



505 Nicollet Mall
P.O. Box 59038
Minneapolis, MN 55459-0038

May 7, 2025

VIA eFILING

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2116

Re: In the Matter of an Inquiry into Actions by Electric and Natural Gas Utilities in Light of the COVID-19 Pandemic Emergency; Cold Weather Reports – Recent Utility Cold Weather Rule Data

Docket No. E,G-999/CI-20-375

LETTER

Dear Mr. Seuffert:

CenterPoint Energy Resources Corp d/b/a CenterPoint Energy Minnesota Gas (“CenterPoint Energy” or the “Company”) hereby submits to the Minnesota Public Utilities Commission (the “Commission”) our **Letter** filing in the above referenced docket.

In Reply Comments filed March 15, 2021, CenterPoint Energy noted the Company does not report residential customer nonpayment to credit agencies. This was reflected in Order Point 3 on the May 26, 2021, Order in this Docket.

In March 2025, CenterPoint Energy received a complaint from a Minnesota customer that their final bill balance that was left unpaid was reported to a credit agency. The Company immediately investigated the complaint and found it was accurate. A root cause analysis showed that CenterPoint Energy had recently done an RFP for new outside collection agency (“OCA”) assistance throughout all service territories and inadvertently failed to consider the Company does not report nonpayment to credit agencies for Minnesota customers.

During the pendency of the root cause analysis, the OCAs were contacted and told to immediately stop reporting Minnesota customers and reverse any Minnesota customers already reported. This process took up to 30 days to reflect the reversal depending on the specific credit bureau.

Upon finishing the root cause analysis, the Company learned 5,637 customers were impacted. On April 21, 2025, 4,836 customers were emailed a letter¹. The next day the remaining impacted customers, along with those whose emails were returned, were sent the letter via US Mail.

¹ See Exhibit A

Mr. Will Seuffert

May 7, 2025

Page 2 of 2

Additionally, all call center agents received notification of this issue and were instructed on how to handle this type of call should they receive any, along with call escalation procedure.

Finally, the Company changed its RFP process so that each service territory's regulatory team reviews RFPs to ensure compliance with local regulations.

CenterPoint Energy is collaborating with the Consumer Affairs Office ("CAO") to ensure all impacted customers have any negative credit bureau reporting reversed and answer any questions.

If you have questions, please contact me at Sherry.Kemmetmueller@centerpointenergy.com or 612-321-5191.

Sincerely,

/s/ Sherry Kemmetmueller

Manager, Regulatory Affairs

Attachments

C: Service List



PO Box 1165

Minneapolis, MN 55459-1165

Customer name

Address

City, State, ZIP

Important update about your CenterPoint Energy account

Dear [customer first and last name],

We want to provide you an important update about your CenterPoint Energy account. During a transition to new vendors that provide CenterPoint with account services support, your past due utility account was inadvertently reported to credit bureaus. CenterPoint's policy in Minnesota is to not report past due accounts to credit bureaus. Immediately upon discovering this issue, we worked with the vendors to have this report removed from credit bureaus. *Please note: this removal may take up to 30 days depending on the specific credit bureau.*

We sincerely apologize for any inconvenience this has caused or may cause, and we want to assure you we have taken the following additional efforts to address this issue:

- CenterPoint has provided updated guidance to vendors.
- We notified the Minnesota Public Utilities Commission Consumer Affairs Office, and we remain committed to working with them on resolving customer issues that may arise.

We are continuing to review our internal processes to prevent this issue from happening in the future. If you have questions about your credit report, you can receive an annual and free credit report from each nationwide credit bureau. The Federal Trade Commission has more information on how to order your free credit reports at www.FTC.gov.

We know that you may have questions about this or need more information, and our team is here for you. Please contact us Monday through Friday at 800-245-2377 between 7 a.m. and 7 p.m. with any questions.

CenterPoint remains committed to continuing to find ways to better serve you.



PO Box 1165
Minneapolis, MN 55440-1165

CERTIFICATE OF SERVICE

On Wednesday, May 7, 2025, Christina Benning certifies that she served the attached Letter Filing of CenterPoint Energy in Docket No. **E,G-999/CI-20-375** to all persons at the addresses indicated on the attached service list by having the document delivered via electronic filing.

/s/ Christina Benning

Senior Regulatory Paralegal
CenterPoint Energy

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
1	Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.		1900 Cardinal Lane PO Box 798 Faribault MN, 55021 United States	Electronic Service		No	20-375Official Service List
2	Ryan	Baumtrog	ryan.baumtrog@state.mn.us		Minnesota Dept of Housing	400 Wabasha St N Ste 400 St. Paul MN, 55102 United States	Electronic Service		No	20-375Official Service List
3	Matthew	Brodin	mbrodin@allete.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	20-375Official Service List
4	Gabriel	Chan	gabechan@umn.edu			130 Hubert H. Humphrey Center 301 19th Ave S Minneapolis MN, 55455 United States	Electronic Service		No	20-375Official Service List
5	Christopher	Clark	christopher.b.clark@xcelenergy.com	Xcel Energy		414 Nicollet Mall 5th Floor Minneapolis MN, 55401 United States	Electronic Service		No	20-375Official Service List
6	Generic	Commerce Attorneys	commerce.attorneys@ag.state.mn.us		Office of the Attorney General - Department of Commerce	445 Minnesota Street Suite 1400 St. Paul MN, 55101 United States	Electronic Service		Yes	20-375Official Service List
7	Brandon	Crawford	brandonc@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 St. Paul MN, 55101 United States	Electronic Service		No	20-375Official Service List
8	Hillary	Creurer	hcreurer@allete.com	Minnesota Power		30 W Superior St Duluth MN, 55802 United States	Electronic Service		No	20-375Official Service List
9	Bridget	Dockter	bridget.dockter@xcelenergy.com			null null, null United States	Electronic Service		No	20-375Official Service List
10	Brian	Edstrom	briane@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 Saint Paul MN, 55101 United States	Electronic Service		No	20-375Official Service List
11	Theodore T.	Eidukas	theodore.eidukas@wecenergygroup.com	MERC		null null, null United States	Electronic Service		No	20-375Official Service List
12	Ron	Elwood	relwood@mnlsap.org	Legal Services Advocacy Project		970 Raymond Avenue Suite G-40 Saint Paul MN, 55114 United States	Electronic Service		No	20-375Official Service List
13	Jennifer	Frisbie	statewidecourtmediation@communitymediationmn.org	Community Mediation Minnesota		1029 22nd Ave. NE Minneapolis MN, 55418 United States	Electronic Service		No	20-375Official Service List
14	Jenny	Glumack	jenny@mrea.org	Minnesota Rural Electric Association		11640 73rd Ave N Maple Grove MN, 55369 United States	Electronic Service		No	20-375Official Service List

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
15	Eric	Hauge	erich@homelinemn.org	HOME Line		null null, null United States	Electronic Service		No	20-375Official Service List
16	Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association		4300 220th St W Farmington MN, 55024 United States	Electronic Service		No	20-375Official Service List
17	Travis	Jacobson	travis.jacobson@mdu.com	Great Plains Natural Gas Company		400 N 4th St Bismarck ND, 58501 United States	Electronic Service		No	20-375Official Service List
18	Jack	Kegel	jkegel@mmua.org	MMUA		3025 Harbor Lane N Suite 400 Plymouth MN, 55447-5142 United States	Electronic Service		No	20-375Official Service List
19	Collin	Kremeier	ckremeier@otpc.com	Otter Tail Power Company		PO Box 496 Fergus Falls MN, 56538-0496 United States	Electronic Service		No	20-375Official Service List
20	Allen	Krug	allen.krug@xcelenergy.com	Xcel Energy		414 Nicollet Mall-7th fl Minneapolis MN, 55401 United States	Electronic Service		No	20-375Official Service List
21	Annie	Levenson Falk	annielf@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota Street, Suite W1360 St. Paul MN, 55101 United States	Electronic Service		No	20-375Official Service List
22	Jason	Loos	jason.loos@centerpointenergy.com	CenterPoint Energy Resources Corp.		505 Nicollet Mall 3rd Floor Minneapolis MN, 55402 United States	Electronic Service		No	20-375Official Service List
23	Joseph	Meyer	joseph.meyer@ag.state.mn.us		Office of the Attorney General - Residential Utilities Division	Bremer Tower, Suite 1400 445 Minnesota Street St Paul MN, 55101-2131 United States	Electronic Service		No	20-375Official Service List
24	Darrick	Moe	darrick@mrea.org	Minnesota Rural Electric Association		11640 73rd Ave N Maple Grove MN, 55369 United States	Electronic Service		No	20-375Official Service List
25	David	Moeller	dmoeller@allete.com	Minnesota Power			Electronic Service		No	20-375Official Service List
26	Audrey	Partridge	audrey.peer@centerpointenergy.com	CenterPoint Energy Minnesota Gas		212 3rd Ave. N. Suite 560 Minneapolis MN, 55401 United States	Electronic Service		No	20-375Official Service List
27	Jennifer	Peterson	jjpeterson@mnpower.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	20-375Official Service List
28	Kevin	Pranis	kpranis@liunagroc.com	Laborers' District Council of MN and ND		81 E Little Canada Road St. Paul MN, 55117 United States	Electronic Service		No	20-375Official Service List
29	Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us		Office of the Attorney General -	1400 BRM Tower 445	Electronic Service		Yes	20-375Official

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
					Residential Utilities Division	Minnesota St St. Paul MN, 55101-2131 United States				Service List
30	Delaney	Russell	delaney@mnipl.org	Just Solar Coalition		4407 E Lake Street Minneapolis MN, 55407 United States	Electronic Service		No	20-375Official Service List
31	Lori	Schultz	lorischultz@minncap.org	Minnesota Community Action Partnership		MCIT Building 100 Empire Dr Ste 202 St. Paul MN, 55103 United States	Electronic Service		No	20-375Official Service List
32	Christine	Schwartz	regulatory.records@xcelenergy.com	Xcel Energy		414 Nicollet Mall, MN1180-07-MCA Minneapolis MN, 55401-1993 United States	Electronic Service		No	20-375Official Service List
33	Garret	Senger	garret.senger@mdu.com	Great Plains Natural Gas Company		705 West Fir Ave PO Box 176 Fergus Falls MN, 56538-0176 United States	Electronic Service		No	20-375Official Service List
34	Will	Seuffert	will.seuffert@state.mn.us		Public Utilities Commission	121 7th PI E Ste 350 Saint Paul MN, 55101 United States	Electronic Service		Yes	20-375Official Service List
35	Richard	Stasik	richard.stasik@wecenergygroup.com	Minnesota Energy Resources Corporation (HOLDING)		231 West Michigan St - P321 Milwaukee WI, 53203 United States	Electronic Service		No	20-375Official Service List
36	Kristin	Stastny	kstastny@taftlaw.com	Taft Stettinius & Hollister LLP		2200 IDS Center 80 South 8th Street Minneapolis MN, 55402 United States	Electronic Service		No	20-375Official Service List
37	Stuart	Tommerdahl	stommerdahl@otpc.com	Otter Tail Power Company		215 S Cascade St PO Box 496 Fergus Falls MN, 56537 United States	Electronic Service		No	20-375Official Service List
38	Laurie	Williams	laurie.williams@sierraclub.org	Sierra Club		Environmental Law Program 1536 Wynkoop St Ste 200 Denver CO, 80202 United States	Electronic Service		No	20-375Official Service List