Tuma Motion and Revised Decision Options

<u>Plans & Criteria</u>

1. Approve Xcel Energy's proposal to remotely reconnect disconnected customers with AMI during extreme heat events. *(Xcel, DOC, OAG, CUB, LSAP, ECC)*

2. Require Xcel Energy to suspend remote disconnections for customers with AMI when AQI reaches 151 or higher. *(Xcel, DOC, OAG, CUB, LSAP, ECC)*

3. Require Xcel Energy to remotely reconnect disconnected customers when AQI reaches 151 or higher. *(Xcel in reply comments, DOC, OAG, CUB, LSAP, ECC)*

Joint Commenter's new 8B: Require Xcel to consult with MDH and MPCA about whether AQI changes or advancements in the understanding of health impacts from air pollution and extreme heat might warrant modification of protection thresholds. Require Xcel to report on these discussions in future SRSQ reports, together with any modifications proposed by the Company or agencies.

Tuma New 8C: The consultation described above shall include the appropriate number of hours in which the extreme heat or AQI above 151 occurs and/or is forecast before the suspension of disconnections and reconnections obligation is triggered.

<u>Timing</u>

9. Require Xcel Energy to suspend remote disconnections during the events identified above beginning on May 1, 2026. *(Xcel, DOC, OAG, CUB, LSAP, ECC)*

10. Require Xcel Energy to begin remote reconnections during the events identified above on May 1, 2026. (*DOC, OAG, CUB, LSAP, ECC)*

<u>Customer Reconnection Process & Communication</u>

Amended Tuma #12. Require Xcel Energy to allow customers to verify safety precautions prior to reconnection by responding to a text message or email, clicking a box on MyAccount, or receiving an automated IVR call and responding with touch tone. <u>The customer requirements for reconnection shall not be greater than what is required after bad weather outages or reconnection with a payment plan.</u>

13. Require Xcel Energy to inform the Commission's Consumer Affairs Office when an event has been forecasted by the ~~NWS~~ <u>NWS</u> or the MPCA, and the Company is planning to reconnect customers. Require Xcel Energy to inform the Consumer Affairs Office when the event has concluded, and the Company is planning to re-disconnect customers. *(DOC, Staff suggestion)*

15. Require Xcel Energy to notify customers of a reconnection event via notification to the customer's preferred contact method (e.g. text, email). Require Xcel to notify customers of disconnection at the conclusion of the event include information about entering into payment agreements and energy assistance. (*Xcel, DOC, OAG*)

18. Require Xcel Energy to post on its website an overview of extreme heat and air quality protections and the steps customers must take to secure reconnection of service. *(Xcel, CUB, LSAP, ECC)*

Xcel Modified 19B: Require Xcel Energy to consult with the CAO on development of all customer communications related to the heat and AQI plans.

Updates to Tariff & Reporting

Dept New 21A. Require Xcel Energy to include in its annual ~~2025~~ 2026 and all future Safety, Reliability, and Service Quality (SRSQ) reports, both in aggregate and by county zip code and CBG, the following data:
> a. The number of extreme heat and air quality events
> b. Each event where disconnection suspensions or reconnection were triggered
> c. The date(s) and length of each event.
> d. The counties, zip codes and CBGs impacted by the event
> e. The number of customers eligible for extreme heat and air quality protections during each event.
> f. The number of customers whose disconnections are suspended or were reconnected during each event.

Xcel Modified 24: Require Xcel Energy to include in its annual Safety, Reliability, and Service Quality (SRSQ) report a summary of costs incurred to implement the heat and AQI event plans in the previous year. ~~submit a compliance filing detailing all costs incurred to comply with the Order~~

26. Require Xcel Energy to update its tariff sheets to include the expanded heat events and AQI event protections approved herein, including the proposed hours resulting from the consultation described in Decision Option 8C, by Dec. 31, 2025. *(Xcel, CUB, LSAP, ECC)*