



414 Nicollet Mall
Minneapolis, Minnesota 55401

May 1, 2019

– Via Electronic Filing –

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

RE: 2018 ANNUAL REPORT
SERVICE QUALITY PLAN
DOCKET NOS. E,G002/CI-02-2034 AND E,G002/M-12-383

Dear Mr. Wolf:

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report on our service quality results for the 2018 performance year. We submit this report pursuant to our Quality of Service Plan (QSP) Tariff, which was amended by the Commission's August 12, 2013 Order (2013 Order) in the above-noted dockets.

A. Tariff Plan Performance

We performed within the performance standards for all metrics in 2018, as summarized below:

Measure	2018 Performance	Standard
Customer Complaints to PUC	248 complaints	≤ 360 complaints*
Telephone Response Time (percent of calls answered in ≤ 20 sec)	91.12%	≥ 80%
Electric Reliability – SAIDI	93.26 min	≤ 133.23 min
Electric Reliability – SAIFI	0.85 outage events	≤ 1.21 outage events
Gas Emergency Average Response Time	35.92 min	≤ 60 min
Accurate Invoices	99.86%	≥ 99.3%
Invoice Adjustment Timeliness	1.72 billing periods	≤ 2.35 billing periods

*Customer complaint standard is ≤ .2059 complaints per 1,000 customers. This number reflects the calculation for 2018.

Following is a list of attachments included with this Annual Report that provide this information:

- Attachment A: QSP Tariff Summary
- Attachment B: Reliability Detail
- Attachment C: Major Event Days (MEDs)
- Attachment D: Telephone Response Time Detail
- Attachment E: Gas Emergency Response Time Detail
- Attachment F: Customer Complaints by Category
- Attachment G: Accurate Invoice Detail
- Attachment H: Invoice Adjustment Timeliness Detail

B. Telephone Response Time

We provide **Attachment D** to this Annual Report as a summary of our 2018 telephone response metric and note an average annual response time of 91.12% which is within our standard level of $\geq 80\%$.

The renegotiated metrics approved by the Commission in the 2013 Order revised the telephone response time metric to include all calls to our Call Centers or business office, whether they are handled via Interactive Voice Response (IVR) or by call center representatives.

C. Customer Outage Credits

The QSP Tariff requires that we pay a \$50 credit to customers experiencing six or more outages unrelated to major event days (MEDs) in the performance year, and those experiencing an outage lasting 24-hours or more.

In addition, the QSP Tariff also provides a credit for customers who have continuously resided at an address experiencing consecutive years of interruptions according to the below terms:

- A \$75 credit to customers experiencing 5 or more interruptions in 2 consecutive years;
- A \$100 credit to customers experiencing 4 or more interruptions in 3 consecutive years; and
- A \$125 credit to customers experiencing 4 or more interruptions in 4 or more consecutive years.

In addition, the QSP Tariff further provides that large municipal pumping customers on the A41 Tariff receive \$200 credits for each outage unrelated to MEDs lasting

more than one minute per year. Similarly, small municipal pumping customers on the A40 Tariff receive \$100 credits for each outage unrelated to MEDs last more than one minute per year.

Table 1: 2018 Outage Credits

	2018 Credits	Dollars
Six or More Service Outages	6,655	\$332,750
Outages Lasting 24-Hours or Longer	680	\$34,800
Consecutive Years of Outages	1,117	\$90,750
Tracked Small Municipal Pumping Outages (A40)	1,327	\$132,700
Untracked Small Municipal Pumping Outages (A40)	283	\$75,844
Tracked Large Municipal Pumping Outages (A41)	621	\$124,200
Untracked Large Municipal Pumping Outages (A41)	202	\$58,782
Total	10,885	\$849,826

As previously discussed in the above-referenced dockets, the Company is unable to track all outages for all of our customers due to the constraints of our current distribution infrastructure. As a result, there are approximately 202 large municipal pumping meters (on the A41 Tariff) who may have had untracked outages that were greater than 1 minute and equal to or less than 5 minutes. There are also approximately 283 small municipal pumping meters (on the A40 Tariff) who may have had untracked outages that were greater than 1 minute and equal to or less than 5 minutes. Thus, we issued proxy credits for these customers who may have had untracked momentary outages.

To determine the large municipal pumping customer proxy credit, we used the 2018 outages that were greater than 1 minute and equal to or less than 5 minutes that we can track for our other municipal pumping customers and determined that on average, other large municipal pumping customers received \$291 (which is equal to 1.46 outages per year at \$200 per outage) in credit for outages of this duration. We recently issued these customers a letter and a \$291 bill credit. The letter provides customers an opportunity to provide documentation for additional credits if they believe they had more than two qualifying outages in 2018.

To determine the small municipal pumping customer proxy credit, we used the 2018 outages that were greater than 1 minute and equal to or less than 5 minutes that we can track for our other small municipal pumping customers and determined that on average, other small municipal pumping customers received \$268 (which is equal to 2.68 outages per year at \$100 per outage) in credit for outages of this duration. We recently issued these customers a letter and a \$268 bill credit. The letter provides customers an opportunity to provide documentation for additional credits if they believe they had more than three qualifying outages in 2018.

D. Customer Complaints Metric

Following the Company's October 10, 2018 letter in this docket expressing concerns about changes impacting our QSP Customer Complaints metric, we began meeting regularly with the Commission's Consumer Affairs Office (CAO) to discuss specific customer calls, and various processes and procedures, including the Company's Cold Weather Rule bill messaging, customer outreach efforts, and credit-related employee training. We believe these discussions have been valuable, and the CAO recently confirmed they too would like to continue to meet on an ongoing basis.

We clarify that the underlying issue with respect to the Customer Complaints metric that we explained in our October 10th letter remains. The CAO acknowledged a change in its complaint registration protocols and confirmed that referring customers to the Company was no longer part of its protocols. We are supportive of reviewing and updating processes and protocols, however we note the change in protocols invalidates the statistical foundation on which the present QSP customer complaints performance threshold rests.

In 2018, we did not exceed the PUC customer complaint threshold, however note the 2018 performance is not comparable to our previous years' performance due to the change in protocols. Going forward, we will continue monitoring the impact of the CAO's protocol change on our PUC complaint metric and will update the Commission accordingly.

E. Conclusion

We appreciate this opportunity to provide our annual performance results under our QSP Tariff. We have served copies of this Annual Report on all Parties on the attached service lists. Please contact me at (612) 330-6935 or gail.baranko@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

GAIL A. BARANKO
REGULATORY MANAGER

Enclosures
c: Service List

**Xcel Energy
Tariff Service Quality Plan
2018 Summary**

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Standard
1. Customer Complaints to PUC													
Monthly	12	7	15	42	24	14	27	28	31	25	18	5	
YTD	12	19	34	76	100	114	141	169	200	225	243	248	≤ 360

Standard is .2059 complaints per
1,000 customers

2. Telephone Response Time (Percent answered in ≤ 20 sec)													
Monthly	92.14%	92.57%	92.58%	89.75%	90.39%	87.83%	86.34%	85.43%	95.32%	94.92%	96.32%	92.77%	
YTD	92.14%	92.34%	92.43%	91.69%	91.39%	90.73%	90.03%	89.39%	90.07%	90.56%	91.00%	91.12%	≥ 80%

3. Electric Reliability - SAIDI (Minutes)													
Monthly	2.73	1.45	6.09	4.56	13.59	13.82	13.66	13.75	11.24	6.71	2.78	2.88	
YTD /1	2.73	4.18	10.27	14.83	28.42	42.24	55.90	69.65	80.89	87.61	90.38	93.26	≤ 133.23 min

4. Electric Reliability - SAIFI (Outage Events)													
Monthly	0.03	0.02	0.06	0.04	0.11	0.13	0.12	0.11	0.10	0.07	0.03	0.03	
YTD /1	0.03	0.05	0.11	0.15	0.26	0.39	0.51	0.62	0.72	0.79	0.82	0.85	≤ 1.21 outage events

5. Gas Emergency Response Time (Minutes)													
Monthly	42.06	38.50	34.84	33.53	34.66	35.05	35.47	35.49	35.24	36.96	32.79	33.82	
YTD	42.06	40.68	39.05	37.86	37.23	36.93	36.74	36.58	36.42	36.50	39.05	35.92	≤ 60 min

6. Customer Outage Refunds	Number of Eligible Customers	Total Credits
Six or More Service Outages	6,655	\$332,750
Outages Lasting 24-Hours or Longer	680	\$34,800
Consecutive Years of Outages	1,117	\$90,750
Tracked Small Municipal Pumping Outages (A40)	1,327	\$132,700
Untracked Small Municipal Pumping Outages (A40)	283	\$75,844
Tracked Large Municipal Pumping Outages (A41)	621	\$124,200
Untracked Large Municipal Pumping Outages (A41)	202	\$58,782
Total	10,885	\$849,826

7. Accurate Invoices (Percent of accurate invoices)													
Monthly	99.87%	99.87%	99.86%	99.90%	99.89%	99.84%	99.84%	99.87%	99.85%	99.83%	99.85%	99.83%	
YTD	99.87%	99.87%	99.87%	99.88%	99.88%	99.87%	99.87%	99.87%	99.87%	99.86%	99.86%	99.86%	> 99.3%

8. Invoice Adjustment Timeliness (Billing Periods)													
Monthly	1.76	1.81	1.76	1.63	1.79	1.79	1.65	1.75	1.63	1.65	1.57	1.84	
YTD	1.76	1.79	1.78	1.74	1.75	1.76	1.74	1.74	1.73	1.72	1.71	1.72	< 2.35 billing periods

2018 Xcel Energy Minnesota Tariff Reliability Indices
IEEE Normalized

All Causes, No Transmission Line Level

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2018 YE	2018 YE	Deviation	2017 YE	2016 YE	2015 YE	2014 YE	2013 YE
													Actual	Target	From Target					
Minnesota																				
SAIDI	2.73	1.45	6.09	4.56	13.59	13.82	13.66	13.75	11.24	6.71	2.78	2.88	93.26	133.23	-39.97	73.80	89.49	86.83	79.85	91.12
SAIFI	0.03	0.02	0.06	0.04	0.11	0.13	0.12	0.11	0.10	0.07	0.03	0.03	0.85	1.21	-0.36	0.72	0.81	0.79	0.78	0.86
CAIDI	95.55	85.03	98.21	102.73	120.88	108.53	116.18	124.54	109.50	99.35	89.82	104.12	109.90	NA	NA	102.10	110.54	109.90	102.07	106.51
Cust Mins	3,438,414	1,827,036	7,693,447	5,758,895	17,163,812	17,502,834	17,297,794	17,373,802	14,243,059	8,516,491	3,522,861	3,662,335	118,000,781							
Cust Ints	35,984	21,486	78,336	56,060	141,992	161,271	148,891	139,499	130,079	85,722	39,221	35,174	1,073,715							
Cust Serv	1,260,537	1,261,499	1,262,635	1,263,050	1,263,057	1,266,220	1,266,173	1,263,754	1,266,996	1,268,418	1,269,462	1,270,153								
Metro East																				
SAIDI	1.93	0.70	6.23	4.85	14.34	12.44	15.70	18.02	13.50	9.50	3.19	2.87	103.28	NA	NA	75.70	95.49	93.71	77.58	83.56
SAIFI	0.02	0.01	0.07	0.05	0.12	0.12	0.12	0.12	0.11	0.11	0.04	0.03	0.92	NA	NA	0.75	0.87	0.90	0.82	0.83
CAIDI	79.91	84.04	89.56	98.51	121.60	108.04	129.85	147.01	119.03	90.20	81.28	87.21	112.40	NA	NA	100.79	110.07	104.58	94.81	100.72
Cust Mins	800,650	293,061	2,594,866	2,021,867	5,973,166	5,194,427	6,553,999	7,523,500	5,637,577	3,977,285	1,335,912	1,201,365	43,107,675							
Cust Ints	10,019	3,487	28,975	20,525	49,121	48,078	50,472	51,178	47,362	44,096	16,436	13,776	383,525							
Cust Serv	415,400	415,867	416,331	416,570	416,559	417,459	417,406	417,529	417,675	418,464	418,813	419,251								
Metro West																				
SAIDI	2.75	1.73	3.47	2.88	12.55	14.43	12.68	10.01	11.14	5.36	2.16	2.08	81.25	NA	NA	69.28	82.90	88.98	81.85	101.24
SAIFI	0.03	0.02	0.04	0.04	0.11	0.15	0.13	0.10	0.12	0.05	0.03	0.02	0.84	NA	NA	0.70	0.82	0.82	0.82	0.96
CAIDI	89.67	91.96	78.73	71.75	116.58	98.36	96.49	100.88	93.99	100.12	81.09	89.05	96.63	NA	NA	98.40	101.51	108.90	100.15	105.85
Cust Mins	1,645,581	1,037,219	2,075,710	1,725,553	7,515,658	8,664,733	7,613,629	6,009,763	6,690,636	3,222,790	1,297,427	1,249,972	48,748,671							
Cust Ints	18,352	11,279	26,366	24,048	64,469	88,091	78,908	59,571	71,185	32,188	15,999	14,037	504,493							
Cust Serv	597,570	597,981	598,412	598,492	598,854	600,487	600,447	600,156	600,628	601,130	601,579	601,815								
Northwest																				
SAIDI	5.94	1.96	9.35	9.28	19.14	14.34	15.65	13.07	2.93	4.81	1.27	2.13	99.87	NA	NA	69.41	80.19	69.39	62.16	85.78
SAIFI	0.05	0.04	0.05	0.05	0.16	0.10	0.09	0.10	0.03	0.03	0.01	0.01	0.73	NA	NA	0.64	0.56	0.57	0.61	0.75
CAIDI	116.64	53.32	174.05	181.31	117.30	145.25	167.21	125.53	115.85	181.22	124.21	147.57	137.06	NA	NA	107.70	143.58	121.05	102.05	113.87
Cust Mins	711,623	234,186	1,120,014	1,112,152	2,292,212	1,722,048	1,878,886	1,539,319	352,171	579,002	153,149	256,920	11,951,682							
Cust Ints	6,101	4,392	6,435	6,134	19,542	11,856	11,237	12,263	3,040	3,195	1,233	1,741	87,169							
Cust Serv	119,719	119,746	119,834	119,899	119,749	120,060	120,084	117,736	120,257	120,307	120,531	120,566								
Southeast																				
SAIDI	2.19	2.05	14.86	7.02	10.81	14.99	9.76	17.93	12.17	5.74	5.73	7.42	110.67	NA	NA	92.84	109.59	70.78	94.45	73.58
SAIFI	0.01	0.02	0.13	0.04	0.07	0.10	0.06	0.13	0.07	0.05	0.04	0.04	0.77	NA	NA	0.79	0.82	0.52	0.67	0.57
CAIDI	185.56	112.79	114.91	168.00	156.07	145.07	151.23	139.58	184.02	118.12	132.61	169.76	144.04	NA	NA	117.19	133.06	135.23	141.93	129.93
Cust Mins	280,561	262,570	1,902,856	899,323	1,382,776	1,921,626	1,251,279	2,301,221	1,562,675	737,414	736,374	954,078	14,192,753							
Cust Ints	1,512	2,328	16,560	5,353	8,860	13,246	8,274	16,487	8,492	6,243	5,553	5,620	98,528							
Cust Serv	127,848	127,905	128,058	128,089	127,895	128,214	128,236	128,333	128,436	128,517	128,539	128,521								

Note: IEEE 1366 normalization method applied after removing Transmission Line level events

Note: All causes are included

Note: Meter based customer counts

Note: Outages and customer counts associated with customers in the work region of North Dakota that are in Minnesota are included in the Northwest work region

Note: Outages and customer counts associated with customers in the work region of South Dakota that are in Minnesota are included in the Southeast work region

Major Event Days

Major Event Days (MEDs) are determined using the new tariff method based on IEEE after removing Trans Line level and Meter based counts

Metro East

5/24

Metro West

7/1

Northwest

(Includes ND region customers/outages in MN)

None

Southeast

(Includes SD region customers/outages in MN)

4/14, 9/20

**Xcel Energy
Tariff Service Quality Plan
2018 Telephone Response Time**

	All Residential Calls offered to Agents	All BSC Calls Offered to Agents	All Credit Calls Offered to Agents	All PAR Calls Offered to Agents	All Calls Offered to Agents	All Residential Calls Answered by Agents within 20 seconds	All BSC Calls Answered by Agents within 20 seconds	All Credit Calls Answered by Agents within 20 seconds	All PAR Calls Answered by Agents within 20 seconds	All Calls Answered by Agents within 20 seconds	Calls Handled by IVR *	All Calls Offered to Agents + Calls Handled by IVR	All Calls Answered by Agents within 20 seconds + Calls Handled by IVR	Service Level
January	72,064	5,570	13,325	2,999	93,958	55,878	4,155	11,781	2,492	74,306	155,985	249,943	230,291	92.14%
February	61,260	4,510	13,279	2,860	81,909	47,230	3,691	11,470	2,328	64,719	149,422	231,331	214,141	92.57%
March	71,621	4,914	18,282	3,640	98,457	55,471	4,109	15,482	2,914	77,976	177,719	276,176	255,695	92.58%
April	77,502	4,768	30,679	6,043	118,992	57,591	3,934	22,992	4,493	89,010	173,543	292,535	262,553	89.75%
May	96,240	5,258	18,571	6,310	126,379	72,232	3,608	15,973	4,729	96,542	183,961	310,340	280,503	90.39%
June	96,749	4,999	14,508	4,937	121,193	65,104	3,477	11,382	3,913	83,876	185,547	306,740	269,423	87.83%
July	99,033	5,011	12,295	4,617	120,956	62,060	3,123	9,042	3,618	77,843	194,614	315,570	272,457	86.34%
August	101,568	5,199	17,765	5,784	130,316	61,009	3,617	14,100	4,222	82,948	194,761	325,077	277,709	85.43%
September	90,333	4,928	18,446	4,910	118,617	80,167	3,375	17,519	3,563	104,624	180,589	299,206	285,213	95.32%
October	95,451	5,334	18,621	4,481	123,887	84,146	3,766	17,493	3,538	108,943	170,026	293,913	278,969	94.92%
November	73,645	4,654	13,921	3,128	95,348	67,211	3,540	13,018	2,675	86,444	146,717	242,065	233,161	96.32%
December	62,142	3,909	14,038	2,266	82,355	49,010	2,952	11,875	1,962	65,799	146,783	229,138	212,582	92.77%
2018	997,608	59,054	203,730	51,975	1,312,367	757,109	43,347	172,127	40,447	1,013,030	2,059,667	3,372,034	3,072,697	91.12%

Notes:
The service level formula is: (All Calls Answered by Agents within 20 seconds + All Calls Handled by IVR) / (All Calls Offered to Agents + All Calls Handled by IVR)
Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park) and Business call centers (Sky Park and Denver)
Data on calls to agents is gathered from the phone switch (Avaya) based on VDN's.
Data on IVR calls is gathered from the IVR reporting tool (Voice Portal).

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%
All Gas Emergency Calls for Year 2018		13,500	47386.52	3.51	174,717.12	12.94	262,860.84	19.47	484,920.00	35.92	12,447	92%	1,053	8%

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

XCEL ENERGY TARIFF SERVICE QUALITY PLAN

SUMMARY OF CUSTOMER COMPLAINTS

For the period of January 01, 2018 to December 31, 2018

Filed in accordance with Docket No. E,G002/CI-02-2034 & E,G002/M-12-383

Name of Utility: Northern States Power Company, a Minnesota Corporation

Address: 3115 Centre Pointe Drive, Roseville, MN 55113

Prepared by: Jeff Eden , Senior Customer Advocate Analyst,
 Customer Care 303-294-2214

	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	Standard
Customer Complaints to PUC														
Billing & Credit	8	6	10	37	18	10	15	16	23	16	12	2	173	
Customer Service	2	0	1	3	1	1	4	2	1	3	3	1	22	
Meter Reading	0	0	0	0	0	0	0	0	0	0	0	0	0	
Reliability-Duration	0	0	0	0	0	1	0	0	0	0	0	0	1	
Reliability-Frequency	0	0	0	0	0	1	0	2	0	0	1	0	4	
Trouble Orders	0	0	0	0	0	0	1	0	0	0	0	0	1	
Other	2	1	4	2	5	1	7	8	7	6	2	2	47	
Monthly	12	7	15	42	24	14	27	28	31	25	18	5	248	
YTD	12	19	34	76	100	114	141	169	200	225	243	248		<360

The accurate invoice metric measures the percent of accurate invoices the Company issues to its customers. This is calculated by determining the number of invoices canceled for controllable reasons divided by the total number of invoices issued. The Company defines controllable reasons as: (1) human errors made by field or office personnel, (2) billing system and metering system communications errors and (3) malfunctioning meter equipment.

MN Only	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Annual Average
Actual Number of Invoices Canceled for Controllable Reasons	2,358	2,120	2,487	1,763	2,050	2,831	2,883	2,540	2,374	3,233	2,537	2,718	2,491
Total Number of Invoices	1,821,297	1,608,949	1,840,832	1,762,257	1,836,585	1,773,013	1,775,108	1,918,783	1,632,305	1,919,721	1,703,816	1,629,977	1,768,554
Controllable % Error Free Invoices	99.87%	99.87%	99.86%	99.90%	99.89%	99.84%	99.84%	99.87%	99.85%	99.83%	99.85%	99.83%	99.86%

The invoice adjustment timeliness metric measures the average number of canceled billing periods on invoices rebilled for controllable reasons. This is calculated by determining the number of elapsed days between the original invoice issue date and the issue date of the rebilled invoice. To determine the number of billing periods on the rebilled invoice, the total elapsed days is divided by 30.5, which is the average number of days in a billing period. The Company defines controllable reasons as (1) human errors made by field or office personnel, (2) billing system and metering system communications errors and (3) malfunctioning meter equipment.

MN Only	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Annual Average
Total Number of Controllable Cancel Rebills	2,358	2,120	2,487	1,763	2,050	2,831	2,883	2,540	2,374	3,233	2,537	2,718	2,491
Total Number of Months On Rebill	2,037	2,019	2,298	1,563	1,914	2,535	2,866	2,545	2,103	2,888	2,059	2,323	2,263
Billing Periods on Rebilled Invoices (Controllable Adjustment Timliness)	1.76	1.81	1.76	1.63	1.79	1.79	1.65	1.75	1.63	1.65	1.57	1.84	1.72

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. E,G002/CI-02-2034
E,G002/M-12-383**

Dated this 1st day of May 2019

/s/

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	OFF_SL_2-2034_1
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	Yes	OFF_SL_2-2034_1
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	Yes	OFF_SL_2-2034_1
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	Yes	OFF_SL_2-2034_1
Susan	Medhaug	Susan.medhaug@state.mn.us	Department of Commerce	Suite 280, 85 Seventh Place East St. Paul, MN 551012198	Electronic Service	No	OFF_SL_2-2034_1
James M.	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	470 U.S. Bank Plaza 200 South Sixth Street Minneapolis, MN 55402	Electronic Service	No	OFF_SL_2-2034_1
Lynnette	Sweet	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_2-2034_1
Rebecca S.	Winegarden	beckwine@msn.com	Unknown	10555 Union Terrace Ln N Maple Grove, MN 553692622	Electronic Service	No	OFF_SL_2-2034_1
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	Yes	OFF_SL_2-2034_1

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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	Yes	OFF_SL_12-383_Official
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	Yes	OFF_SL_12-383_Official
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_12-383_Official
Kimberly	Hellwig	kimberly.hellwig@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_12-383_Official
Craig	Johnson	cjohnson@lmc.org	League of Minnesota Cities	145 University Ave. W. Saint Paul, MN 55103-2044	Electronic Service	No	OFF_SL_12-383_Official
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_12-383_Official
Richard	Savelkoul	rsavelkoul@martinsquires.com	Martin & Squires, P.A.	332 Minnesota Street Ste W2750 St. Paul, MN 55101	Electronic Service	No	OFF_SL_12-383_Official
James M.	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	470 U.S. Bank Plaza 200 South Sixth Street Minneapolis, MN 55402	Electronic Service	No	OFF_SL_12-383_Official
Lynnette	Sweet	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_12-383_Official
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	Yes	OFF_SL_12-383_Official