through input from MnOPS, and based on their definitions of response time, and preference for only including the following call types: fire, explosion, blowing gas, and indoor and outdoor odors. Our QSP tariff Natural Gas Emergency Response performance criteria was developed through Docket No. E,G002/CI-02-2034, and memorialized in the Commission’s May 6, 2009 Order in that Docket.

To illustrate the difference in the call types included in each of the reports, we provide **Attachment H1**, which describes the types of natural gas emergency calls we include in our QSP tariff reporting compared to our MnOPS reporting. In summary, the following call types are included in our QSP tariff reporting and are *not* included in our MnOPS reports:

- Carbon monoxide calls, *with* and *without* symptoms;
- Ice/snow on regulator;
- No gas; and
- High pressure gas.

**H. Mislocates**

We provide our 2018 natural gas mislocate information as **Attachment J** to this Annual Report. We define “mislocate” as a natural gas line that is damaged as a result of mismarking or failure to mark a line, and is calculated as follows:

Mislocate Rate =	$\frac{\text{Total Number of Mislocates}}{\text{Total Number of Locate Tickets}} \times 1,000$
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Attachment J separates mislocates due to mismarked lines from mislocates due to failure to mark lines.

## I. System Damage

Our 2018 System Damage report is provided as **Attachment K**. In compliance with the August 26, 2010 Order, we provide our Natural Gas System Damage data in the following categories:

- Damage under the control of Xcel Energy employees and contractors; and
- Damage from all other causes.

## J. Service Interruptions/Event Reporting

### 1. *Natural Gas Service Interruptions*

We provide our Natural Gas Service Interruption report for 2018 as **Attachment L**. This metric reports the number of homes that experienced an unplanned service interruption, the number of incidents, and the average outage time of those interruptions.

We have summarized our natural gas service interruption data into the following two categories of interruptions, consistent with the other Stakeholder Group utilities:

1. Outages due to utility Employees/Contractors; and
2. Outages due to all other causes.

### 2. *Major Incident Summaries*

We provide as **Attachment M** to this Annual Report, a Summary of the natural gas incidents<sup>2</sup> during 2018.

Similar to our contemporaneous reporting of electric system events, our Customer Advocate group receives internal email notifications of major reportable incidents from Operations, and emails the completed forms to the Consumer Affairs Office (CAO) and Department of Commerce, within a reasonably prompt time. Once the incident has been resolved, Operations notifies our Customer Advocate group, who then emails a Summary to the CAO and Department to close the loop. This year there were three instances where a natural gas major reportable incident was not contemporaneously reported to the CAO and Department of Commerce. Attachment M contains “private data on individuals,” such as customer names, addresses, and outage events from which they were impacted. This information is

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<sup>2</sup> Major reportable incidents are as defined by the Minnesota Office of Pipeline Safety.

maintained by the Company as private customer data, and for this reason, pursuant to Minn. Stat. § 13.679, we have excised this data from the public version of our filing.

## **K. Customer Service-Related O&M Expenses**

We provide our customer service-related Operations and Maintenance expenses as **Attachment N** to this Annual Report. This information includes costs recorded in FERC accounts 901 and 903, plus payroll taxes and benefits for 2018. For 2018, these expenses totaled \$4,992,230 for our State of Minnesota, natural gas utility operations.

## **L. Meter Equipment Malfunctions**

In compliance with the April 7, 2014 Order in Docket No. G002/M-13-371, we provide as **Attachment O** meter equipment malfunction, investigation and remediation information for our natural gas and electric operations as included in our Electric Service Quality Rules Report submitted on April 1, 2019 in Docket No. E002/M-19-261

## **M. Additional Reporting Requirements**

Per Order Point 2a thru 2d of the Commission's April 12, 2019 Order in Docket No. G002/M-18-316, the Company was directed to provide the following information:

*In its 2018 Annual Gas Service Quality Report, Xcel Energy must file:*

- a. *The utility's filing under 49 CFR 192.1007 (e): integrity management plan performance measures; monitoring results and evaluation effectiveness in a manner to establish a baseline for ongoing reporting.*

Metrics i thru iv outlined in Title 49 CFR 192.1007(e) are included in the Company's Gas Distribution System Annual Report required by 49 CFR 191.11. Please see Attachment P<sup>3</sup> for the 2018 Report filed with the United States Department of Transportation (DOT) on March 13, 2019, as detailed below:

- (i) Number of hazardous leaks either eliminated or repaired as required by §192.703(c), categorized by cause can be found in Part C of the Annual Report
- (ii) Number of excavation damages can be found in Part D1 of the Annual Report
- (iii) Number of excavation tickets can be found in Part D2 of the Annual Report

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<sup>3</sup> The numbers reported in Part E in Attachment P do not tie to what the Company provided in its December 18, 2018 EFV Compliance filing in Docket No. G999/M-18-41 as the DOT annual filing is for a different time period. We are aware of the differences in the reporting and do not believe this is a problem with the data we've presented in either filing because of the reporting time periods being requested in each report.

- (iv) Total number of leaks either eliminated or repaired, categorized by cause can be found in Part C
- (v) Number of hazardous leaks either eliminated or repaired as required by §192.703(c) categorized by material. In Table 1 below we have provided information for 2017. 2018 information is not available at this time; however, we will supplement this information by June 1, 2019.

Table 1  
Number of Hazardous Leaks Either Eliminated or Repaired as Required by §192.703(c) Categorized by Material

Material	2017
Steel - Coated	16
Steel - Bare	0
Ductile Iron	0
Copper	0
Cast/Wrought Iron	0
Plastic - PVC	0
Plastic - PE	43
Plastic - ABS	0
Plastic - Other	0
Other	10
Reconditioned Cast Iron	0

- b. A summary of any 2018 emergency response violations cited by MnOPS along with a description of the violation and remediation in each circumstance.*

The Company did not receive any emergency response violations cited by MnOPS in 2018.

- c. The number of violation letters received by the utility from MnOPS during the year in question.*

In 2018, the Company received ten violation letters related to Minnesota Statute 216D for locating issues. Violation letters are typically triggered by a MnOPS inspection, damage that occurred in the field, or a complaint from an excavator. MnOPS conducts a variety of inspections including construction sites and our control center. Upon receipt of a MnOPS violation letter, the Company is given a set amount of time (determined by MnOPS) to provide a response outlining a remediation plan or other steps taken to remediate the violation. MnOPS closes these items with either a letter or a verbal notification. Annually, the Company staff meets with MnOPS to review the incidents that occurred in the previous year and their disposition.

d. *A discussion of how to provide ongoing monitoring and metrics towards the deployment of Excess Flow Valves and manual service line shutoff valves pursuant to the Commission's order in Docket No. G-999/CI-18-41*

As part of our December 18, 2018 Compliance filing in Docket No. G999/CI-18-41, the Company provided statistics on the number of installed Excess Flow Valves (EFVs) and manual shut-off valves on our natural gas system, including the percentage of suitable customers with the equipment installed (see Tables 2 and 3 below). As we mentioned in the Compliance filing, the Company does not have a program in place to install EFVs or manual shut-off valves on a standalone basis, but continues to install EFV and manual shut-off valves as new service lines are installed, existing service lines are repaired or replaced, or a customer requests installation.

**TABLE 2**  
**EFV INSTALLATION BY CUSTOMER CLASS**

<b>Customer Class</b>	<b>Number of Customers Suitable for EFV<sup>4</sup></b>	<b>Number of installed EFVs</b>	<b>Percentage of Suitable Customers with EFVs</b>	<b>Number of customers unsuitable for EFV<sup>5</sup></b>
Residential	365,911	138,891	37.96%	65,315
Commercial	16,137	4,879	30.23%	15,650
Industrial	79	25	31.65%	324
Municipal	227	52	22.91%	325
Unassigned	1	0	0.00%	0
Total	382,355	143,847	37.62%	81,614

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<sup>4</sup> Customers who fall under the installation requirements of 49 CFR § 192.383 are considered suitable in this table. Actual number of services with technical feasibility for an EFV installation may vary. An engineering analysis is required, on a case-by-case basis, to determine technical feasibility.

<sup>5</sup> Customers who do not fall under the installation requirements of 49 CFR § 192.383 are considered unsuitable in this table.

**TABLE 3**  
**MANUAL SERVICE SHUT-OFF VALVE INSTALLATION BY CUSTOMER CLASS**

<b>Customer Class</b>	<b>Number of Customers Suitable for Shut-off Valve<sup>6</sup></b>	<b>Number of installed Shut-off Valves</b>	<b>Percentage of Suitable Customers with Shut-off Valves</b>
Residential	65,315	108	0.17%
Commercial	15,650	133	0.85%
Industrial	324	4	1.23%
Municipal	325	6	1.85%
Total	81,614	251 <sup>7</sup>	0.31%

### CONCLUSION

Xcel Energy respectfully requests the Commission accept this 2018 Annual Natural Gas Service Quality Report.

Dated: May 1, 2019

Northern States Power Company

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<sup>6</sup> Only includes customers who are not suitable for an EFV installation.

<sup>7</sup> The Company is aware of more lines with manual shut-off valves than the amount reported here. However, the number shown in this filing is the number of valves that have maintenance records verifying they are operational.

	January	February	March	April	May	June	July	August	September	October	November	December	2018
1 All <b>Residential</b> Calls offered to Agents	72,064	61,260	71,621	77,502	96,240	96,749	99,033	101,568	90,333	95,451	73,645	62,142	997,608
2 All <b>BSC</b> Calls Offered to Agents	5,570	4,510	4,914	4,768	5,258	4,999	5,011	5,199	4,928	5,334	4,654	3,909	59,054
3 All <b>Credit</b> Calls Offered to Agents	13,325	13,279	18,282	30,679	18,571	14,508	12,295	17,765	18,446	18,621	13,921	14,038	203,730
4 All <b>PAR</b> Calls Offered to Agents	2,999	2,860	3,640	6,043	6,310	4,937	4,617	5,784	4,910	4,481	3,128	2,266	51,975
5 All Calls Offered to Agents	93,958	81,909	98,457	118,992	126,379	121,193	120,956	130,316	118,617	123,887	95,348	82,355	1,312,367
6 All Calls Excluding Credit and PAR	90,959	79,049	94,817	112,949	120,069	116,256	116,339	124,532	113,707	119,406	92,220	80,089	1,260,392
7 All <b>Residential</b> Calls Answered by Agents within 20 seconds	55,878	47,230	55,471	57,591	72,232	65,104	62,060	61,009	80,167	84,146	67,211	49,010	757,109
8 All <b>BSC</b> Calls Answered by Agents within 20 seconds	4,155	3,691	4,109	3,934	3,608	3,477	3,123	3,617	3,375	3,766	3,540	2,952	43,347
9 All <b>Credit</b> Calls Answered by Agents within 20 seconds	11,781	11,470	15,482	22,992	15,973	11,382	9,042	14,100	17,519	17,493	13,018	11,875	172,127
10 All <b>PAR</b> Calls Answered by Agents within 20 seconds	2,492	2,328	2,914	4,493	4,729	3,913	3,618	4,222	3,563	3,538	2,675	1,962	40,447
11 All Calls Answered by Agents within 20 seconds	74,306	64,719	77,976	89,010	96,542	83,876	77,843	82,948	104,624	108,943	86,444	65,799	1,013,030
12 All Calls Answered by Agents within 20 seconds Excluding Credit and PAR	71,814	62,391	75,062	84,517	91,813	79,963	74,225	78,726	101,061	105,405	83,769	63,837	972,583
13 Non-Billing and Non-Outage Calls Completed in IVR	21,935	24,415	27,582	30,428	29,151	27,173	29,178	32,924	28,025	27,734	25,550	25,899	329,994
14 Billing Calls Handled by IVR	120,940	116,778	130,950	128,219	122,147	124,258	126,223	133,470	120,440	121,244	110,718	111,281	1,466,668
15 Outage Calls Handled by IVR	13,110	8,229	19,187	14,896	32,663	34,116	39,213	28,367	32,124	21,048	10,449	9,603	263,005
16 Outage Calls Offered to Agents	11,219	7,728	11,893	11,784	19,894	20,724	20,843	17,209	17,257	14,886	9,593	8,604	171,634
17 Total Outage Calls	24,329	15,957	31,080	26,680	52,557	54,840	60,056	45,576	49,381	35,934	20,042	18,207	434,639
18 All Calls Offered to Agents + Outage Calls Handled by IVR	107,068	90,138	117,644	133,888	159,042	155,309	160,169	158,683	150,741	144,935	105,797	91,958	1,575,372
19 All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	87,416	72,948	97,163	103,906	129,205	117,992	117,056	111,315	136,748	129,991	96,893	75,402	1,276,035
20 Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR	104,069	87,278	114,004	127,845	152,732	150,372	155,552	152,899	145,831	140,454	102,669	89,692	1,523,397
21 Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	84,924	70,620	94,249	99,413	124,476	114,079	113,438	107,093	133,185	126,453	94,218	73,440	1,235,588
22 All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	228,008	206,916	248,594	262,107	281,189	279,567	286,392	292,153	271,181	266,179	216,515	203,239	3,042,040
23 All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	208,356	189,726	228,113	232,125	251,352	242,250	243,279	244,785	257,188	251,235	207,611	186,683	2,742,703

		January	February	March	April	May	June	July	August	September	October	November	December	2018
24	Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	225,009	204,056	244,954	256,064	274,879	274,630	281,775	286,369	266,271	261,698	213,387	200,973	2,990,065
25	Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	205,864	187,398	225,199	227,632	246,623	238,337	239,661	240,563	253,625	247,697	204,936	184,721	2,702,256
26	Service Level All Calls (Residential, BSC, Credit and PAR and all calls handled by IVR)	92.1%	92.6%	92.6%	89.8%	90.4%	87.8%	86.3%	85.4%	95.3%	94.9%	96.3%	92.8%	<b>91.1%</b>
27	Service Level All Calls (Residential, BSC, Credit and PAR) and IVR Handled Outage Calls	81.6%	80.9%	82.6%	77.6%	81.2%	76.0%	73.1%	70.1%	90.7%	89.7%	91.6%	82.0%	81.0%
28	Service Level Res and BSC Calls, excluding Credit and calls (including outage and billing calls handled by IVR)	91.5%	91.8%	91.9%	88.9%	89.7%	86.8%	85.1%	84.0%	95.3%	94.6%	96.0%	91.9%	90.4%
29	Service Level Res and BSC Calls, excluding credit calls (not including billing calls handled by IVR)	81.6%	80.9%	82.7%	77.8%	81.5%	75.9%	72.9%	70.0%	91.3%	90.0%	91.8%	81.9%	81.1%
30	Service Level (agent only)	79.1%	79.0%	79.2%	74.8%	76.4%	69.2%	64.4%	63.7%	88.2%	87.9%	90.7%	79.9%	77.2%
31	Average Speed of Answer - ASA (Agent only Residential, BSC, Credit and PAR)	18	19	21	38	23	25	31	31	13	14	9	16	<b>22</b>
	ASA Residential	20	22	24	28	24	26	32	34	11	14	8	17	22
	ASA BSC	26	18	16	17	38	36	51	41	40	38	25	29	31
	ASA Credit	9	9	10	67	12	14	16	14	5	4	5	10	18
	ASA PAR	15	18	22	34	30	25	25	38	40	26	14	15	27

Notes:

13	IVR handled calls are answered immediately with an average speed to answer calls calculated using 0 seconds and includes non-billing and non-outage IVR calls that did not route to an agent. These calls may have been offered messaging that can answer many upfront questions, including but not limited to billing credits, scam information, call before you dig information, the hold time length, or will direct the caller to other resources.
26	The service level formula is: (All Calls Answered by Agents within 20 seconds + All IVR Handled calls) / (All Calls Offered to Agents + All IVR Handled Calls)
27	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR)
	Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park), at the Business call center at Sky Park and Denver, at the Credit call centers at Amarillo, Centre Pointe and Sky Park.
	Data on calls to agents is gathered from the phone switch (Avaya) based on skills.
	Data on IVR calls is gathered from the IVR reporting tool (Voice Portal).



A. The number and percentage of customer meters read by utility personnel (Company).

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A÷B Percent Read by Utility (Company)	
<b>JANUARY</b>	1,587,348	159,378	12,311	4,166	1,763,203	1,764,624	99.92%	
<b>FEBRUARY</b>	1,448,555	144,912	11,292	3,781	1,608,540	1,766,016	91.08%	*
<b>MARCH</b>	1,589,453	159,584	12,323	4,158	1,765,518	1,767,215	99.90%	
<b>APRIL</b>	1,590,662	159,693	12,360	4,162	1,766,877	1,768,425	99.91%	
<b>MAY</b>	1,591,690	159,633	12,285	4,148	1,767,756	1,770,094	99.87%	
<b>JUNE</b>	1,519,579	155,357	12,148	4,017	1,691,101	1,771,667	95.45%	
<b>JULY</b>	1,594,653	159,931	12,362	4,150	1,771,096	1,772,936	99.90%	
<b>AUGUST</b>	1,596,083	160,035	12,276	4,139	1,772,533	1,774,303	99.90%	
<b>SEPTEMBER</b>	1,535,084	154,354	12,076	4,039	1,705,553	1,775,379	96.07%	
<b>OCTOBER</b>	1,599,156	160,475	12,323	4,134	1,776,088	1,777,636	99.91%	
<b>NOVEMBER</b>	1,443,652	142,609	10,865	3,618	1,600,744	1,779,187	89.97%	*
<b>DECEMBER</b>	1,462,144	150,488	11,940	3,874	1,628,446	1,780,813	91.44%	*

\*The number of working days in a month, the number of weekends in a month, and the number of holidays in a month will impact the percentage of meters read by the utility, particularly in February, November, and December when excluding multiple meter reads on a single meter from the data.

B. The number and percentage of customer meters read by customers.

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A÷B Percent Read by Customer
<b>JANUARY</b>	4				4	1,764,624	0.0002%
<b>FEBRUARY</b>	2				2	1,766,016	0.0001%
<b>MARCH</b>	8				8	1,767,215	0.0005%
<b>APRIL</b>	6				6	1,768,425	0.0003%
<b>MAY</b>	3				3	1,770,094	0.0002%
<b>JUNE</b>	4				4	1,771,667	0.0002%
<b>JULY</b>	11				11	1,772,936	0.0006%
<b>AUGUST</b>	5	1			6	1,774,302	0.0003%
<b>SEPTEMBER</b>	12				12	1,775,378	0.0007%
<b>OCTOBER</b>	2				2	1,777,635	0.0001%
<b>NOVEMBER</b>	3				3	1,779,185	0.0002%
<b>DECEMBER</b>	4				4	1,780,810	0.0002%

C-1. The number and percentage of residential customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

**Account Class: Residential**

<b>Message</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>	<b>Percent</b>
NO READING RETURNED	139	100	89	65	32	18	45	42	53	53	50	71	757	32.73%
NO ANSWER	43	40	52	49	54	56	39	34	35	45	31	29	507	21.92%
OC Meter Maint	36	27	22	21	13	8	13	16	12	19	19	15	221	9.55%
DOOR LOCKED	18	16	17	12	4	16	8	1	1	2	12	5	112	4.84%
METER OFF	3	4	2	10	12	9	29	7	7	8	11	5	107	4.63%
NEED KEY OR CODE	7	6	23	13	15	4	2	4	5	4	9	12	104	4.50%
DEAD REGISTER	10	11	7	9	10	8	7	7	6	8	5	6	94	4.06%
BAD KEY OR CODE	6	8	10	7	5	4	4	2	4	10	9	10	79	3.42%
SERVICE CUT AT POLE	5	6	6	4	8	7	3	6	3	5	2	5	60	2.59%
GATE PROBLEM	8	8	5	7	3	3	2	1	0	2	4	2	45	1.95%
DOG	4	5	4	4	9	9	4	2	1	1	0	0	43	1.86%
VACANT	1	1	5	8	3	3	3	3	2	0	6	5	40	1.73%
METER REMOVED	1	1	2	5	3	4	2	3	1	2	0	3	27	1.17%
KEY NOT AVAILABLE	3	7	1	1	1	3	0	2	0	2	2	2	24	1.04%
UNSAFE CONDITION	0	2	1	2	1	0	1	1	0	2	5	1	16	0.69%
NO ACCESS BACK YARD	1	2	2	1	2	1	1	1	0	1	0	1	13	0.56%
GARAGE LOCKED	1	1	2	2	0	2	0	1	0	0	0	0	9	0.39%
CUST REQUESTS SKIP	1	1	1	0	0	1	0	0	1	1	1	0	7	0.30%
OC CellNet New: no premise ID	0	0	1	2	1	0	1	1	0	1	0	0	7	0.30%
SNOW/MUD	0	4	1	1	0	0	0	0	0	0	0	1	7	0.30%
CUSTOMER READING	0	0	0	0	0	0	1	1	1	1	1	1	6	0.26%
METER BLOCKED	3	0	0	2	1	0	0	0	0	0	0	0	6	0.26%
BAD ROAD	0	1	0	3	0	0	0	0	0	0	0	1	5	0.22%
DOG NEXT DOOR	0	0	0	0	0	0	0	0	2	0	0	1	3	0.13%
REFUSED ADMITTANCE	0	0	1	1	1	0	0	0	0	0	0	0	3	0.13%
BUSINESS CLOSED	0	0	0	0	1	0	1	0	0	0	0	0	2	0.09%
CANNOT LOCATE	0	0	1	1	0	0	0	0	0	0	0	0	2	0.09%
EMED Meter Maint	0	0	0	0	0	0	0	0	0	0	0	2	2	0.09%
SEASONAL	0	0	0	1	1	0	0	0	0	0	0	0	2	0.09%
INCLEMENT WEATHER	0	0	1	0	0	0	0	0	0	0	0	0	1	0.04%
NO ADULT	0	0	0	0	0	0	0	0	0	0	1	0	1	0.04%
SPS DEAD REGISTER	0	0	0	0	1	0	0	0	0	0	0	0	1	0.04%
<b>TOTAL</b>	<b>290</b>	<b>251</b>	<b>256</b>	<b>231</b>	<b>181</b>	<b>156</b>	<b>166</b>	<b>135</b>	<b>134</b>	<b>167</b>	<b>168</b>	<b>178</b>	<b>2313</b>	<b>100%</b>

C-1. The number and percentage of commercial customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

**Account Class: Commercial**

<b>Message</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>	<b>Percent</b>
NO READING RETURNED	33	29	36	27	22	14	25	24	29	43	42	40	364	29.79%
METER OFF	24	27	26	33	33	31	20	33	23	28	23	20	321	26.27%
DEAD REGISTER	4	8	10	7	14	8	18	7	7	1	7	9	100	8.18%
METER REMOVED	4	1	1	1	5	10	8	3	2	7	7	8	57	4.66%
VACANT	2	5	4	5	6	5	2	6	8	5	5	3	56	4.58%
NO ANSWER	3	3	5	2	5	6	5	4	3	2	3	6	47	3.85%
SERVICE CUT AT POLE	7	4	4	5	3	5	3	3	2	3	2	3	44	3.60%
OC Meter Maint	7	4	3	4	2	1	2	3	3	1	5	6	41	3.36%
CANNOT LOCATE	2	3	13	9	1	0	0	0	1	0	0	0	29	2.37%
DOOR LOCKED	2	2	1	3	3	2	2	1	2	2	1	4	25	2.05%
HANDHELD ESTIMATE	0	2	1	3	2	3	2	2	2	2	2	2	23	1.88%
GATE PROBLEM	0	2	0	0	1	2	2	1	3	1	5	4	21	1.72%
SEASONAL	6	3	2	5	3	0	0	0	0	0	0	0	19	1.55%
BAD KEY OR CODE	1	1	1	1	0	0	0	0	0	0	2	6	12	0.98%
KEY NOT AVAILABLE	0	1	1	0	0	0	1	0	4	2	0	3	12	0.98%
NEED KEY OR CODE	1	2	1	1	2	0	0	1	1	1	0	1	11	0.90%
BAD ROAD	1	0	0	2	0	1	2	0	0	1	0	1	8	0.65%
BUSINESS CLOSED	1	0	0	0	0	1	0	0	1	1	1	0	5	0.41%
METER BLOCKED	2	0	0	0	0	1	0	2	0	0	0	0	5	0.41%
SNOW/MUD	0	1	2	1	0	0	0	0	0	0	0	1	5	0.41%
WRONG ROUTE	0	1	1	0	0	0	0	1	0	1	0	0	4	0.33%
PAINTED OVER	0	0	0	0	0	0	0	1	1	1	0	0	3	0.25%
UNSAFE CONDITION	0	0	0	0	0	0	1	1	0	0	1	0	3	0.25%
CUST REQUESTS SKIP	0	0	0	0	1	0	1	0	0	0	0	0	2	0.16%
SPS DEAD REGISTER	0	0	0	0	2	0	0	0	0	0	0	0	2	0.16%
CLOSED LOOP	0	0	0	0	0	0	1	0	0	0	0	0	1	0.08%
EMED Meter Maint	0	0	0	0	0	0	0	0	0	0	0	1	1	0.08%
REFUSED ADMITTANCE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.08%
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>112</b>	<b>109</b>	<b>105</b>	<b>90</b>	<b>95</b>	<b>93</b>	<b>92</b>	<b>103</b>	<b>106</b>	<b>118</b>	<b>1222</b>	<b>100%</b>

C-1. The number and percentage of industrial customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

**Account Class: Industrial**

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	28	26	28	29	35	38	40	29	44	44	42	36	419	85.69%
METER OFF	1	3	2	2	3	4	3	3	1	4	0	1	27	5.52%
METER REMOVED	4	2	2	1	1	0	0	0	0	0	0	1	11	2.25%
HANDHELD ESTIMATE	0	1	1	1	1	0	1	0	0	1	1	0	7	1.43%
SEASONAL	1	1	1	2	0	0	1	1	0	0	0	0	7	1.43%
SERVICE CUT AT POLE	0	0	0	1	1	1	1	1	0	0	0	0	5	1.02%
DEAD REGISTER	0	0	0	0	1	0	1	0	1	0	0	0	3	0.61%
VACANT	0	0	1	0	0	0	1	0	0	0	0	1	3	0.61%
NO ANSWER	1	0	0	0	0	1	0	0	0	0	0	0	2	0.41%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	0	0	0	0	1	1	0.20%
DOOR LOCKED	0	0	0	0	0	0	0	0	0	1	0	0	1	0.20%
GATE PROBLEM	1	0	0	0	0	0	0	0	0	0	0	0	1	0.20%
INCLEMENT WEATHER	0	0	0	0	0	1	0	0	0	0	0	0	1	0.20%
KEY NOT AVAILABLE	0	0	0	0	0	0	0	1	0	0	0	0	1	0.20%
TOTAL	36	33	35	36	42	45	48	35	46	50	43	40	489	100%

C-1. The number and percentage of other customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

**Account Class: Other**

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	4	4	5	4	4	4	4	4	4	4	4	5	50	100%
TOTAL	4	4	5	4	4	4	4	4	4	4	4	5	50	100%

C-2. The number and percentage of residential customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

**Account Class: Residential**

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	24	23	21	8	12	7	12	13	13	17	13	18	181	31.21%
NO ANSWER	7	9	11	12	17	22	17	16	21	23	10	10	175	30.17%
OC Meter Maint	9	5	5	4	3	1	0	3	4	4	1	3	42	7.24%
DOOR LOCKED	5	1	4	3	2	5	4	1	0	1	3	1	30	5.17%
SERVICE CUT AT POLE	1	2	1	0	3	4	1	4	3	3	1	2	25	4.31%
METER OFF	1	1	1	3	2	1	2	2	1	2	5	3	24	4.14%
NEED KEY OR CODE	1	1	5	2	2	2	2	1	2	0	1	2	21	3.62%
VACANT	0	0	1	1	0	3	3	2	0	0	2	3	15	2.59%
BAD KEY OR CODE	0	1	3	1	1	0	0	0	2	1	2	3	14	2.41%
DEAD REGISTER	1	0	0	1	0	1	1	2	3	3	1	1	14	2.41%
DOG	0	1	1	1	1	1	2	1	0	0	0	0	8	1.38%
UNSAFE CONDITION	0	2	0	2	0	0	1	0	0	0	2	0	7	1.21%
NO ACCESS BACK YARD	1	1	0	0	2	1	0	0	0	0	0	0	5	0.86%
CUST REQUESTS SKIP	0	1	0	0	0	0	0	0	1	1	1	0	4	0.69%
METER REMOVED	0	1	0	0	0	0	0	1	1	0	0	1	4	0.69%
KEY NOT AVAILABLE	0	1	0	0	0	0	0	0	0	1	1	0	3	0.52%
METER BLOCKED	1	0	0	0	1	0	0	0	0	0	0	0	2	0.34%
OC CellNet New: no premise ID	0	0	0	1	1	0	0	0	0	0	0	0	2	0.34%
BAD ROAD	0	0	0	1	0	0	0	0	0	0	0	0	1	0.17%
CANNOT LOCATE	0	0	0	1	0	0	0	0	0	0	0	0	1	0.17%
GATE PROBLEM	0	0	1	0	0	0	0	0	0	0	0	0	1	0.17%
REFUSED ADMITTANCE	0	0	1	0	0	0	0	0	0	0	0	0	1	0.17%
<b>TOTAL</b>	<b>51</b>	<b>50</b>	<b>55</b>	<b>41</b>	<b>47</b>	<b>48</b>	<b>45</b>	<b>46</b>	<b>51</b>	<b>56</b>	<b>43</b>	<b>47</b>	<b>580</b>	<b>100%</b>

C-2. The number and percentage of commercial customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

**Account Class: Commercial**

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
METER OFF	8	12	14	16	18	16	10	20	14	17	13	9	167	34.72%
NO READING RETURNED	8	7	7	10	10	7	8	9	10	19	16	8	119	24.74%
DEAD REGISTER	4	3	4	2	4	4	8	3	5	1	3	5	46	9.56%
VACANT	2	2	2	3	3	0	1	4	5	3	2	3	30	6.24%
SERVICE CUT AT POLE	1	1	1	4	3	5	2	3	2	3	2	2	29	6.03%
NO ANSWER	1	1	2	1	2	3	2	2	1	0	2	2	19	3.95%
DOOR LOCKED	1	0	0	1	0	1	0	0	0	2	1	3	9	1.87%
HANDHELD ESTIMATE	0	0	0	0	0	0	1	1	1	2	2	2	9	1.87%
METER REMOVED	0	1	1	0	2	2	1	0	0	0	0	0	7	1.46%
CANNOT LOCATE	0	1	2	2	1	0	0	0	0	0	0	0	6	1.25%
OC Meter Maint	0	0	0	0	0	0	1	1	1	0	0	2	5	1.04%
BAD ROAD	1	0	0	1	0	0	1	0	0	1	0	0	4	0.83%
BUSINESS CLOSED	1	0	0	0	0	1	0	0	0	1	1	0	4	0.83%
GATE PROBLEM	0	1	0	0	0	0	0	0	0	1	1	1	4	0.83%
KEY NOT AVAILABLE	0	0	0	0	0	0	0	0	1	0	0	3	4	0.83%
SEASONAL	0	0	2	2	0	0	0	0	0	0	0	0	4	0.83%
PAINTED OVER	0	0	0	0	0	0	0	1	1	1	0	0	3	0.62%
BAD KEY OR CODE	0	0	0	0	0	0	0	0	0	0	0	2	2	0.42%
CUST REQUESTS SKIP	0	0	0	0	1	0	1	0	0	0	0	0	2	0.42%
NEED KEY OR CODE	0	1	1	0	0	0	0	0	0	0	0	0	2	0.42%
SNOW/MUD	0	0	2	0	0	0	0	0	0	0	0	0	2	0.42%
CLOSED LOOP	0	0	0	0	0	0	1	0	0	0	0	0	1	0.21%
METER BLOCKED	0	0	0	0	0	0	0	1	0	0	0	0	1	0.21%
SPS DEAD REGISTER	0	0	0	0	1	0	0	0	0	0	0	0	1	0.21%
WRONG ROUTE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.21%
TOTAL	27	30	38	42	45	39	37	45	41	52	43	42	481	100%

C-2. The number and percentage of industrial customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

**Account Class: Industrial**

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	18	17	19	19	21	22	23	10	27	26	28	29	259	91.52%
METER OFF	0	1	1	1	0	1	2	2	0	2	0	0	10	3.53%
SEASONAL	1	1	1	1	0	0	0	0	0	0	0	0	4	1.41%
DEAD REGISTER	0	0	0	0	1	0	1	0	1	0	0	0	3	1.06%
METER REMOVED	1	1	1	0	0	0	0	0	0	0	0	0	3	1.06%
HANDHELD ESTIMATE	0	0	0	0	0	0	0	0	0	1	1	0	2	0.71%
KEY NOT AVAILABLE	0	0	0	0	0	0	0	1	0	0	0	0	1	0.35%
VACANT	0	0	0	0	0	0	0	0	0	0	0	1	1	0.35%
TOTAL	20	20	22	21	22	23	26	13	28	29	29	30	283	100%

C-2. The number and percentage of other customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

**Account Class: Other**

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	3	3	3	3	4	4	4	4	4	4	4	4	44	100%
TOTAL	3	3	3	3	4	4	4	4	4	4	4	4	44	100%

D. Total number of meters installed by month.\*\*

	Residential	Commercial	Industrial	Other	Total
JANUARY	1,588,040	159,721	12,371	4,492	1,764,624
FEBRUARY	1,589,208	159,940	12,379	4,489	1,766,016
MARCH	1,590,365	159,977	12,386	4,487	1,767,215
APRIL	1,591,481	160,057	12,402	4,485	1,768,425
MAY	1,593,111	160,098	12,404	4,481	1,770,094
JUNE	1,594,580	160,191	12,417	4,479	1,771,667
JULY	1,595,730	160,312	12,417	4,477	1,772,936
AUGUST	1,596,984	160,423	12,419	4,476	1,774,302
SEPTEMBER	1,597,944	160,545	12,421	4,468	1,775,378
OCTOBER	1,599,915	160,818	12,436	4,466	1,777,635
NOVEMBER	1,601,065	161,225	12,430	4,465	1,779,185
DECEMBER	1,602,364	161,550	12,428	4,468	1,780,810

\*\*We have removed “deleted meters” from the total number of meters installed per month. The “deleted meters” designation is given to meters that were incorrectly entered into the system and were never truly installed at a premise. This ensures our data is more representative of meters in the field.

Xcel Energy  
 Natural Gas Service Quality Report 2018  
 Involuntary Service Disconnection (Minnesota Cold Weather Rule)  
 Utility Monthly Reports (216B.091) Docket No. E<sub>9</sub>G999/PR-18-2  
 (electric and natural gas)

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	
1	Number of Residential Customer Accounts	1,220,619	1,221,518	1,222,612	1,224,550	1,224,927	1,224,938	1,225,343	1,226,049	1,235,140	1,235,425	1,238,166	1,238,942
2	Number of Past Due Residential Customer Accounts	156,530	164,236	158,902	155,721	163,146	156,364	159,357	183,977	175,933	189,174	177,331	169,665
3	Number of Cold Weather Protection Requests	13,839	11,353	15,162	29,534	0	0	0	0	0	19,697	15,353	10,534
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>													
4	Number of "Right to Appeal" notices mailed to customers	0	0	0	0	0	0	0	0	0	1	0	1
5	<i>Intentionally Blank</i>												
6	Number of customer accounts granted reconnection request	0	0	0	0	0	0	0	0	0	0	0	0
<b>PAYMENT SCHEDULE (PS)</b>													
16	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0	0	0	0	0	0	1	0	1
a)	Number of PS requests received	13,839	11,353	15,162	29,534	0	0	0	0	0	19,697	15,353	10,534
17	<i>Intentionally Blank</i>												
18	Number of PS negotiations mutually agreed upon:	13,839	11,353	15,162	29,534	0	0	0	0	0	19,697	15,353	10,534
19	<i>Intentionally Blank</i>												
<b>DISCONNECTIONS</b>													
20	Number of disconnection notices mailed to customers	59,275	66,042	70,625	55,875	31,122	26,449	23,641	38,104	35,280	43,242	50,973	58,383
21	Number of customer accounts disconnected who did not seek protection												
	<b>April 1-15 and October 1-15</b>												
a)	# Electric - heat affected	0	0	0	0	2,457	1,891	0	0	0	916	0	0
b)	# Electric - heat not affected	974	925	864	392	0	0	1,413	1,932	1,591	0	821	483
c)	# Gas - heat affected	0	0	0	0	236	239	0	0	0	24	0	0
d)	# Gas - heat not affected	0	1	0	0	0	0	160	174	136	0	0	0
e)	<b>Total # disconnected</b>	<b>974</b>	<b>926</b>	<b>864</b>	<b>392</b>	<b>2,693</b>	<b>2,130</b>	<b>1,573</b>	<b>2,106</b>	<b>1,727</b>	<b>940</b>	<b>821</b>	<b>483</b>
	<b>April 16-30 and October 16-31</b>												
a)	# Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected	0	0	0	1,210	0	0	0	0	0	322	0	0
c)	# Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected	0	0	0	149	0	0	0	0	0	0	0	0
e)	<b>Total # disconnected</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,359</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>322</b>	<b>0</b>	<b>0</b>
22	Number of customer accounts disconnected seeking protection:												
a)	# Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0
c)	# Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0
e)	<b>Total # disconnected (See Note)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	974	926	864	1,751	2,693	2,130	1,573	2,106	1,727	1,262	821	483



Xcel Energy  
 Natural Gas Service Quality Report 2016  
 Involuntary Service Disconnection (Minnesota Cold Weather Rule)  
 Utility Monthly Reports (216B.091) Docket No. E,G999/PR-16-2  
 (electric and natural gas)

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
<b>DOLLAR VALUE</b>												
24	<b>Total</b> dollars past due on all residential accounts:											
	\$48,877,713	\$51,840,854	\$52,463,721	\$43,759,580	\$40,272,814	\$36,538,786	\$38,202,203	\$45,078,438	\$43,441,093	\$47,165,389	\$44,469,694	\$46,638,745
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):											
	\$312	\$316	\$330	\$281	\$247	\$234	\$240	\$245	\$247	\$249	\$251	\$275
26	<b>Total</b> dollars received from energy assistance programs:											
	\$3,488,504	\$3,521,595	\$3,601,306	\$4,121,531	\$2,505,232	\$804,401	\$101,407	\$0	\$1,116	\$748	\$4,600,818	\$3,084,907
27	<b>Total</b> dollars received from other sources (private organizations):											
	\$125,886	\$122,285	\$127,187	\$238,578	\$420,890	\$480,769	\$433,623	\$698,565	\$621,973	\$523,741	\$302,475	\$212,634
28	<b>Total</b> Revenue from sales to residential accounts:											
	\$178,122,340	\$136,278,681	\$140,031,349	\$113,965,418	\$99,850,551	\$118,610,457	\$148,291,397	\$144,988,971	\$117,760,893	\$117,188,309	\$109,336,417	\$137,594,096
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)											
	\$146	\$112	\$115	\$93	\$82	\$97	\$121	\$118	\$95	\$95	\$88	\$111
30	<i>Intentionally Blank</i>											
31	<b>Total</b> residential account write-offs due to uncollectible:											
	\$1,026,281	\$1,221,575	\$1,470,878	\$1,254,713	\$1,208,346	\$1,079,083	\$869,936	\$762,176	\$553,594	\$652,014	\$818,123	\$784,638
<b>DISCONNECTION DURATION</b>												
32	Number of customer accounts disconnected 24 hours or more:											
a)	# Electric - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected											
	495	439	373	166	0	0	0	0	775	393	195	0
c)	# Gas - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected											
	0	0	0	0	0	0	0	0	0	0	0	0
e)	<b>Total</b> # disconnected											
	495	439	373	166	0	0	0	0	775	393	195	0
33	<i>Intentionally Blank</i>											
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).											
	0	0	0	0	0	0	0	0	0	0	0	0
35	<i>Intentionally Blank</i>											
36	<i>Intentionally Blank</i>											
<b>RECONNECTION DATA</b>												
37	# Accounts reconnected											
	701	1,072	1,194	1,394	1,843	1,860	989	1,418	1,869	1,069	850	646
38	# Accounts remaining disconnected											
	320	223	169	738	1,383	1,571	1,685	1,549	1,299	650	273	162
a)	1-30 days											
	254	135	105	668	1,013	754	722	699	620	313	102	53
b)	31-60 days											
	23	65	31	31	336	537	368	310	301	167	76	45
c)	61+ days											
	43	23	33	39	34	280	595	540	378	170	95	64

<b>Residential</b>													
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total 2018
# Service Installations	67	90	97	115	199	196	171	249	249	276	132	61	1902
Avg days to complete from customer and site ready	12.1	12.0	8.1	9.3	6.8	5.0	3.7	3.5	3.5	5.6	4.7	7.1	6.8
<b>Commercial</b>													
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total 2018
# Service Installations	5	6	5	1	10	3	8	7	8	13	13	9	88
Avg days to complete from customer and site ready	9.4	6.4	8.3		7.7	1.0	5.6	11.0	2.4	6.4	13.4	4.5	7.55

**Minnesota Public Utilities Commission  
 Consumer Affairs Office  
 121-7th Place East  
 St. Paul, MN 55101-2147**

**7826.2000 REPORTING CUSTOMER COMPLAINTS**  
 For the period of January 01, 2018 to December 31, 2018

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Jeff Eden, Customer Advocate Analyst. Customer Care 303-294-2214

**A. The Number of Complaints Received**

Count of Incident ID		Month														
Customer Type	Source	1	2	3	4	5	6	7	8	9	10	11	12	2018		
<b>Commercial</b>	BBB	0	0	0	0	0	0	0	0	0	1	0	0	1		
	Commission	1	1	2	0	2	0	0	1	2	2	0	0	11		
	Informational	0	0	1	0	0	0	0	0	0	0	1	0	2		
	Internal	0	0	1	2	1	0	1	2	0	0	0	0	7		
	OAG	0	0	1	0	1	0	0	1	0	1	0	0	4		
	Officer	0	0	0	0	0	0	0	0	0	0	0	1	1		
	Referral	0	0	1	0	0	0	0	0	0	0	0	0	1		
<b>Commercial Total</b>		<b>1</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>27</b>		
<b>Residential</b>	BBB	2	1	1	1	0	2	3	2	1	0	6	0	19		
	Commission	11	6	13	39	22	14	27	26	29	22	18	4	231		
	Commission/Internal	0	0	0	2	0	0	0	0	0	0	0	0	2		
	Commission/OAG	0	0	0	0	0	0	0	0	0	1	0	1	2		
	Informational	0	0	3	0	2	0	2	3	2	0	1	1	14		
	Internal	5	7	9	9	8	8	10	12	8	8	4	5	93		
	OAG	16	6	11	27	20	21	26	36	24	36	15	8	246		
	OAG/Officer	0	0	1	0	0	0	0	1	1	0	1	1	5		
	Officer	2	0	1	1	0	3	1	4	0	0	4	1	17		
	Referral	0	0	0	0	0	0	0	0	0	0	0	1	1		
Repeat Customer	0	1	0	0	1	0	1	0	0	0	0	0	3			
OAG/Informational	0	0	0	0	0	1	0	0	0	0	0	0	1			
Commission/Officer	0	0	0	0	0	0	0	1	0	0	0	0	1			
<b>Residential Total</b>		<b>36</b>	<b>21</b>	<b>39</b>	<b>79</b>	<b>53</b>	<b>49</b>	<b>70</b>	<b>85</b>	<b>65</b>	<b>67</b>	<b>49</b>	<b>22</b>	<b>635</b>		
<b>Industrial Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>		
<b>2018</b>		<b>37</b>	<b>22</b>	<b>45</b>	<b>82</b>	<b>57</b>	<b>49</b>	<b>71</b>	<b>90</b>	<b>67</b>	<b>71</b>	<b>51</b>	<b>22</b>	<b>664</b>		





<b>Minnesota Public Utilities Commission</b>														
<b>Consumer Affairs Office</b>														
<b>121-7th Place East</b>														
<b>St. Paul, MN 55101-2147</b>														
<b>7826.2000 REPORTING CUSTOMER COMPLAINTS</b>														
For the period of January 01, 2018 to December 31, 2018														
<b>Name of Utility:</b> Northern States Power Company														
<b>Address:</b> 3115 Centre Pointe Drive, Roseville, MN 55113														
<b>Prepared by:</b> Jeff Eden, Customer Advocate Analyst. Customer Care 303-294-2214														
<b>E. The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action</b>														
<b>Month</b>														
Customer Type	Source	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	2018
Commercial	Commission	1	1	2	0	2	0	0	1	2	2	0	0	11
<b>Commercial Total</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>11</b>
Residential	Commission	11	6	13	39	22	14	27	26	29	22	18	4	231
	Commission/Internal	0	0	0	2	0	0	0	0	0	0	0	0	2
	Commission/OAG	0	0	0	0	0	0	0	0	0	1	0	1	2
	Commission/Officer	0	0	0	0	0	0	0	1	0	0	0	0	1
<b>Residential Total</b>		<b>11</b>	<b>6</b>	<b>13</b>	<b>41</b>	<b>22</b>	<b>14</b>	<b>27</b>	<b>27</b>	<b>29</b>	<b>23</b>	<b>18</b>	<b>5</b>	<b>236</b>
Industrial	Commission	0	0	0	1	0	0	0	0	0	0	0	0	1
<b>Industrial Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Grand Total</b>		<b>12</b>	<b>7</b>	<b>15</b>	<b>42</b>	<b>24</b>	<b>14</b>	<b>27</b>	<b>28</b>	<b>31</b>	<b>25</b>	<b>18</b>	<b>5</b>	<b>248</b>

**Customer Complaint Report  
 January, 2018**

**Turnaround Days for  
 Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	2,434	5	6	1	2,446	73.50%	2,442	4	0
Inaccurate Metering	1	0	0	0	1	0.03%	1	0	0
Wrongful Disconnect	242	3	1	0	246	7.39%	246	0	0
High Bill*	63	3	2	0	68	2.04%	66	2	0
Inadequate Service	382	2	4	0	388	11.66%	388	0	0
Service Extension	2	0	0	0	2	0.06%	2	0	0
Service Restoration	174	1	2	0	177	5.32%	177	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	3,298	14	15	1	3,328		3,322	6	0
Total Commercial Percentage	99.10%	0.42%	0.45%	0.03%					
<b>Industrial</b>									
Billing errors	328	0	0	1	329	72.95%	326	3	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	22	1	0	0	23	5.10%	23	0	0
High Bill*	2	0	0	0	2	0.44%	2	0	0
Inadequate Service	52	0	1	0	53	11.75%	53	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	44	0	0	0	44	9.76%	44	0	0
Total Industrial	448	1	1	1	451		448	3	0
Total Industrial Percentage	99.33%	0.22%	0.22%	0.22%					
<b>Residential</b>									
Billing errors	23,025	109	119	4	23,257	47.36%	23,245	10	2
Inaccurate Metering	12	0	2	0	14	0.03%	14	0	0
Wrongful Disconnect	2,855	222	103	2	3,182	6.48%	3,180	1	1
High Bill*	1,157	7	27	0	1,191	2.43%	1,190	1	0
Inadequate Service	19,429	509	231	6	20,175	41.09%	20,167	8	0
Service Extension	5	0	0	0	5	0.01%	5	0	0
Service Restoration	1,246	14	17	1	1,278	2.60%	1,277	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	1	0	0	0	1	0.00%	0	1	0
Total Residential	47,730	861	499	13	49,103		49,078	22	3
Total Residential Percentage	97.20%	1.75%	1.02%	0.03%					
<b>Total State of Minnesota</b>	<b>51,476</b>	<b>876</b>	<b>515</b>	<b>15</b>	<b>52,882</b>		<b>52,848</b>	<b>31</b>	<b>3</b>
<b>Total ST of MN Percentage</b>	<b>97.34%</b>	<b>1.66%</b>	<b>0.97%</b>	<b>0.03%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

**Customer Complaint Report  
 February, 2018**

**Turnaround Days for  
 Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,756	8	2	0	1,766	69.66%	1,755	10	1
Inaccurate Metering	4	0	0	0	4	0.16%	4	0	0
Wrongful Disconnect	173	2	4	0	179	7.06%	179	0	0
High Bill*	70	1	7	0	78	3.08%	77	1	0
Inadequate Service	368	7	0	0	375	14.79%	375	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	127	2	4	0	133	5.25%	133	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,498	20	17	0	2,535		2,523	11	1
Total Commercial Percentage	98.54%	0.79%	0.67%	0.00%					
<b>Industrial</b>									
Billing errors	238	1	0	0	239	69.68%	236	1	2
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	22	1	0	0	23	6.71%	23	0	0
High Bill*	3	0	0	0	3	0.87%	3	0	0
Inadequate Service	33	2	0	0	35	10.20%	35	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	40	1	2	0	43	12.54%	43	0	0
Total Industrial	336	5	2	0	343		340	1	2
Total Industrial Percentage	97.96%	1.46%	0.58%	0.00%					
<b>Residential</b>									
Billing errors	19,365	135	91	7	19,598	46.10%	19,591	7	0
Inaccurate Metering	11	0	0	0	11	0.03%	11	0	0
Wrongful Disconnect	2,827	250	114	1	3,192	7.51%	3,192	0	0
High Bill*	865	5	34	0	904	2.13%	904	0	0
Inadequate Service	17,228	411	190	4	17,833	41.95%	17,827	6	0
Service Extension	10	0	3	0	13	0.03%	13	0	0
Service Restoration	929	9	17	1	956	2.25%	956	0	0
MR-Special Call Cntr	6	0	0	0	6	0.01%	0	4	2
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	41,241	810	449	13	42,513		42,494	17	2
Total Residential Percentage	97.01%	1.91%	1.06%	0.03%					
<b>Total State of Minnesota</b>	<b>44,075</b>	<b>835</b>	<b>468</b>	<b>13</b>	<b>45,391</b>		<b>45,357</b>	<b>29</b>	<b>5</b>
<b>Total ST of MN Percentage</b>	<b>97.10%</b>	<b>1.84%</b>	<b>1.03%</b>	<b>0.03%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826



**Customer Complaint Report  
 March, 2018**

**Turnaround Days for  
 Closing a Complaint  
 Longer  
 Initial within than 10  
 Inquiry 10 days days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	than 10 days	
<b>Commercial</b>										
Billing errors	1,903	11	5	0	1,919	68.27%	1,914	5	0	
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0	
Wrongful Disconnect	233	1	0	0	234	8.32%	233	1	0	
High Bill*	53	2	1	0	56	1.99%	56	0	0	
Inadequate Service	401	3	0	0	404	14.37%	404	0	0	
Service Extension	0	0	0	0	0	0.00%	0	0	0	
Service Restoration	194	2	2	0	198	7.04%	197	1	0	
Complaint	0	0	0	0	0	0.00%	0	0	0	
Total Commercial	2,784	19	8	0	2,811		2,804	7	0	
Total Commercial Percentage	99.04%	0.68%	0.28%	0.00%						
<b>Industrial</b>										
Billing errors	230	0	0	0	230	62.67%	229	1	0	
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0	
Wrongful Disconnect	16	0	1	0	17	4.63%	17	0	0	
High Bill*	3	0	0	0	3	0.82%	3	0	0	
Inadequate Service	35	0	0	0	35	9.54%	35	0	0	
Service Extension	0	0	0	0	0	0.00%	0	0	0	
Service Restoration	82	0	0	0	82	22.34%	82	0	0	
Total Industrial	366	0	1	0	367		366	1	0	
Total Industrial Percentage	99.73%	0.00%	0.27%	0.00%						
<b>Residential</b>										
Billing errors	21,314	109	117	6	21,546	43.16%	21,535	11	0	
Inaccurate Metering	12	1	2	0	15	0.03%	15	0	0	
Wrongful Disconnect	4,130	224	109	4	4,467	8.95%	4,467	0	0	
High Bill*	550	2	17	0	569	1.14%	569	0	0	
Inadequate Service	21,082	349	211	4	21,646	43.36%	21,637	9	0	
Service Extension	2	0	3	0	5	0.01%	5	0	0	
Service Restoration	1,621	14	31	0	1,666	3.34%	1,665	1	0	
MR-Special Call Cntr	4	0	0	0	4	0.01%	0	1	3	
Complaint	1	0	0	0	1	0.00%	1	0	0	
Total Residential	48,716	699	490	14	49,919		49,894	22	3	
Total Residential Percentage	97.59%	1.40%	0.98%	0.03%						
<b>Total State of Minnesota</b>	<b>51,866</b>	<b>718</b>	<b>499</b>	<b>14</b>	<b>53,097</b>		<b>53,064</b>	<b>30</b>	<b>3</b>	
<b>Total ST of MN Percentage</b>	<b>97.68%</b>	<b>1.35%</b>	<b>0.94%</b>	<b>0.03%</b>						

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

**Customer Complaint Report  
 April, 2018**

**Turnaround Days for  
 Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,787	14	6	1	1,808	69.35%	1,801	7	0
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	231	4	1	0	236	9.05%	236	0	0
High Bill*	21	1	2	0	24	0.92%	24	0	0
Inadequate Service	321	9	3	0	333	12.77%	333	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	203	1	1	0	205	7.86%	205	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,564	29	13	1	2,607		2,600	7	0
Total Commercial Percentage	98.35%	1.11%	0.50%	0.04%					
<b>Industrial</b>									
Billing errors	256	3	0	0	259	66.93%	258	1	0
Inaccurate Metering	0	1	0	0	1	0.26%	1	0	0
Wrongful Disconnect	25	0	0	0	25	6.46%	25	0	0
High Bill*	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	38	2	0	0	40	10.34%	40	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	61	0	1	0	62	16.02%	62	0	0
Total Industrial	380	6	1	0	387		386	1	0
Total Industrial Percentage	98.19%	1.55%	0.26%	0.00%					
<b>Residential</b>									
Billing errors	21,361	79	126	10	21,576	37.00%	21,567	7	2
Inaccurate Metering	5	0	1	0	6	0.01%	6	0	0
Wrongful Disconnect	7,638	245	227	3	8,113	13.91%	8,112	1	0
High Bill*	252	2	9	0	263	0.45%	263	0	0
Inadequate Service	26,319	375	248	4	26,946	46.21%	26,937	7	2
Service Extension	8	1	0	0	9	0.02%	9	0	0
Service Restoration	1,360	9	26	1	1,396	2.39%	1,396	0	0
MR-Special Call Cntr	1	0	0	0	1	0.00%	0	1	0
Complaint	0	1	0	0	1	0.00%	1	0	0
Total Residential	56,944	712	637	18	58,311		58,291	16	4
Total Residential Percentage	97.66%	1.22%	1.09%	0.03%					
<b>Total State of Minnesota</b>	<b>59,888</b>	<b>747</b>	<b>651</b>	<b>19</b>	<b>61,305</b>		<b>61,277</b>	<b>24</b>	<b>4</b>
<b>Total ST of MN Percentage</b>	<b>97.69%</b>	<b>1.22%</b>	<b>1.06%</b>	<b>0.03%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

**Customer Complaint Report  
May, 2018**

**Turnaround Days for  
Closing a Complaint  
Longer  
Initial within  
Inquiry 10 days than 10  
days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,778	21	15	0	1,814	66.01%	1,804	8	2
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	216	7	3	0	226	8.22%	226	0	0
High Bill*	23	0	2	0	25	0.91%	25	0	0
Inadequate Service	305	8	1	0	314	11.43%	314	0	0
Service Extension	1	0	0	0	1	0.04%	1	0	0
Service Restoration	358	6	4	0	368	13.39%	368	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,681	42	25	0	2,748		2,738	8	2
Total Commercial Percentage	97.56%	1.53%	0.91%	0.00%					
<b>Industrial</b>									
Billing errors	292	10	1	0	303	58.49%	299	4	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	23	0	0	0	23	4.44%	23	0	0
High Bill*	4	0	0	0	4	0.77%	4	0	0
Inadequate Service	46	1	0	0	47	9.07%	47	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	139	0	2	0	141	27.22%	141	0	0
Total Industrial	504	11	3	0	518		514	4	0
Total Industrial Percentage	97.30%	2.12%	0.58%	0.00%					
<b>Residential</b>									
Billing errors	23,507	98	111	4	23,720	41.30%	23,712	7	1
Inaccurate Metering	9	0	0	0	9	0.02%	9	0	0
Wrongful Disconnect	6,010	159	216	2	6,387	11.12%	6,385	2	0
High Bill*	253	0	10	0	263	0.46%	263	0	0
Inadequate Service	23,525	273	233	7	24,038	41.85%	24,031	5	2
Service Extension	16	1	6	0	23	0.04%	23	0	0
Service Restoration	2,891	28	66	2	2,987	5.20%	2,987	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	9	1	0	0	10	0.02%	4	6	0
Total Residential	56,220	560	642	15	57,437		57,414	20	3
Total Residential Percentage	97.88%	0.97%	1.12%	0.03%					
<b>Total State of Minnesota</b>	<b>59,405</b>	<b>613</b>	<b>670</b>	<b>15</b>	<b>60,703</b>		<b>60,666</b>	<b>32</b>	<b>5</b>
<b>Total ST of MN Percentage</b>	<b>97.86%</b>	<b>1.01%</b>	<b>1.10%</b>	<b>0.02%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

**Customer Complaint Report  
June, 2018**

**Turnaround Days for  
Closing a Complaint  
Longer  
Initial within  
Inquiry 10 days than 10  
days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,683	11	3	1	1,698	67.46%	1,690	7	1
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	194	1	0	0	195	7.75%	195	0	0
High Bill*	26	0	1	0	27	1.07%	27	0	0
Inadequate Service	281	3	3	0	287	11.40%	285	2	0
Service Extension	0	1	0	0	1	0.04%	1	0	0
Service Restoration	295	2	11	0	308	12.24%	307	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,480	18	18	1	2,517		2,506	10	1
Total Commercial Percentage	98.53%	0.72%	0.72%	0.04%					
<b>Industrial</b>									
Billing errors	247	2	0	0	249	56.33%	248	1	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	16	0	0	0	16	3.62%	16	0	0
High Bill*	3	0	1	0	4	0.90%	4	0	0
Inadequate Service	30	1	0	0	31	7.01%	31	0	0
Service Extension	1	0	0	0	1	0.23%	1	0	0
Service Restoration	133	0	8	0	141	31.90%	141	0	0
Total Industrial	430	3	9	0	442		441	1	0
Total Industrial Percentage	97.29%	0.68%	2.04%	0.00%					
<b>Residential</b>									
Billing errors	22,495	116	124	5	22,740	41.54%	22,734	6	0
Inaccurate Metering	12	0	0	0	12	0.02%	12	0	0
Wrongful Disconnect	5,179	118	127	0	5,424	9.91%	5,423	1	0
High Bill*	563	3	8	0	574	1.05%	574	0	0
Inadequate Service	22,360	334	226	3	22,923	41.87%	22,912	9	2
Service Extension	22	1	0	0	23	0.04%	23	0	0
Service Restoration	2,933	26	80	1	3,040	5.55%	3,039	1	0
MR-Special Call Cntr	3	0	0	0	3	0.01%	0	3	0
Complaint	5	0	0	0	5	0.01%	2	3	0
Total Residential	53,572	598	565	9	54,744		54,719	23	2
Total Residential Percentage	97.86%	1.09%	1.03%	0.02%					
<b>Total State of Minnesota</b>	<b>56,482</b>	<b>619</b>	<b>592</b>	<b>10</b>	<b>57,703</b>		<b>57,666</b>	<b>34</b>	<b>3</b>
<b>Total ST of MN Percentage</b>	<b>97.88%</b>	<b>1.07%</b>	<b>1.03%</b>	<b>0.02%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

**Customer Complaint Report  
 July, 2018**

**Turnaround Days for  
 Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days	
<b>Commercial</b>										
Billing errors	1,504	29	10	0	1,543	67.06%	1,538	5	0	
Inaccurate Metering	7	1	0	0	8	0.35%	8	0	0	
Wrongful Disconnect	153	1	1	0	155	6.74%	155	0	0	
High Bill*	49	0	3	0	52	2.26%	52	0	0	
Inadequate Service	225	10	1	0	236	10.26%	236	0	0	
Service Extension	0	0	0	0	0	0.00%	0	0	0	
Service Restoration	300	3	3	0	306	13.30%	305	1	0	
Complaint	1	0	0	0	1	0.04%	1	0	0	
Total Commercial	2,239	44	18	0	2,301		2,295	6	0	
Total Commercial Percentage	97.31%	1.91%	0.78%	0.00%						
<b>Industrial</b>										
Billing errors	273	5	3	0	281	55.75%	280	1	0	
Inaccurate Metering	0	0	1	0	1	0.20%	1	0	0	
Wrongful Disconnect	41	0	0	0	41	8.13%	41	0	0	
High Bill*	6	0	0	0	6	1.19%	6	0	0	
Inadequate Service	33	2	0	0	35	6.94%	35	0	0	
Service Extension	0	0	0	0	0	0.00%	0	0	0	
Service Restoration	134	3	3	0	140	27.78%	140	0	0	
Total Industrial	487	10	7	0	504		503	1	0	
Total Industrial Percentage	96.63%	1.98%	1.39%	0.00%						
<b>Residential</b>										
Billing errors	22,323	160	167	11	22,661	44.16%	22,649	12	0	
Inaccurate Metering	21	0	3	0	24	0.05%	24	0	0	
Wrongful Disconnect	3,761	63	117	3	3,944	7.69%	3,943	1	0	
High Bill*	1,067	12	21	0	1,100	2.14%	1,099	1	0	
Inadequate Service	19,969	278	230	10	20,487	39.92%	20,468	18	1	
Service Extension	19	1	5	0	25	0.05%	25	0	0	
Service Restoration	2,976	29	57	0	3,062	5.97%	3,059	3	0	
MR-Special Call Cntr	1	0	0	0	1	0.00%	0	1	0	
Complaint	7	3	1	0	11	0.02%	8	3	0	
Total Residential	50,144	546	601	24	51,315		51,275	39	1	
Total Residential Percentage	97.72%	1.06%	1.17%	0.05%						
<b>Total State of Minnesota</b>	<b>52,870</b>	<b>600</b>	<b>626</b>	<b>24</b>	<b>54,120</b>		<b>54,073</b>	<b>46</b>	<b>1</b>	
<b>Total ST of MN Percentage</b>	<b>97.69%</b>	<b>1.11%</b>	<b>1.16%</b>	<b>0.04%</b>						

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

**Customer Complaint Report  
August, 2018**

**Turnaround Days for  
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,629	14	7	0	1,650	67.05%	1,640	9	1
Inaccurate Metering	4	0	0	0	4	0.16%	4	0	0
Wrongful Disconnect	167	2	0	0	169	6.87%	168	1	0
High Bill*	37	1	6	0	44	1.79%	44	0	0
Inadequate Service	276	4	1	0	281	11.42%	281	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	307	3	3	0	313	12.72%	313	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,420	24	17	0	2,461		2,450	10	1
Total Commercial Percentage	98.33%	0.98%	0.69%	0.00%					
<b>Industrial</b>									
Billing errors	287	2	0	0	289	59.59%	289	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	15	0	0	0	15	3.09%	15	0	0
High Bill*	2	0	2	0	4	0.82%	4	0	0
Inadequate Service	41	0	0	0	41	8.45%	41	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	133	1	2	0	136	28.04%	136	0	0
Total Industrial	478	3	4	0	485		485	0	0
Total Industrial Percentage	98.56%	0.62%	0.82%	0.00%					
<b>Residential</b>									
Billing errors	24,208	98	159	8	24,473	45.08%	24,466	7	0
Inaccurate Metering	23	0	0	0	23	0.04%	23	0	0
Wrongful Disconnect	5,479	109	152	4	5,744	10.58%	5,744	0	0
High Bill*	1,018	7	22	0	1,047	1.93%	1,047	0	0
Inadequate Service	20,194	222	185	8	20,609	37.96%	20,596	12	1
Service Extension	20	2	5	0	27	0.05%	27	0	0
Service Restoration	2,294	12	49	1	2,356	4.34%	2,355	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	6	2	0	0	8	0.01%	3	5	0
Total Residential	53,242	452	572	21	54,287		54,261	25	1
Total Residential Percentage	98.08%	0.83%	1.05%	0.04%					
<b>Total State of Minnesota</b>	<b>56,140</b>	<b>479</b>	<b>593</b>	<b>21</b>	<b>57,233</b>		<b>57,196</b>	<b>35</b>	<b>2</b>
<b>Total ST of MN Percentage</b>	<b>98.09%</b>	<b>0.84%</b>	<b>1.04%</b>	<b>0.04%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

**Customer Complaint Report  
 September, 2018**

**Turnaround Days for  
 Closing a Complaint  
 Longer  
 Initial within  
 Inquiry 10 days than 10  
 days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,699	6	4	0	1,709	73.25%	1,707	2	0
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	120	4	1	0	125	5.36%	125	0	0
High Bill*	29	0	2	0	31	1.33%	31	0	0
Inadequate Service	202	5	6	0	213	9.13%	213	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	250	3	1	0	254	10.89%	254	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,301	18	14	0	2,333		2,331	2	0
Total Commercial Percentage	98.63%	0.77%	0.60%	0.00%					
<b>Industrial</b>									
Billing errors	271	1	2	0	274	66.50%	270	4	0
Inaccurate Metering	0	0	1	0	1	0.24%	1	0	0
Wrongful Disconnect	11	1	0	0	12	2.91%	12	0	0
High Bill*	2	1	0	0	3	0.73%	3	0	0
Inadequate Service	23	0	0	0	23	5.58%	23	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	97	1	1	0	99	24.03%	99	0	0
Total Industrial	404	4	4	0	412		408	4	0
Total Industrial Percentage	98.06%	0.97%	0.97%	0.00%					
<b>Residential</b>									
Billing errors	19,376	61	125	15	19,577	43.92%	19,571	6	0
Inaccurate Metering	27	0	0	0	27	0.06%	27	0	0
Wrongful Disconnect	4,864	73	192	3	5,132	11.51%	5,130	2	0
High Bill*	523	2	18	0	543	1.22%	543	0	0
Inadequate Service	16,941	139	175	6	17,261	38.73%	17,250	10	1
Service Extension	24	1	2	0	27	0.06%	27	0	0
Service Restoration	1,953	9	39	0	2,001	4.49%	2,001	0	0
MR-Special Call Cntr	1	0	0	0	1	0.00%	0	1	0
Complaint	3	0	1	0	4	0.01%	2	2	0
Total Residential	43,712	285	552	24	44,573		44,551	21	1
Total Residential Percentage	98.07%	0.64%	1.24%	0.05%					
<b>Total State of Minnesota</b>	<b>46,417</b>	<b>307</b>	<b>570</b>	<b>24</b>	<b>47,318</b>		<b>47,290</b>	<b>27</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>98.10%</b>	<b>0.65%</b>	<b>1.20%</b>	<b>0.05%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

**Customer Complaint Report  
 October, 2018**

**Turnaround Days for  
 Closing a Complaint  
 Longer  
 Initial within than 10  
 Inquiry 10 days days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	than 10 days
<b>Commercial</b>									
Billing errors	1,592	12	6	2	1,612	69.39%	1,604	7	1
Inaccurate Metering	26	0	0	0	26	1.12%	26	0	0
Wrongful Disconnect	171	4	0	0	175	7.53%	175	0	0
High Bill*	28	1	0	0	29	1.25%	28	1	0
Inadequate Service	255	6	6	0	267	11.49%	266	1	0
Service Extension	0	0	1	0	1	0.04%	1	0	0
Service Restoration	209	3	1	0	213	9.17%	213	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,281	26	14	2	2,323		2,313	9	1
Total Commercial Percentage	98.19%	1.12%	0.60%	0.09%					
<b>Industrial</b>									
Billing errors	245	1	0	0	246	64.57%	243	3	0
Inaccurate Metering	3	0	0	0	3	0.79%	2	1	0
Wrongful Disconnect	22	0	0	0	22	5.77%	22	0	0
High Bill*	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	37	0	2	0	39	10.24%	39	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	71	0	0	0	71	18.64%	71	0	0
Total Industrial	378	1	2	0	381		377	4	0
Total Industrial Percentage	99.21%	0.26%	0.52%	0.00%					
<b>Residential</b>									
Billing errors	21,199	62	139	9	21,409	46.36%	21,405	4	0
Inaccurate Metering	73	0	1	1	75	0.16%	73	2	0
Wrongful Disconnect	4,286	87	203	1	4,577	9.91%	4,574	3	0
High Bill*	531	0	28	1	560	1.21%	559	1	0
Inadequate Service	17,458	150	199	7	17,814	38.57%	17,810	4	0
Service Extension	12	0	4	0	16	0.03%	16	0	0
Service Restoration	1,695	11	24	1	1,731	3.75%	1,731	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	2	0	0	0	2	0.00%	1	1	0
Total Residential	45,256	310	598	20	46,184		46,169	15	0
Total Residential Percentage	97.99%	0.67%	1.29%	0.04%					
<b>Total State of Minnesota</b>	<b>47,915</b>	<b>337</b>	<b>614</b>	<b>22</b>	<b>48,888</b>		<b>48,859</b>	<b>28</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>98.01%</b>	<b>0.69%</b>	<b>1.26%</b>	<b>0.05%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826



**Customer Complaint Report  
 November, 2018**

**Turnaround Days for  
 Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,403	11	6	0	1,420	65.83%	1,414	5	1
Inaccurate Metering	48	0	0	0	48	2.23%	47	1	0
Wrongful Disconnect	204	7	1	0	212	9.83%	212	0	0
High Bill*	20	1	2	0	23	1.07%	23	0	0
Inadequate Service	289	2	1	0	292	13.54%	291	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	159	2	1	0	162	7.51%	161	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	2,123	23	11	0	2,157		2,148	8	1
Total Commercial Percentage	98.42%	1.07%	0.51%	0.00%					
<b>Industrial</b>									
Billing errors	230	8	2	0	240	70.80%	240	0	0
Inaccurate Metering	3	0	0	0	3	0.88%	3	0	0
Wrongful Disconnect	17	0	0	0	17	5.01%	17	0	0
High Bill*	1	0	0	0	1	0.29%	1	0	0
Inadequate Service	36	0	0	0	36	10.62%	36	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	40	1	1	0	42	12.39%	42	0	0
Total Industrial	327	9	3	0	339		339	0	0
Total Industrial Percentage	96.46%	2.65%	0.88%	0.00%					
<b>Residential</b>									
Billing errors	17,912	45	98	5	18,060	46.46%	18,054	6	0
Inaccurate Metering	77	0	0	0	77	0.20%	77	0	0
Wrongful Disconnect	3,118	63	135	1	3,317	8.53%	3,317	0	0
High Bill*	343	1	21	0	365	0.94%	365	0	0
Inadequate Service	15,915	155	199	6	16,275	41.87%	16,271	4	0
Service Extension	1	0	4	0	5	0.01%	5	0	0
Service Restoration	752	7	13	1	773	1.99%	773	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	2	0	0	0	2	0.01%	2	0	0
Total Residential	38,120	271	470	13	38,874		38,864	10	0
Total Residential Percentage	98.06%	0.70%	1.21%	0.03%					
<b>Total State of Minnesota</b>	<b>40,570</b>	<b>303</b>	<b>484</b>	<b>13</b>	<b>41,370</b>		<b>41,351</b>	<b>18</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>98.07%</b>	<b>0.73%</b>	<b>1.17%</b>	<b>0.03%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

**Customer Complaint Report  
 December, 2018**

**Turnaround Days for  
 Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,278	6	4	0	1,288	67.93%	1,286	2	0
Inaccurate Metering	18	0	0	0	18	0.95%	18	0	0
Wrongful Disconnect	162	3	0	0	165	8.70%	165	0	0
High Bill*	38	2	2	0	42	2.22%	42	0	0
Inadequate Service	264	2	3	0	269	14.19%	268	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	111	2	1	0	114	6.01%	113	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	1,871	15	10	0	1,896		1,892	4	0
Total Commercial Percentage	98.68%	0.79%	0.53%	0.00%					
<b>Industrial</b>									
Billing errors	195	1	0	2	198	73.06%	197	1	0
Inaccurate Metering	7	0	0	0	7	2.58%	7	0	0
Wrongful Disconnect	23	0	0	0	23	8.49%	23	0	0
High Bill*	3	0	0	0	3	1.11%	3	0	0
Inadequate Service	19	0	0	0	19	7.01%	19	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	21	0	0	0	21	7.75%	21	0	0
Total Industrial	268	1	0	2	271		270	1	0
Total Industrial Percentage	98.89%	0.37%	0.00%	0.74%					
<b>Residential</b>									
Billing errors	15,719	39	105	11	15,874	37.60%	15,860	14	0
Inaccurate Metering	39	0	2	0	41	0.10%	41	0	0
Wrongful Disconnect	961	9	19	0	989	2.34%	989	0	0
High Bill*	739	8	34	1	782	1.85%	782	0	0
Inadequate Service	23,626	127	115	2	23,870	56.53%	23,859	11	0
Service Extension	2	0	1	0	3	0.01%	3	0	0
Service Restoration	649	4	10	0	663	1.57%	662	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	41,735	187	286	14	42,222		42,196	26	0
Total Residential Percentage	98.85%	0.44%	0.68%	0.03%					
<b>Total State of Minnesota</b>	<b>43,874</b>	<b>203</b>	<b>296</b>	<b>16</b>	<b>44,389</b>		<b>44,358</b>	<b>31</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>98.84%</b>	<b>0.46%</b>	<b>0.67%</b>	<b>0.04%</b>					

\*Effective with our 2017 Report, High Bill includes Decoupling Complaints which are reported annually in a separate filing on February 1 in Dockets E002/GR-13-868 and 15-826

MPUC Complaint Types	Xcel Energy Complaint Types
<b>Billing Error</b>	Averaged Monthly Payments-Billing Bill Format Related-Billing Billing Rules & Errors Billing Variance Cancel/Rebill-Billing Collection Agency Referral-Credit Credit Policy Deposit-Credit Disputed Billing-Billing Disputed Transfer-Credit Energy Diversion-Credit Late Payment Charge-Credit Meter Set/Changed – Billing Minnesota Metering Rate Issue Minnesota Metering Rate Issue-Metering Systems Misinformation by Credit Collections Personnel-Credit No Bill/Delayed Billing One/Synch Bill-Billing Payment Posting-Credit Payment Posting-External-Credit Rate Dispute-Billing Shared Meter-Billing Short Due Date-Billing Switched Meters-Billing Tenant Change/Revert to Owner-Billing Tenant Change/Revert to Owner-Customer Contact Center Unknown User/Who Used - Billing Unknown User-Credit
<b>Inaccurate Metering</b>	Automated Meter Reading/Automated Energy Systems Maintenance Related-Distribution Construction Maintenance Automated Meter Reading/Automated Energy Systems Maintenance Related-Metering Systems Automated Meter Reading/Smartmeter/Health and Privacy Issues-Metering Systems Automated Meter Reading/Smartmeter/Health Issues-Metering Systems Automated Meter Reading/Smartmeter/Privacy Issues-Metering Systems Automated Metering Systems-Meter Reading Estimate/No Meter Reading-Meter Reading Meter Reading Error-Meter Reading Premise Related Switched Meters-Distribution Construction Maintenance Switched Meters-Metering Systems
<b>Wrongful Disconnect</b>	Medical Certificate/Extension-Credit Shut Off Delinquent-Credit
<b>High Bill</b>	Customer Contact Center-High Bill Decoupling Rate/Tariff Issue-Other Retail Renewable Energy Trust-Other Retail
	Area/Street Light Maintenance-Outdoor Lighting Brush-Tree Related Business Solutions Center Issues-Customer Contact Center Chemical Spill/Environmental-Field Service Order Communication-Tree Related Customer Refusal-Tree Related Customer Service Policy-Customer Contact Center Damage Claim/Customer Operations-Other Retail Damage Claim/Field Operations-Field Service Other

MPUC Complaint Types	Xcel Energy Complaint Types
<b>Inadequate Service†</b>	Disconnect Notice/Arrangements-Credit Discourteous Rude Credit Collections Employee-Credit Discourteous Rude Customer Service Employee-Customer Contact Center Discourteous Rude Employee-Field Service Other Discourteous/Rude Employee Easements-Field Service Other E-Bill-Other Retail Electric Miscellaneous-Field Service Other Electric Trouble-Trouble Order Excessive Clearance-Tree Related Field Collections-Credit Field Operations Policy-Field Service Other Fixed Gas Bill Program-Other Retail
<b>Inadequate Service† (Continued)</b>	Gas Miscellaneous-Field Service Other Gas Transportation Gas Trouble-Trouble Order Generation Inquiry Homesmart-Other Retail Interference-Electric, Radio, TV-Field Service Other Marketing/Rebate Programs-Other Retail Meter Reading Policy Meter Set/Changed Stopped-Distribution Construction Maintenance Meter Set/Changed Stopped-Metering Systems Miscellaneous Subpoena Miscellaneous Summons Misinformation by Customer Service Personnel-Customer Contact Center Misinformation by Meter Reading Personnel Order Printing Problem Order Routing Problem-Field Service Other Outage-Tree Related Policy Other-Other Retail Process/Procedure Error-Customer Contact Center Property Damage-Tree Related Restoration Service-Field Service Other Saver's Switch-Other Retail Scam Inquiry Service Quality Credits-Other Retail Service Upgrade-Field Service Other Shared Meter – Credit Shared Meter-Customer Contact Center Slow CC Phone Response Time Slow Customer Service Phone Response-Customer Contact Center Tenant Change Revert To Owner/Credit Trees Burning/Tree Related Unable to Determine-Other Retail Voltage Problem-Field Service Order
<b>Service Extension Interval</b>	Builder's Call Line-New Construction Electric Service Upgrade-New Construction Location/Operation Distribution-Field Service Other Location/Operation Substation Location/Operation Transmission Restoration Services-New Construction Service Extension - Construction Service Extension-Design-New Construction
<b>Service Restoration Interval</b>	Electric Outage-Communication-Reliability Duration Electric Outage-Duration-Reliability Duration Electric Outage-Frequency-Reliability Frequency

**Minnesota Public Utilities Commission  
 Consumer Affairs Office  
 121-7th Place East  
 St. Paul, MN 55101-2147**

**ANNUAL SUMMARY OF CUSTOMER COMPLAINTS**

For the period of January 01, 2018 to December 31, 2018  
 filed in accordance with Minn. R. 7820.0500

**Name of Utility:** Northern States Power Company, a Minnesota Corporation  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Jeff Eden , Customer Advocate Analyst, Customer Care (303) 294-2214

I. Complaint Type	<u>RESIDENTIAL</u>			<u>COMMERCIAL</u>			<u>INDUSTRIAL</u>			<u>GOVERNMENT</u>		
	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
A. Billing Error	72	72	0	5	5	0	0	0	0	0	0	0
B. High Bill	25	25	0	3	3	0	0	0	0	0	0	0
C. Inaccurate Metering	28	28	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	374	374	0	11	11	0	1	1	0	0	0	0
E. Service Ext Interval	5	5	0	5	5	0	0	0	0	0	0	0
F. Service Rest Interval	8	8	0	1	1	0	1	1	0	0	0	0
G. Wrongful Disconnect	123	123	0	2	2	0	0	0	0	0	0	0
<b>Total Complaints</b>	<b>635</b>	<b>635</b>	<b>0</b>	<b>27</b>	<b>27</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

II. Number of Customers	<u>Electric</u>			<u>Gas</u>		
	<u>2017</u>	<u>2018</u>	<u>Net Change</u>	<u>2017</u>	<u>2018</u>	<u>Net Change</u>
Residential	1,140,536	1,149,958	9,422	420,219	424,122	3,903
Commercial/ Industrial	132,263	132,960	697	34,673	34,957	284
<u>Other</u>	6,713	7,090	377	537	528	-9
<b>Total</b>	<b>1,279,512</b>	<b>1,290,008</b>	<b>10,496</b>	<b>455,429</b>	<b>459,607</b>	<b>4,178</b>

Note: A customer that has both gas and electric service from Xcel Energy will be included in both gas and electric counts

\*In the event the same complaint comes from two different sources, it is only counted as one complaint in the total.

In 2018, 11 complaints were assigned with the source of Commission/OAG, Commission/Other or OAG/Other.

MPUC	Complaint Type	RESIDENTIAL			COMMERCIAL			INDUSTRIAL			GOVERNMENT		
		Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
I	A. Billing Error	28	28	0	1	1	0	0	0	0	0	0	0
	B. High Bill	16	16	0	2	2	0	0	0	0	0	0	0
	C. Inaccurate Metering	0	0	0	0	0	0	0	0	0	0	0	0
	D. Inadequate Service	135	135	0	4	4	0	1	1	0	0	0	0
	E. Service Ext Interval	5	5	0	3	3	0	0	0	0	0	0	0
	F. Serv Rest Interval	5	5	0	0	0	0	0	0	0	0	0	0
	G. Wrongful Disconnect	47	47	0	1	1	0	0	0	0	0	0	0
	<b>Total Complaints</b>	<b>236</b>	<b>236</b>	<b>0</b>	<b>11</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

OAG	Complaint Type	RESIDENTIAL			COMMERCIAL			INDUSTRIAL			GOVERNMENT		
		Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
II	A. Billing Error	18	18	0	1	1	0	0	0	0	0	0	0
	B. High Bill	5	5	0	1	1	0	0	0	0	0	0	0
	C. Inaccurate Metering	0	0	0	0	0	0	0	0	0	0	0	0
	D. Inadequate Service	163	163	0	0	0	0	0	0	0	0	0	0
	E. Service Ext Interval	0	0	0	1	1	0	0	0	0	0	0	0
	F. Serv Rest Interval	0	0	0	0	0	0	0	0	0	0	0	0
	G. Wrongful Disconnect	68	68	0	1	1	0	0	0	0	0	0	0
	<b>Total Complaints</b>	<b>254</b>	<b>254</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

OTHER	Complaint Type	RESIDENTIAL			COMMERCIAL			INDUSTRIAL			GOVERNMENT		
		Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
III	A. Billing Error	26	26	0	3	3	0	0	0	0	0	0	0
	B. High Bill	4	4	0	0	0	0	0	0	0	0	0	0
	C. Inaccurate Metering	28	28	0	0	0	0	0	0	0	0	0	0
	D. Inadequate Service	76	76	0	7	7	0	0	0	0	0	0	0
	E. Service Ext Interval	0	0	0	1	1	0	0	0	0	0	0	0
	F. Serv Rest Interval	3	3	0	1	1	0	1	1	0	0	0	0
	G. Wrongful Disconnect	10	10	0	0	0	0	0	0	0	0	0	0
	<b>Total Complaints</b>	<b>147</b>	<b>147</b>	<b>0</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Xcel Energy  
 Natural Gas Service Quality Report - 2018  
 Emergency Calls Average Speed of Answer

**All Natural Gas Emergency Calls\***

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	2018 Average
<b>Average Speed of Answer (in Seconds)</b>	4	4	5	5	5	6	6	6	3	4	3	3	5
<b>Agent Offered Call Volume</b>	4,046	3,088	3,406	3,487	3,939	3,750	3,768	3,900	3,797	4,261	3,543	3,318	44,303

**Natural Gas Emergency Line Only (1-800-895-2999)**

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	2018 Average
<b>Average Speed of Answer (in Seconds)</b>	8	12	13	15	14	16	13	14	11	13	10	6	12
<b>Agent Offered Call Volume</b>	778	481	532	522	542	463	511	502	545	638	629	555	6,698

\*Phone numbers included here are our general phone customer service line (1-800-895-4999), our Business Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999)

	<u>Jan - Feb</u>	<u>Mar - Apr</u>	<u>May - Jun</u>	<u>Jul - Aug</u>	<u>Sep - Oct</u>	<u>Nov - Dec</u>	<u>Annual Total</u>
<b>Calls responded to in one hour or less</b>	1,655	1,506	1,561	1,530	1,919	1,732	9,903
<b>Calls responded to in more than one hour</b>	258	84	111	111	137	78	779
<b><i>Total Calls</i></b>	<b>1,913</b>	<b>1,590</b>	<b>1,672</b>	<b>1,641</b>	<b>2,056</b>	<b>1,810</b>	<b>10,682</b>
<b>Percent responded to in one hour or less</b>	86.51%	94.72%	93.36%	93.24%	93.34%	95.69%	<b>92.71%</b>
<b>Percent responded to in more than one hour</b>	13.49%	5.28%	6.64%	6.76%	6.66%	4.31%	7.29%

Per MnOPS definition: Response time is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.



## MNOPS Emergency Response Reporting Form

### Emergency Response Reporting Form

#### Contact Information

Please provide the contact information for the person submitting the form.

**Company Name \***

Northern States Power Company - Minnesota

**Contact Name \***

Lisa Kallberg

**Contact Email \***

elisabeth.m.kallberg@xcelenergy.com

**Contact Phone \***

(651) 229-2282

#### Reporting Period

**Year \***

- 2017
- 2018
- 2019

**Bi-Monthly Period \***

- January / February
- March / April
- May / June
- July / August
- September / October
- November / December

#### Response Intervals

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	1,388	24	0	1	5
> 10 min. to 20 min.	221	201	0	1	8
> 20 min. to 40 min.	156	1,004	0	0	113
> 40 min. to 60 min.	78	426	0	0	379
> 60 min. to 80 min.	35	142	0	1	467

MNOPS Emergency Response Reporting Form

> 80 min. to 100 min.	13	62	0	0	386
> 100 min. to 120 min	9	22	0	0	255
> 2 hrs to 3 hrs	13	32	0	0	241
> 3 hrs to 4 hrs	0	0	0	1	35
> 4 hrs to 6 hrs	0	0	0	0	13
> 6 hrs to 8 hrs	0	0	0	0	6
> 8 hrs	0	0	0	0	5

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins their commute to respond.

**Response** - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

**Repair Crew** - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

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**Comments / Suggestions**

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# MNOPS Emergency Response Reporting Form

## Emergency Response Reporting Form

### Contact Information

Please provide the contact information for the person submitting the form.

**Company Name \***

Northern States Power Company - Minnesota

**Contact Name \***

Lisa Kallberg

**Contact Email \***

elisabeth.m.kallberg@xcelenergy.com

**Contact Phone \***

(651) 788-0648

### Reporting Period

**Year \***

- 2018
- 2019
- 2020

**Bi-Monthly Period \***

- January / February
- March / April
- May / June
- July / August
- September / October
- November / December

### Response Intervals

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	1,054	22	0	1	0
> 10 min. to 20 min.	353	247	0	1	3
> 20 min. to 40 min.	129	946	0	0	77
> 40 min. to 60 min.	38	291	0	1	327
> 60 min. to 80 min.	8	61	0	0	486

MNOPS Emergency Response Reporting Form

> 80 min. to 100 min.	5	12	0	0	352
> 100 min. to 120 min	2	8	0	0	163
> 2 hrs to 3 hrs	1	3	0	0	123
> 3 hrs to 4 hrs	0	0	0	0	29
> 4 hrs to 6 hrs	0	0	0	0	22
> 6 hrs to 8 hrs	0	0	0	0	2
> 8 hrs	0	0	0	0	6

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins their commute to respond.

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**Contact Name \***

Lisa

Kallberg

**Contact Email \***

elisabeth.m.kallberg@xcelenergy.com

**Contact Phone \***

(651) 229-2282

### Reporting Period

**Year \***

- 2018
- 2019
- 2020

**Bi-Monthly Period \***

- January / February
- March / April
- May / June
- July / August
- September / October
- November / December

### Response Intervals

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	1,116	30	0	8	3
> 10 min. to 20 min.	334	254	0	9	5
> 20 min. to 40 min.	167	936	0	18	87
> 40 min. to 60 min.	34	341	0	8	334
> 60 min. to 80 min.	16	79	0	3	465

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> 80 min. to 100 min.	4	24	0	2	313
> 100 min. to 120 min	1	7	0	0	179
> 2 hrs to 3 hrs	0	0	0	2	203
> 3 hrs to 4 hrs	0	1	0	0	51
> 4 hrs to 6 hrs	0	0	0	0	23
> 6 hrs to 8 hrs	0	0	0	0	7
> 8 hrs	0	0	0	0	2

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins their commute to respond.

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**Bi-Monthly Period \***

- January / February
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- May / June
- July / August
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### Response Intervals

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	1,101	23	0	11	2
> 10 min. to 20 min.	342	248	0	8	2
> 20 min. to 40 min.	143	946	0	18	80
> 40 min. to 60 min.	31	313	0	7	300
> 60 min. to 80 min.	6	65	0	1	416

MNOPS Emergency Response Reporting Form

> 80 min. to 100 min.	4	24	0	6	359
> 100 min. to 120 min	3	7	0	1	219
> 2 hrs to 3 hrs	8	11	0	0	192
> 3 hrs to 4 hrs	1	1	0	3	50
> 4 hrs to 6 hrs	1	2	0	0	14
> 6 hrs to 8 hrs	1	1	0	0	4
> 8 hrs	0	0	0	0	3

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins their commute to respond.

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- 2020

**Bi-Monthly Period \***

- January / February
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- May / June
- July / August
- September / October
- November / December

#### Response Intervals

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	1,319	35	0	11	0
> 10 min. to 20 min.	497	341	0	7	0
> 20 min. to 40 min.	171	1,160	0	6	121
> 40 min. to 60 min.	46	383	0	10	388
> 60 min. to 80 min.	13	98	0	4	563

MNOPS Emergency Response Reporting Form

> 80 min. to 100 min.	6	27	0	2	445
> 100 min. to 120 min	1	7	0	1	214
> 2 hrs to 3 hrs	0	1	0	1	255
> 3 hrs to 4 hrs	0	0	0	0	34
> 4 hrs to 6 hrs	0	0	0	0	22
> 6 hrs to 8 hrs	0	0	0	0	3
> 8 hrs	3	4	0	1	11

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins their commute to respond.

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**Year \***

- 2018
- 2019
- 2020

**Bi-Monthly Period \***

- January / February
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- May / June
- July / August
- September / October
- November / December

### Response Intervals

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	1,234	25	0	2	3
> 10 min. to 20 min.	373	288	0	4	2
> 20 min. to 40 min.	161	1,123	0	6	98
> 40 min. to 60 min.	26	296	0	2	398
> 60 min. to 80 min.	10	50	0	1	508



MNOPS Emergency Response Reporting Form

> 80 min. to 100 min.	2	18	0	1	373
> 100 min. to 120 min	3	3	0	1	209
> 2 hrs to 3 hrs	1	6	0	0	169
> 3 hrs to 4 hrs	0	1	0	0	29
> 4 hrs to 6 hrs	0	0	0	0	16
> 6 hrs to 8 hrs	0	0	0	0	4
> 8 hrs	0	0	0	0	1

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins their commute to respond.

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MNOPS Emergency Response Reporting Form

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## Gas Emergency Reporting Summary

Gas Code	Description	MnOPS Bi-Monthly Reporting
EBG Blowing Gas	<b>Broken / hit gas line (gas blowing); Covers all gas mains and service laterals that are broken. Gas must be blowing.</b> Includes instances of hissing or blowing gas and/or occurrences of strong or sudden odor. Also covers any gas blowing situations such as meters/ reg stations struck by cars, lightning or other natural disasters.	Yes
EEX Explosion	<b>Explosion; any natural gas explosion</b> and/ or any explosion, we will respond to protect and investigate our interests	Yes
EFR ERI Fire	<b>Fire (when gas related); any natural gas fire or whenever requested by the fire department;</b> all fire calls are handled the same with immediate response and there basically is no difference between the orders. Initially one work order type applied for working fires and the other for when we were called to make our checks after the fact (fire out)	Yes
ETX CO Symptoms	<b>Carbon monoxide order with symptoms; Customer feels that they have Carbon Monoxide symptoms.</b> Company techs would call 911 upon arrival if they felt medical assistance was needed for the affected customers.	No
EIR Iced Regulator	<b>Ice and/or snow on regulator; Problem of ice and snow on the regulator and regulator vent (pressure problems)</b> These are given a very high priority because blockage of the vent on the regulator by snow or ice build-up can cause the regulator to fail and possibly allow the street pressure (60 pounds) to pass thru the meter and into the building which can lead to many undesirable conditions (explosions/fires/etc)	No
EOI Indoor Odor	<b>Customer smells gas odor inside; any Customer odor initiated order.</b> When odor is faint and no sound (ie. blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.	Yes
EOO Outside Odor	<b>Customer smells gas odor outside; any Customer odor initiated order.</b> When odor is faint and no sound (ie. Blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.	Yes
NOGAS No Gas	<b>No gas: no gas due to Company equipment.</b> In the winter months, this code will receive a higher priority since Customer's heat could be dependent on gas.	No
EPR Pressure High or Low	<b>High Pressure; high pressure gas on Customer fuel line and equipment</b> usually indicated by caller with unusually high/loud pilots or a noise associated with the pilots. <b>Poor pressure; Problem with Regulator, may need change or adjusted.</b> Such calls are prioritized higher in the winter.	No
ECO CO Alarm	<b>Carbon Monoxide Check/Alarm Only: Customer has C.O alarm going off and does not have any symptoms.</b>	No

Above gas emergency call types are all reported in Xcel Energy's Gas Emergency Response Time metric.

**Year: 2018**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	510	1801.22	3.53	2,900.27	5.69	8,845.50	17.3	13,545.60	26.56	499	98%	11	2%
ECO	CO Check/Alarm	1,265	4451.37	3.52	15,490.70	12.25	23,864.65	18.9	43,806.95	34.63	1,161	92%	104	8%
EEX	Gas Explosion	6	21.54	3.59	30.23	5.04	65.80	11.0	117.60	19.60	6	100%	0	0%
EFI	Gas Fire	204	717.79	3.52	1,089.40	5.34	3,419.63	16.8	5,226.48	25.62	200	98%	4	2%
EIR	Ice Regulator	31	112.63	3.63	551.78	17.80	737.67	23.8	1,402.13	45.23	23	74%	8	26%
EOI	Smells Gas Inside	6,255	21981.04	3.51	77,454.37	12.38	120,112.87	19.2	219,550.50	35.10	5,868	94%	387	6%
EOO	Smells Gas Outside	3,641	12749.84	3.50	53,987.13	14.83	73,831.45	20.3	140,579.01	38.61	3,252	89%	389	11%
EPR	High / Low Pressure	494	1737.99	3.52	7,538.97	15.26	10,127.48	20.5	19,404.32	39.28	448	91%	46	9%
ETX	CO Emergency	244	860.58	3.53	3,125.80	12.81	4,646.92	19.0	8,632.72	35.38	229	94%	15	6%
NOGAS	Customer Reports No Gas	850	2952.52	3.47	12,548.47	14.76	17,208.87	20.2	32,708.00	38.48	761	90%	89	10%
<b>All Gas Emergency Calls for Year 2018</b>		<b>13,500</b>	<b>47386.52</b>	<b>3.51</b>	<b>174,717.12</b>	<b>12.94</b>	<b>262,860.84</b>	<b>19.47</b>	<b>484,920.00</b>	<b>35.92</b>	<b>12,447</b>	<b>92%</b>	<b>1,053</b>	<b>8%</b>

**Month: January**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	8	30.24	3.78	58.77	7.35	116.43	14.55	205.44	25.68	8	100%	0	0%
ECO	CO Check/Alarm	151	570.78	3.78	2,808.23	18.60	2,868.32	19.00	6,247.32	41.37	122	81%	29	19%
EEX	Gas Explosion	0	0	0.00	0.00	0.00	0.00	#DIV/0!	0.00	0.00	0	0%	0	0%
EFI	Gas Fire	15	56.7	3.78	83.32	5.55	135.50	9.03	275.52	18.37	15	100%	0	0%
EIR	Iced Regulator	14	52.92	3.78	267.00	19.07	350.07	25.00	669.98	47.86	10	71%	4	29%
EOI	Smells Gas Inside	641	2422.98	3.78	10,851.92	16.93	12,863.57	20.07	26,138.70	40.78	549	86%	92	14%
EOO	Smells Gas Outside	486	1837.08	3.78	9,836.90	20.24	9,749.07	20.06	21,422.88	44.08	404	83%	82	17%
EPR	High / Low Pressure	94	355.32	3.78	1,836.40	19.54	1,928.72	20.52	4,120.40	43.83	78	83%	16	17%
ETX	CO Emergency	36	136.08	3.78	592.48	16.46	685.23	19.03	1,413.79	39.27	32	89%	4	11%
NOGAS	Customer Reports No Gas	94	355.32	3.78	1,892.38	20.13	1,981.07	21.08	4,228.78	44.99	77	82%	17	18%
<b>All Gas Emergency Calls for January 2018</b>		<b>1,539</b>	<b>5817.42</b>	<b>3.78</b>	<b>28,227.40</b>	<b>18.34</b>	<b>30,677.97</b>	<b>19.93</b>	<b>64,722.65</b>	<b>42.06</b>	<b>1,295</b>	<b>84%</b>	<b>244</b>	<b>16%</b>

Month: February

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	9	34.02	3.78	50.20	5.58	149.78	16.64	234.00	26.00	9	100%	0	0%
ECO	CO Check/Alarm	100	378.00	3.78	1,577.88	15.78	2,190.93	21.91	4,146.80	41.47	86	86%	14	14%
EEX	Gas Explosion	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	100%	0	0%
EFI	Gas Fire	13	49.14	3.78	71.92	5.53	186.55	14.35	307.61	23.66	13	100%	0	0%
EIR	Iced Regulator	5	18.90	3.78	87.67	17.53	73.88	14.78	180.45	36.09	4	80%	1	20%
EOI	Smells Gas Inside	428	1617.84	3.78	5,100.40	11.92	8,459.17	19.76	15,177.31	35.46	395	92%	33	8%
EOO	Smells Gas Outside	286	1081.08	3.78	4,774.07	16.69	5,967.03	20.86	11,822.10	41.34	244	85%	42	15%
EPR	High / Low Pressure	55	207.90	3.78	924.28	16.81	1,199.52	21.81	2,331.45	42.39	49	89%	6	11%
ETX	CO Emergency	19	71.82	3.78	319.23	16.80	422.77	22.25	813.77	42.83	17	89%	2	11%
NOGAS	Customer Reports No Gas	63	238.14	3.78	959.35	15.23	1,446.27	22.96	2,643.48	41.96	53	84%	10	16%
<b>All Gas Emergency Calls for February 2018</b>		<b>978</b>	<b>3696.84</b>	<b>3.78</b>	<b>13,865.00</b>	<b>14.18</b>	<b>20,095.90</b>	<b>20.55</b>	<b>37,653.00</b>	<b>38.50</b>	<b>870</b>	<b>89%</b>	<b>108</b>	<b>11%</b>

Month: March

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	12	42.24	3.52	68.88	5.74	149.55	12.46	260.68	21.72	12	100%	0	0%
ECO	CO Check/Alarm	66	232.32	3.52	1,069.50	16.20	1,284.90	19.47	2,586.74	39.19	56	85%	10	15%
EEX	Gas Explosion	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	100%	0	0%
EFI	Gas Fire	24	84.48	3.52	130.20	5.43	480.18	20.01	694.87	28.95	23	96%	1	4%
EIR	Iced Regulator	3	10.56	3.52	50.07	16.69	84.15	28.05	144.78	48.26	2	67%	1	33%
EOI	Smells Gas Inside	502	1767.04	3.52	5,246.95	10.45	9,568.53	19.06	16,582.57	33.03	482	96%	20	4%
EOO	Smells Gas Outside	263	925.76	3.52	3,808.87	14.48	5,318.30	20.22	10,052.91	38.22	241	92%	22	8%
EPR	High / Low Pressure	40	140.80	3.52	457.73	11.44	811.48	20.29	1,410.00	35.25	36	90%	4	10%
ETX	CO Emergency	22	77.44	3.52	188.87	8.59	424.08	19.28	690.38	31.38	22	100%	0	0%
NOGAS	Customer Reports No Gas	44	154.88	3.52	523.20	11.89	906.70	20.61	1,584.79	36.02	42	95%	2	5%
<b>All Gas Emergency Calls for March 2018</b>		<b>976</b>	<b>3435.52</b>	<b>3.52</b>	<b>11,544.27</b>	<b>11.83</b>	<b>19,027.88</b>	<b>19.50</b>	<b>34,007.74</b>	<b>34.84</b>	<b>916</b>	<b>94%</b>	<b>60</b>	<b>6%</b>

Month: April

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	15	50.70	3.38	137.53	9.17	250.20	16.68	438.44	29.23	15	100%	0	0%
ECO	CO Check/Alarm	81	273.78	3.38	891.57	11.01	1,378.83	17.02	2,544.21	31.41	78	96%	3	4%
EEX	Gas Explosion	1	3.38	3.38	0.00	0.00	10.28	10.28	13.66	13.66	1	100%	0	0%
EFI	Gas Fire	21	70.98	3.38	127.62	6.08	269.70	12.84	468.30	22.30	21	100%	0	0%
EIR	Iced Regulator	5	16.90	3.38	42.78	8.56	110.43	22.09	170.12	34.02	5	100%	0	0%
EOI	Smells Gas Inside	505	1706.90	3.38	6,282.87	12.44	9,254.08	18.32	17,243.73	34.15	475	94%	30	6%
EOO	Smells Gas Outside	222	750.36	3.38	2,269.75	10.22	4,377.00	19.72	7,397.04	33.32	209	94%	13	6%
EPR	High / Low Pressure	23	77.74	3.38	248.67	10.81	523.88	22.78	850.29	36.97	22	96%	1	4%
ETX	CO Emergency	16	54.08	3.38	127.67	7.98	283.02	17.69	464.77	29.05	15	94%	1	6%
NOGAS	Customer Reports No Gas	62	209.56	3.38	897.95	14.48	1,184.97	19.11	2,292.45	36.98	58	94%	4	6%
<b>All Gas Emergency Calls for April 2018</b>		<b>951</b>	<b>3214.38</b>	<b>3.38</b>	<b>11,026.40</b>	<b>11.59</b>	<b>17,642.40</b>	<b>18.55</b>	<b>31,883.23</b>	<b>33.53</b>	<b>899</b>	<b>95%</b>	<b>52</b>	<b>5%</b>

Month: May

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	76	269.80	3.55	280.95	3.70	1,468.90	19.33	2,019.32	26.57	75	99%	1	1%
ECO	CO Check/Alarm	96	340.80	3.55	1,066.05	11.10	1,853.52	19.31	3,260.16	33.96	88	92%	8	8%
EEX	Gas Explosion	1	3.55	3.55	4.53	4.53	17.22	17.22	25.30	25.30	1	100%	0	0%
EFI	Gas Fire	18	63.90	3.55	64.52	3.58	328.00	18.22	456.48	25.36	18	100%	0	0%
EIR	Iced Regulator	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0	0%	0	0%
EOI	Smells Gas Inside	551	1956.05	3.55	6,631.67	12.04	10,730.38	19.47	19,318.06	35.06	515	93%	36	7%
EOO	Smells Gas Outside	278	986.90	3.55	3,621.43	13.03	5,825.25	20.95	10,433.34	37.53	252	91%	26	9%
EPR	High / Low Pressure	19	67.45	3.55	188.87	9.94	324.42	17.07	580.64	30.56	19	100%	0	0%
ETX	CO Emergency	14	49.70	3.55	113.03	8.07	202.23	14.45	364.98	26.07	14	100%	0	0%
NOGAS	Customer Reports No Gas	47	166.85	3.55	605.83	12.89	893.02	19.00	1,665.68	35.44	44	94%	3	6%
<b>All Gas Emergency Calls for May 2018</b>		<b>1,100</b>	<b>3905</b>	<b>3.55</b>	<b>12,576.88</b>	<b>11.43</b>	<b>21,642.93</b>	<b>19.68</b>	<b>38,124.90</b>	<b>34.66</b>	<b>1,026</b>	<b>93%</b>	<b>74</b>	<b>7%</b>

Month: June

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	73	275.94	3.78	576.27	7.89	1,251.70	17.1466	2,103.90	28.82	72	99%	1	1%
ECO	CO Check/Alarm	84	317.52	3.78	1,036.53	12.34	1,615.23	19.2289	2,969.29	35.35	79	94%	5	6%
EEX	Gas Explosion	1	3.78	3.78	9.28	9.28	2.63	2.63	15.70	15.70	1	100%	0	0%
EFI	Gas Fire	15	56.70	3.78	82.07	5.47	327.52	21.8347	466.28	31.09	14	93%	1	7%
EIR	Iced Regulator	0	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0	#DIV/0!	0	#DIV/0!
EOI	Smells Gas Inside	431	1629.18	3.78	4,846.90	11.25	8,243.93	19.1274	14,720.03	34.15	408	95%	23	5%
EOO	Smells Gas Outside	217	820.26	3.78	2,838.83	13.08	4,479.23	20.6416	8,138.32	37.50	197	91%	20	9%
EPR	High / Low Pressure	18	68.04	3.78	353.92	19.66	381.15	21.175	803.11	44.62	16	89%	2	11%
ETX	CO Emergency	10	37.80	3.78	122.45	12.25	146.47	14.647	306.72	30.67	10	100%	0	0%
NOGAS	Customer Reports No Gas	45	170.10	3.78	713.72	15.86	929.25	20.65	1,813.07	40.29	35	78%	10	22%
<b>All Gas Emergency Calls for June 2018</b>		<b>894</b>	<b>3379.32</b>	<b>3.78</b>	<b>10,579.97</b>	<b>11.83</b>	<b>17,377.11</b>	<b>19.4375</b>	<b>31,336.49</b>	<b>35.05</b>	<b>832</b>	<b>93%</b>	<b>62</b>	<b>7%</b>

Month: July

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	65	239.85	3.69	237.13	3.65	1,093.85	16.8285	1,570.86	24.17	65	100%	0	0%
ECO	CO Check/Alarm	82	302.58	3.69	893.60	10.90	1,601.97	19.5362	2,797.18	34.11	76	93%	6	7%
EEX	Gas Explosion	0	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0	#DIV/0!	0	#DIV/0!
EFI	Gas Fire	24	88.56	3.69	138.73	5.78	323.15	13.4646	550.44	22.94	24	100%	0	0%
EIR	Iced Regulator	0	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0	#DIV/0!	0	#DIV/0!
EOI	Smells Gas Inside	458	1690.02	3.69	5,177.85	11.31	9,057.20	19.7755	15,925.12	34.77	436	95%	22	5%
EOO	Smells Gas Outside	251	926.19	3.69	3,611.25	14.39	5,581.43	22.2368	10,118.81	40.31	222	88%	29	12%
EPR	High / Low Pressure	16	59.04	3.69	267.12	16.70	357.93	22.3706	684.10	42.76	13	81%	3	19%
ETX	CO Emergency	15	55.35	3.69	339.97	22.66	258.92	17.2613	654.24	43.62	12	80%	3	20%
NOGAS	Customer Reports No Gas	39	143.91	3.69	556.80	14.28	696.82	17.8672	1,397.53	35.83	38	97%	1	3%
<b>All Gas Emergency Calls for July 2018</b>		<b>950</b>	<b>3505.50</b>	<b>3.69</b>	<b>11,222.45</b>	<b>11.81</b>	<b>18,971.27</b>	<b>19.9698</b>	<b>33,698.40</b>	<b>35.47</b>	<b>886</b>	<b>93%</b>	<b>64</b>	<b>7%</b>

Month: August

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	91	341.25	3.75	680.50	7.48	1,669.10	18.3418	2,690.87	29.57	86	95%	5	5%
ECO	CO Check/Alarm	111	416.25	3.75	1,205.60	10.86	2,138.25	19.2635	3,759.57	33.87	105	95%	6	5%
EEX	Gas Explosion	0	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0	#DIV/0!	0	#DIV/0!
EFI	Gas Fire	19	71.25	3.75	93.60	4.93	296.75	15.6184	461.51	24.29	19	100%	0	0%
EIR	Iced Regulator	0	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0	#DIV/0!	0	#DIV/0!
EOI	Smells Gas Inside	488	1830.00	3.75	5,696.45	11.67	9,129.75	18.7085	16,656.17	34.13	457	94%	31	6%
EOO	Smells Gas Outside	242	907.50	3.75	3,754.77	15.52	5,075.17	20.9718	9,738.08	40.24	213	88%	29	12%
EPR	High / Low Pressure	20	75.00	3.75	359.22	17.96	464.22	23.2108	898.40	44.92	18	90%	2	10%
ETX	CO Emergency	26	97.50	3.75	243.62	9.37	570.78	21.9532	911.82	35.07	25	96%	1	4%
NOGAS	Customer Reports No Gas	67	251.25	3.75	1,198.85	17.89	1,197.10	17.8672	2,647.17	39.51	60	90%	7	10%
<b>All Gas Emergency Calls for August 2018</b>		<b>1,064</b>	<b>3990.00</b>	<b>3.75</b>	<b>13,232.60</b>	<b>12.44</b>	<b>20,541.12</b>	<b>19.3056</b>	<b>37,763.70</b>	<b>35.49</b>	<b>983</b>	<b>92%</b>	<b>81</b>	<b>8%</b>

Month: September

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	61	215.33	3.53	286.58	4.70	947.58	15.5341	1,449.48	23.76	61	100%	0	0%
ECO	CO Check/Alarm	100	353.00	3.53	965.98	9.66	1,897.22	18.9722	3,216.20	32.16	98	98%	2	2%
EEX	Gas Explosion	1	3.53	0	1.85	1.85	8.20	8.2	13.58	13.58	1	100%	0	0%
EFI	Gas Fire	11	38.83	3.53	99.23	9.02	184.28	16.7527	322.34	29.30	11	100%	0	0%
EIR	Iced Regulator	0	0.00	0	0.00	0.00	0.00	0	0.00	0.00	0	#DIV/0!	0	#DIV/0!
EOI	Smells Gas Inside	483	1704.99	3.53	5,283.08	10.94	9,136.87	18.9169	16,122.54	33.38	462	96%	21	4%
EOO	Smells Gas Outside	343	1210.79	3.53	4,986.27	14.54	7,007.53	20.4301	13,205.50	38.50	298	87%	45	13%
EPR	High / Low Pressure	23	81.19	3.53	331.05	14.39	497.13	21.6143	909.40	39.54	22	96%	1	4%
ETX	CO Emergency	18	63.54	3.53	269.22	14.96	372.20	20.6778	704.95	39.16	16	89%	2	11%
NOGAS	Customer Reports No Gas	97	342.41	3.53	1,589.73	16.39	2,191.42	22.592	4,123.57	42.51	82	85%	15	15%
<b>All Gas Emergency Calls for September 2018</b>		<b>1,137</b>	<b>4013.61</b>	<b>3.53</b>	<b>13,812.99</b>	<b>12.15</b>	<b>22,242.43</b>	<b>19.5624</b>	<b>40,069.02</b>	<b>35.24</b>	<b>1,051</b>	<b>92%</b>	<b>86</b>	<b>8%</b>

Month: October

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	51	123.42	2.42	223.53	4.38	873.10	17.12	1,220.07	23.92	50	98%	1	2%
ECO	CO Check/Alarm	140	338.80	2.42	1,442.48	10.30	2,427.35	17.34	4,208.40	30.06	133	95%	7	5%
EEX	Gas Explosion	0	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0	#DIV/0!	0	#DIV/0!
EFI	Gas Fire	19	45.98	2.42	67.25	3.54	382.85	20.15	496.07	26.11	18	95%	1	5%
EIR	Iced Regulator	1	2.42	2.42	14.88	14.88	41.82	41.82	59.12	59.12	0	0%	1	100%
EOI	Smells Gas Inside	648	1568.16	2.42	10,247.05	15.81	13,488.42	20.82	25,303.75	39.05	613	95%	35	5%
EOO	Smells Gas Outside	439	1062.38	2.42	6,957.42	15.85	8,992.63	20.48	17,012.57	38.75	394	90%	45	10%
EPR	High / Low Pressure	59	142.78	2.42	785.93	13.32	1,197.08	20.29	2,125.77	36.03	56	95%	3	5%
ETX	CO Emergency	25	60.50	2.42	276.80	11.07	377.62	15.10	714.93	28.60	25	100%	0	0%
NOGAS	Customer Reports No Gas	118	285.56	2.42	1,766.05	14.97	2,247.62	19.05	4,299.21	36.43	106	90%	12	10%
<b>All Gas Emergency Calls for October 2018</b>		<b>1,500</b>	<b>3630.00</b>	<b>2.42</b>	<b>21,781.39</b>	<b>14.52</b>	<b>30,028.49</b>	<b>20.019</b>	<b>55,440.00</b>	<b>36.96</b>	<b>1,395</b>	<b>93%</b>	<b>105</b>	<b>7%</b>

Month: November

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	35	127.05	3.63	186.23	5.32	633.28	18.09	946.40	27.04	34	97%	1	3%
ECO	CO Check/Alarm	116	421.08	3.63	1,063.08	9.16	2,155.33	18.58	3,638.92	31.37	112	97%	4	3%
EEX	Gas Explosion	1	3.63	3.63	1.18	1.18	7.90	7.90	12.71	12.71	1	100%	0	0%
EFI	Gas Fire	12	43.56	3.63	57.68	4.81	208.67	17.39	309.91	25.83	12	100%	0	0%
EIR	Iced Regulator	2	7.26	3.63	84.38	42.19	67.23	33.62	158.88	79.44	1	50%	1	50%
EOI	Smells Gas Inside	563	2043.69	3.63	5,902.78	10.48	9,997.43	17.76	17,943.94	31.87	546	97%	17	3%
EOO	Smells Gas Outside	296	1074.48	3.63	3,734.25	12.62	5,574.10	18.83	10,382.79	35.08	276	93%	20	7%
EPR	High / Low Pressure	84	304.92	3.63	1,074.30	12.79	1,542.47	18.36	2,921.69	34.78	81	96%	3	4%
ETX	CO Emergency	26	94.38	3.63	288.07	11.08	602.12	23.16	984.57	37.87	26	100%	0	0%
NOGAS	Customer Reports No Gas	101	366.63	3.63	1,021.53	10.11	1,839.42	18.21	3,227.56	31.96	98	97%	3	3%
<b>All Gas Emergency Calls for November 2018</b>		<b>1,236</b>	<b>4486.68</b>	<b>3.63</b>	<b>13,413.49</b>	<b>10.85</b>	<b>22,627.95</b>	<b>18.31</b>	<b>40,528.44</b>	<b>32.79</b>	<b>1,187</b>	<b>96%</b>	<b>49</b>	<b>4%</b>

Month: December

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	14	51.38	3.67	113.68	8.12	242.02	17.29	407.12	29.08	12	86%	2	14%
ECO	CO Check/Alarm	138	506.46	3.67	1,470.20	10.65	2,453.80	17.78	4,429.80	32.10	128	93%	10	7%
EEX	Gas Explosion	1	3.67	3.67	13.38	13.38	19.57	19.57	36.62	36.62	1	100%	0	0%
EFI	Gas Fire	13	47.71	3.67	73.27	5.64	296.48	22.81	417.43	32.11	12	92%	1	8%
EIR	Iced Regulator	1	3.67	3.67	5.00	5.00	10.08	10.08	18.75	18.75	1	100%	0	0%
EOI	Smells Gas Inside	557	2044.20	3.67	6,186.45	11.11	10,183.53	18.28	18,414.42	33.06	530	95%	27	5%
EOO	Smells Gas Outside	318	1167.10	3.67	3,793.33	11.93	5,884.70	18.51	10,843.80	34.10	302	95%	16	5%
EPR	High / Low Pressure	43	157.81	3.67	711.48	16.55	899.48	20.92	1,768.59	41.13	38	88%	5	12%
ETX	CO Emergency	17	62.39	3.67	244.40	14.38	301.48	17.73	608.26	35.78	15	88%	2	12%
NOGAS	Customer Reports No Gas	73	267.91	3.67	823.07	11.27	1,695.23	23.22	2,786.41	38.17	68	93%	5	7%
<b>All Gas Emergency Calls for December 2018</b>		<b>1,175</b>	<b>4312.30</b>	<b>3.67</b>	<b>13,434.26</b>	<b>11.43</b>	<b>21,986.37</b>	<b>18.71</b>	<b>39,738.50</b>	<b>33.82</b>	<b>1,107</b>	<b>94%</b>	<b>68</b>	<b>6%</b>



	<b>Total 2018</b>	<b>Jan-18</b>	<b>Feb-18</b>	<b>Mar-18</b>	<b>Apr-18</b>	<b>May-18</b>	<b>Jun-18</b>	<b>Jul-18</b>	<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>
Failure to mark a line	19	0	0	0	0	3	1	2	7	3	3	0	0
Mismarked Lines	17	1	0	1	0	1	5	0	3	4	0	2	0
Total Number of Mislocates	<b>36</b>	1	0	1	0	4	6	2	10	7	3	2	0
Number of Locate tickets	<b>185,760</b>	3,945	3,813	5,059	14,042	31,936	24,642	22,651	22,874	19,637	21,778	10,683	4,700
<b>Number of Mislocates Per 1000 Locate Tickets</b>	0.19	0.25	0.00	0.20	0.00	0.13	0.24	0.09	0.44	0.36	0.14	0.19	0.00

	<b>Total 2018</b>	<b>Jan-18</b>	<b>Feb-18</b>	<b>Mar-18</b>	<b>Apr-18</b>	<b>May-18</b>	<b>Jun-18</b>	<b>Jul-18</b>	<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>
Damage Under the Control of Xcel Energy's Employees and Contractors	63	2	1	1	0	7	14	6	15	10	5	2	0
Damage Caused by All Others	184	2	3	1	3	37	30	21	33	19	15	18	2
<b>Total Damages</b>	<b>247</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>44</b>	<b>44</b>	<b>27</b>	<b>48</b>	<b>29</b>	<b>20</b>	<b>20</b>	<b>2</b>
MN Miles of Distribution and Transmission Main as of December 31, 2018	9,455	9,455	9,455	9,455	9,455	9,455	9,455	9,455	9,455	9,455	9,455	9,455	9,455
<b>Damage Per 100 Miles of Main:</b>													
Damage Under the Control of Xcel Energy's Employees and Contractors	0.67	0.02	0.01	0.01	0.00	0.07	0.15	0.06	0.16	0.11	0.05	0.02	0.00
Damage Caused by All Others	1.95	0.02	0.03	0.01	0.03	0.39	0.32	0.22	0.35	0.20	0.16	0.19	0.02
<b>Total Damage Rate</b>	<b>2.61</b>	<b>0.04</b>	<b>0.04</b>	<b>0.02</b>	<b>0.03</b>	<b>0.47</b>	<b>0.47</b>	<b>0.29</b>	<b>0.51</b>	<b>0.31</b>	<b>0.21</b>	<b>0.21</b>	<b>0.02</b>

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total 2018
<b>Outages Due to Employees/Contractors</b>													
Number of Homes	1	0	0	0	2	22	3	8	3	4	0	1	44
Number of Incidents	1	0	1	0	2	7	3	9	3	4	0	2	32
Average Outage Time (Hr: Min)	0:01	0:00	0:00	0:00	1:57	0:02	0:00	1:14	0:46	0:59	0:00	0:00	0:28
<b>Outages Due to All Other Causes</b>													
Number of Homes	28	15	26	28	41	63	57	170	211	64	138	19	860
Number of Incidents	32	31	20	28	30	34	39	46	53	24	51	20	408
Average Outage Time (Hr: Min)	0:05	0:22	0:11	0:04	0:28	0:29	0:20	0:12	0:09	0:13	0:06	0:24	0:13

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

Address	City	Date	Number of Customers Affected	How Xcel Became Aware	Root Cause	Actions to Fix	Actions to Contact Public	Were There Public Relations Issues	Customer or Company Relight?	Gas off	Gas on	Duration	Gas Explosion?	Commission Notified	
<b>[PROTECTED DATA BEGINS...]</b>															
	Saint Paul	01/30/18	0	St. Paul Fire	Flame in valve box, possible cause ground thawing equipment by valve	Extinguished flame, secured leak and made repairs	N/A	N/A	N/A	1/30/17 @ 12:56am	1/30/17 @ 1:35am	39 min	No	Y	
	Oakdale	03/12/18	8	Oakdale Fire	Third party directional bore damage	Secured area, redirected traffic, excavated to stop blowing gas	Contacted by onsite crews	N/A	Xcel Energy	3/12/18 @ 5:35pm	3/12/18 @ 10:35pm	6 hrs 5 min	No	Y	
	Saint Paul	03/29/18	1	St. Paul Fire	Vehicle damage to gas facilities	Secured area and gas leak, redirected traffic as a precaution	Contacted by local law enforcement	Local media was onsite	Xcel Energy	3/29/18 @ 7:40am	3/29/18 @ 8:00am	2 hrs 59 min	No	Y	
	South Saint Paul	04/22/18	1	Fire Department	Third party contractor performing vacuum excavation hit 1-1/8 PE service with core drilling	Secured area, redirected traffic, excavated to stop blowing gas	Contacted by onsite crews	N/A	Xcel Energy	4/22/18 @ 10:59am	4/22/18 @ 2:40pm	3 hrs 41 min	No	Y	
	Forest Lake	05/28/18	1	911 Operator	Lightening Strike	Turned off meter, ventilated structure, approximately 30 occupants self-evacuated. Customer to have repairs made on private owned gas line	Contacted by onsite responder	N/A	N/A	5/28/2018 7:54pm	Customer equipment so customer does the turn on	N/A	No	Y	
	Forest Lake	06/20/18	6	Washington County 911	3rd party damage to a 2" gas main	Secured gas leak, evacuated nearby structures and redirected traffic as a precaution	Advised by onsite responders	NA	Xcel Energy	6/20/18 @ 10:52am	6/20/18 @ 2:24pm	3 hrs 32 min	No	Y	
	Saint Paul	06/29/18	1	St. Paul Fire	Gas explosion caused by customer owned equipment	Secured the area with assistance from the Fire Dept, performed leak survey and a detailed investigation	Fire Dept and Xcel crews performed door-to-door contact	Event received local media attention	N/A	6/29/2018 @ 4:54pm	Customer equipment so customer does the turn on	N/A	Yes	Y	
	South Saint Paul	07/24/18	17	Contractor notified Xcel	3rd party damage to gas main	Established safe perimeter with assistance from the Fire Dept, secured leak by excavating remotely to shut off gas	Xcel crews performed door-to-door contact	N/A	Xcel Energy	7/24/18 @ 12:20pm	7/24/18 @ 5:20pm	5 hrs	No	Y	
	Stillwater	08/10/18	20	911 Operator	3rd party damage to a 2" gas main	Secured the area, shut down blowing gas	Xcel crews performed door-to-door contact	N/A	Xcel Energy	8/10/18 @ 1:30pm	8/10/18 @ 2:15pm	45 mins	No	Y	
	Woodbury	08/10/18	0	Customer notified Xcel	Odor from poorly adjusted gas range. 100+ occupants self evacuated	Turned off appliance and issued red tag	Xcel crews responded	N/A	N/A	8/10/18 @ 2:30pm	Customer equipment so customer does the turn on	N/A	No	Y	
	Oakdale	08/15/18	0	911 Operator	3rd party damage to a 4" gas main	Established safe perimeter, excavated area and installed bypass to safely secure leak. No customer outage	N/A	N/A	N/A	No customer outages	N/A	N/A	No	Y	
	Red Wing	08/21/18	0	911 Operator	3rd party damage to a 2" gas main	Established safe perimeter, crews were able to safely secure leak	N/A	N/A	N/A	No customer outages	08/21/18 @ 7:22pm	N/A	No	Y	
	Elysian	08/24/18	54	911 Operator	3rd party damage to a 4" gas main	Established safe perimeter, crews excavated remotely to secure the leak	Xcel crews performed door-to-door contact	N/A	Xcel Energy	8/24/18 @ 7:00pm	8/24/18 @ 7:10pm	70 min	No	Y	
	Winona	08/28/18	1	911 Operator	Lightening Strike	Established safe perimeter, crews excavated remotely to secure the leak	Xcel crews notified customer	N/A	Xcel Energy	8/28/18 @ 3:58pm	8/29/2018	Next Day	No	Y	
	Foley	08/30/18	20	911 Operator	3rd party damage to a 4" gas main	Established safe perimeter, crews excavated remotely, installed a by-pass and secured the leak	Xcel crews notified customers	N/A	Xcel Energy	8/30/18 @ 3:20pm	8/30/18 @ 5:20pm	2 hrs	No	Y	
	Mendota Heights	08/30/18	3	911 Operator	2nd party damage to a 2" gas main	Established safe perimeter, crews excavated remotely to secure the leak	Xcel crews notified customers	N/A	Xcel Energy	8/30/18 @ 2:18pm	8/30/18 @ 6:58pm	4 hrs 30 min	No	Y	
	Faribault	09/20/18	72	Customer notified Xcel	Uprooted tree damaged 2" PE main	Established safe perimeter, crews excavated remotely and secured the leak	Xcel crews notified customers in addition to an automated outbound call to all impacted customers	N/A	Xcel Energy	8/20/18 @ 10:09pm	9/21/18 @ 5:00pm	18 hrs 51 min	No	Y	
	Winona	09/27/18	43	Fire Department	Hit 2" gas main	Secured area and stopped the leaking gas	Xcel contacted	No Media on site	Xcel Energy	9/27/18 @ 12:15pm	9/27/18 @ 1:26pm	1 hr 11 min	No	N	
	Woodbury	10/03/18	2	Fire Department	Storm came thru area and blew tree down and ripped up service	Secured area and stopped the leaking gas	Xcel crews notified customers	Local media was onsite	Xcel Energy	10/3/18 @ 9:06pm	10/3/18 @ 10:42pm	1 hr 36 min	No	Y	

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

<u>Address</u>	<u>City</u>	<u>Date</u>	<u>Number of Customers Affected</u>	<u>How Xcel Became Aware</u>	<u>Root Cause</u>	<u>Actions to Fix</u>	<u>Actions to Contact Public</u>	<u>Were There Public Relations Issues</u>	<u>Customer or Company Relight?</u>	<u>Gas off</u>	<u>Gas on</u>	<u>Duration</u>	<u>Gas Explosion?</u>	<u>Commission Notified</u>
<b>[PROTECTED DATA BEGINS...</b>														
	Scandia	10/04/18	36	Fire Department	3rd party damage to a 2" gas main	Secured area and stopped the leaking gas	Xcel crews performed door-to-door contact	N/A	Xcel Energy	10/4/18 @ 12:40pm	10/4/18 @ 2:33pm	1 hr 53 min	No	Y
	Maplewood	10/05/18	0	Xcel Gas Control Department	Underground leak on propane line	Secured propane leak and stopped the leaking gas	Contacted by onsite Xcel Energy employee	N/A	N/A	10/5/18 @ 11:30am	10/5/18 @ 11:30 am	No outage. Xcel assisted with an LP leak.	No	N
	St. Paul	10/11/18	1	911 Operator	3rd party damage of a gas service	Secured area and shut off the blowing gas, nearby homes were evacuated	Xcel crews notified customers	N/A	Xcel Energy	10/11/18 @ 9:06am	10/11/18 @ 10:38am	1 hr 32 min	No	Y
	St. Paul	10/16/18	1	Customer notified Xcel	Gas odor in school with evacuations	Secured building, evacuated occupants, turned off gas meters	Customer onsite	N/A	Xcel Energy	10/16/18 @ 8:00pm	10/18/18 @ 8:00am	36 hrs	No	Y
	Hugo	11/14/18	52	911 Operator	3rd party damage to a 2" gas main	Secured the area, excavated remotely to stop the blowing gas.	Outbound call was initiated to notify all impacted customers	N/A	Xcel Energy	11/14/18 @ 4:47pm	11/14/18 @ 6:30pm	1 hr 43 min	No	Y
	St. Paul	11/19/18	1	Fire Department	House fire	Established safe perimeters, crews cut and capped the service	Fire Department	N/A	Xcel Energy	11/19/18 @ 6:57am	11/19/18 @ 7:45am	48 min	No	N
	St. Paul	11/23/18	9	911 Operator	Home explosion	Coordinated with local Fire Dept to secured the area, excavated remotely to shut off gas.	Fire Dept evacuated nearby homes	Local media was onsite	Affected structures remain off at this time	11/23/18 @ 10:00am	N/A	NA	Yes	Y
<b>...PROTECTED DATA ENDS]</b>														

**Customer Service Related Operations and Maintenance Expenses**


	<b>2018 Actuals</b>	
	<b>NSPM Company Gas Utility</b>	<b>State of MN Jurisdiction</b>
FERC Account 901 & 903	\$ 5,181,548	\$ 4,609,709
Associated Payroll Taxes & Benefits	\$ 391,665	\$ 382,521
<b>Total Customer Service Related O&amp;M Expenses</b>	<b>\$ 5,573,213</b>	<b>\$ 4,992,230</b>

Utility	Work Resolution	Data	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec												Grand Total
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Electric	INVESTIGATE AND REMEDIATE	Order Count	316	258	303	301	259	260	332	316	247	321	255	244	3,412
		Average Days	3.32	3.46	3.22	3.25	2.99	3.11	3.80	3.03	3.21	3.44	3.38	3.21	3.29
		Min Days	1	1	1	1	1	1	1	1	1	1	1	1	1
		Max of Days	17	7	7	7	6	8	6	6	11	6	13	15	17
		StdDev of Days	1.63	1.53	1.37	1.26	1.31	1.23	1.14	1.31	1.41	1.17	1.73	1.59	1.41
	INVESTIGATE AND REFER	Order Count	22	27	24	30	18	27	21	23	18	18	11	12	251
		Average Days	3.82	3.56	3.21	3.00	3.78	3.59	3.62	3.13	3.00	3.33	3.82	3.50	3.42
		Min Days	2	2	1	2	1	1	1	1	2	2	2	2	1
		Max of Days	6	6	6	5	8	12	8	5	6	5	6	6	12
		StdDev of Days	1.40	1.53	1.53	1.05	1.66	2.17	1.50	1.36	1.28	1.14	1.40	1.45	1.49
	REMEDIATE UPON REFERRAL	Order Count					1					1	1	3	
		Average Days					1.00					4.00	8.00	4.33	
		Min Days					1					4	8	1	
		Max of Days					1					4	8	8	
		StdDev of Days													3.51
Electric Order Count			338	285	327	331	278	287	353	339	265	339	267	257	3,666
Electric Average Days			3.36	3.47	3.22	3.23	3.03	3.15	3.78	3.04	3.19	3.44	3.40	3.24	3.30
Electric Min Days			1	1	1	1	1	1	1	1	1	1	1	1	
Electric Max of Days			17	7	7	7	8	12	8	6	11	6	13	15	17
Electric StdDev of Days			1.62	1.53	1.38	1.24	1.35	1.35	1.16	1.31	1.40	1.17	1.72	1.61	1.42

Gas	INVESTIGATE AND REMEDIATE	Order Count	184	164	217	206	315	261	275	182	161	234	225	233	2,657
		Average Days	3.77	4.02	3.28	3.62	3.75	3.66	5.03	3.65	4.07	3.90	4.60	5.29	4.07
		Min Days	1	1	0	1	1	1	1	0	1	0	0	0	0
		Max of Days	17	12	10	31	17	10	11	20	9	10	12	12	31
		StdDev of Days	2.24	2.46	1.61	2.43	1.99	1.65	1.89	2.72	1.82	1.73	2.23	2.33	2.17
	INVESTIGATE AND REFER	Order Count	74	51	64	66	74	58	59	37	29	34	33	44	623
		Average Days	3.64	3.65	3.13	3.26	3.95	3.66	5.03	4.11	3.97	3.74	3.97	4.73	3.86
		Min Days	1	2	1	1	2	1	2	2	2	2	2	2	1
		Max of Days	9	12	9	6	9	8	9	7	8	11	9	9	12
		StdDev of Days	1.91	1.91	1.42	1.46	1.80	1.56	1.65	1.52	1.55	2.03	1.90	2.27	1.82
	REMEDIATE UPON REFERRAL	Order Count	55	44	48	46	56	43	27	13	11	13	12	22	390
		Average Days	4.73	4.68	4.13	4.28	3.52	4.16	3.56	2.85	3.00	4.31	2.42	5.82	4.14
		Min Days	0	1	0	1	0	0	0	1	0	1	0	1	0
		Max of Days	20	19	21	50	24	16	21	7	7	11	6	39	50
		StdDev of Days	4.38	3.83	4.14	7.86	3.50	3.68	3.76	1.95	2.19	2.81	2.23	8.06	4.72
Gas Order Count			313	259	329	318	445	362	361	232	201	281	270	299	3,670
Gas Average Days			3.90	4.06	3.37	3.64	3.75	3.72	4.92	3.68	4.00	3.90	4.43	5.25	4.05
Gas Min Days			0	1	0	1	0	0	0	0	0	0	0	0	
Gas Max of Days			20	19	21	50	24	16	21	20	9	11	12	39	50
Gas StdDev of Days			2.69	2.66	2.16	3.62	2.21	1.99	2.08	2.54	1.81	1.82	2.23	3.10	2.52
Total E & G Order Count			651	544	656	649	723	649	714	571	466	620	537	556	7,336
Total E & G Average Days			3.62	3.75	3.30	3.43	3.47	3.47	4.36	3.30	3.54	3.65	3.92	4.32	3.67
Total E & G Days Min			0	1	0	1	0	0	0	0	0	0	0	0	
Total E & G Days Max			20	19	21	50	24	16	21	20	11	11	13	39	50
Total E & G Days Std Dev			2.22	2.16	1.81	2.69	1.95	1.76	1.78	1.93	1.64	1.52	2.06	2.71	2.08





NOTICE: This report is required by 49 CFR Part 191. Failure to report can result in a civil penalty not to exceed 100,000 for each violation for each day that such violation persists except that the maximum civil penalty shall not exceed \$1,000,000 as provided in 49 USC 60122.		OMB NO: 2137-0629 EXPIRATION DATE: 10/31/2021
 U.S Department of Transportation Pipeline and Hazardous Materials Safety Administration	<b>Initial Date Submitted:</b>	03/13/2019
	<b>Form Type:</b>	INITIAL
	<b>Date Submitted:</b>	

**ANNUAL REPORT FOR  
 CALENDAR YEAR 2018  
 GAS DISTRIBUTION SYSTEM**

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 16 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

**Important:** Please read the separate instructions for completing this form before you begin. They clarify the information requested and provide specific examples. If you do not have a copy of the instructions, you can obtain one from the PHMSA Pipeline Safety Community Web Page at <http://www.phmsa.dot.gov/pipeline/library/forms>.

<b>PART A - OPERATOR INFORMATION</b>	<b>(DOT use only)</b>	<b>20190727-38169</b>
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1. Name of Operator	NORTHERN STATES POWER CO OF MINNESOTA
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)	
2a. Street Address	825 RICE ST
2b. City and County	ST PAUL
2c. State	MN
2d. Zip Code	55101
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER	31636
4. HEADQUARTERS NAME & ADDRESS	
4a. Street Address	414 NICOLLET MALL
4b. City and County	MINNEAPOLIS
4c. State	MN
4d. Zip Code	55402
5. STATE IN WHICH SYSTEM OPERATES	MN
6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)	
Natural Gas	
7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):	
Investor Owned	

**PART B - SYSTEM DESCRIPTION**

1.GENERAL	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN	0.6	44		857.4	8449.8	0	0	0	26.7	0	9378.5
NO. OF SERVICES	75	2761		6888	423393	0	0	718	5274	0	439109

2.MILES OF MAINS IN SYSTEM AT END OF YEAR											
MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS				
STEEL	0.1	239.3	243	292.3	89.8	37.5	902				
DUCTILE IRON	0	0	0	0	0	0	0				
COPPER	0	0	0	0	0	0	0				
CAST/WROUGHT IRON	0	0	0	0	0	0	0				
PLASTIC PVC	0	0	0	0	0	0	0				
PLASTIC PE	0.1	6248.9	1797.2	403.6	0	0	8449.8				
PLASTIC ABS	0	0	0	0	0	0	0				
PLASTIC OTHER	0	0	0	0	0	0	0				
OTHER	0.1	7.6	15.4	2.8	0.8	0	26.7				
RECONDITIONED CAST IRON	0	0	0	0	0	0	0				
TOTAL	.3	6495.8	2055.6	698.7	90.6	37.5	9378.5				
Describe Other Material:		unknown									
3.NUMBER OF SERVICES IN SYSTEM AT END OF YEAR						AVERAGE SERVICE LENGTH: 96					
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS				
STEEL	423	8025	1157	136	20	4	9765				
DUCTILE IRON	0	0	0	0	0	0	0				
COPPER	2	714	2	0	0	0	718				
CAST/WROUGHT IRON	0	0	0	0	0	0	0				
PLASTIC PVC	0	0	0	0	0	0	0				
PLASTIC PE	144	365671	57265	288	25	0	423393				
PLASTIC ABS	0	0	0	0	0	0	0				
PLASTIC OTHER	0	0	0	0	0	0	0				
OTHER	3755	966	532	21	0	0	5274				
RECONDITIONED CAST IRON	0	0	0	0	0	0	0				
TOTAL	4324	375376	58956	445	45	4	439150				
Describe Other Material:		unknown									
4.MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION											
	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	TOTAL

<b>MILES OF MAIN</b>	2886.2	1.1	1	41.4	124	255.8	565.9	2403.4	2005.7	1093.9	9378.4
<b>NUMBER OF SERVICES</b>	42604	81	22	1779	9856	25626	75120	133898	101360	48804	439150

**PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR**

CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE	4	1	37	29
NATURAL FORCE DAMAGE	10	5	38	31
EXCAVATION DAMAGE	79	78	210	210
OTHER OUTSIDE FORCE DAMAGE	16	11	54	45
PIPE, WELD OR JOINT FAILURE	26	8	191	55
EQUIPMENT FAILURE	26	10	485	53
INCORRECT OPERATIONS	1	1	6	1
OTHER CAUSE	43	18	208	73

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 372

**PART D - EXCAVATION DAMAGE**

1. TOTAL NUMBER OF EXCAVATION DAMAGES BY APPARENT ROOT CAUSE: 344

a. One-Call Notification Practices Not Sufficient: 115

b. Locating Practices Not Sufficient: 68

c. Excavation Practices Not Sufficient: 161

d. Other: 0

2. NUMBER OF EXCAVATION TICKETS : 185760

**PART E - EXCESS FLOW VALUE (EFV) AND SERVICE VALVE DATA**

Total Number Of Services with EFV Installed During Year: 1478

Estimated Number Of Services with EFV In the System At End Of Year: 135685

\* Total Number of Manual Service Line Shut-off Valves Installed During Year: 1

\* Estimated Number of Services with Manual Service Line Shut-off Valves Installed in the System at End of Year: 65

*\*These questions only pertain to reporting years 2017 & beyond.*

**PART F - LEAKS ON FEDERAL LAND**

TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: 0

**PART G-PERCENT OF UNACCOUNTED FOR GAS**

UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.

[(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR.

FOR YEAR ENDING 6/30: 1.36%

**PART H - ADDITIONAL INFORMATION**

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**PART I - PREPARER**

Elisabeth Kallberg, Pipeline Compliance Consultant (Preparer's Name and Title)	(651) 229-2282 _____ (Area Code and Telephone Number)
elisabeth.m.kallberg@xcelenergy.com (Preparer's email address)	_____ (Area Code and Facsimile Number)

**CERTIFICATE OF SERVICE**

I, Jim Erickson, 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 Nos. G002/M-19-\_\_\_\_**  
**MISCELLANEOUS GAS SERVICE LIST**

Dated this 1<sup>st</sup> day of May 2019

/s/

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Jim Erickson

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	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
John	Coffman	john@johncoffman.net	AARP	871 Tuxedo Blvd.  St. Louis, MO 63119-2044	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1800  St. Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Corey	Conover	corey.conover@minneapolismn.gov	Minneapolis City Attorney	350 S. Fifth Street City Hall, Room 210 Minneapolis, MN 554022453	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
George	Crocker	gwillc@nawo.org	North American Water Office	PO Box 174  Lake Elmo, MN 55042	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Ian	Dobson	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Edward	Garvey	edward.garvey@AESLconsulting.com	AESL Consulting	32 Lawton St  Saint Paul, MN 55102-2617	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc 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-Gas_Xcel Misc Gas
Annete	Henkel	mui@mnuutilityinvestors.org	Minnesota Utility Investors	413 Wacouta Street #230 St.Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Michael	Hoppe	il23@mtn.org	Local Union 23, I.B.E.W.	932 Payne Avenue  St. Paul, MN 55130	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Linda	Jensen	linda.s.jensen@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota Street  St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	150 S. 5th Street Suite 1200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Sarah	Johnson Phillips	sarah.phillips@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-Gas_Xcel Misc 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-Gas_Xcel Misc Gas
Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Eric	Lipman	eric.lipman@state.mn.us	Office of Administrative Hearings	PO Box 64620  St. Paul, MN 551640620	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Peter	Madsen	peter.madsen@ag.state.mn.us	Office of the Attorney General-DOC	Bremer Tower, Suite 1800 445 Minnesota Street St. Paul, Minnesota 551017741	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc 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-Gas_Xcel Misc Gas
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Andrew	Moratzka	andrew.moratzka@stoel.com	Steel Rives LLP	33 South Sixth St Ste 4200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, Minnesota 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc 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-Gas_Xcel Misc Gas
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-Gas_Xcel Misc Gas
Lynnette	Sweet	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-Gas_Xcel Misc Gas
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas