

August 10, 2020

William Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
Saint Paul, MN 55101

RE: Docket 12-383 Xcel Energy's Request for Commission Finding Regarding the Customer Complaint Performance Service Quality Plan

Dear Mr. Seuffert:

I am a Minneapolis resident and have been an Xcel Energy customer since 2016. I write in regards to two questions before the Minnesota Public Utilities Commission:

- Should the Commission grant Xcel Energy's request that 129 individual interconnection application complaints not be considered "customer complaints", and not be included in the customer complaints metric in the Company's Quality of Service Plan (QSP) tariff, as requested by Xcel?
- Should complaints from solar installers be tracked, not as "customer complaints" for QSP [financial incentives and penalties for Xcel's customer satisfaction rating] purposes, but instead, in a separate tracking mechanism?

First, I want to mention that I am currently in line with Xcel Energy to install my fifth set of solar panels on one of my homes. I built two homes in Massachusetts, installing my first solar photovoltaic system in Amherst, Massachusetts in 2004 and a second system in 2009.

Second, I want to state clearly that I am **opposed** to the Commission granting Xcel's request that interconnection application complaints not be considered "customer complaints", not be included in the customer complaints metric in the QSP tariff, and and not be penalized under QSP purposes.

I am appalled that Xcel would waste the PUC's time with such a ridiculous request. They are absolutely responsible for their utter failure to provide reasonable interconnection timeframes. How am I not a customer? If I am not a customer than I and all other solar installers should never have to pay Xcel another penny, and be refunded in every penny that we have paid and will ever pay to be interconnected to Xcel's grid. If they wish to take no responsibility for failing to hook my system up in a reasonable period of time, then I should bear no responsibility to pay them customer interconnection fees.

Xcel calls me a “customer” on every bill where they calculate the KWHs delivered and purchased “by customer”.

This is an absurd and shameful move on Xcel’s part – and all the more because they were about two months late in approving my interconnection – an inexcusable delay that cost me over \$1,100 dollars in lost federal solar tax credits.

I am concerned that the PUC would even consider the possibility that ratepayers like me should not have our complaints addressed and resolved.

The bungling, or lack of staffing, or whatever happened to cause such a large, highly profitable company to fail miserably to complete a standard interconnection process, raises concerns in my mind that Xcel deliberately seeks to discourage and erect roadblocks to solar. It smacks of monopolistic behavior.

For shame, Xcel.

This is just the kind of violation of public trust and energy provider responsibility that citizens like me depend upon the PUC to stand up to.

I am grateful to my installer, All Energy Solar, for doing their best to help me to get the full federal tax credit (30% instead of 26%) that Xcel’s delay and lack of responsibility caused. I approved of All Energy Solar going to the MN Consumer Affairs Office to complain on my behalf.

I remain extremely angry that Xcel:

- Failed to ensure that they could fulfill their legal responsibility to offer interconnection in a timely manner,
- Failed to respond to repeated communications for almost two months,
- Failed to acknowledge and apologize for their failure,
- Failed to compensate me for the loss of so much money, and
- Have the gall to try to get out of paying the penalty.

This is completely unacceptable behavior on their part. Please levy the highest possible penalty on them. Otherwise they will consider it a “cost of doing business” instead of a reason to change their behavior and allocation of resources.

Having worked with utility companies in Massachusetts, Western Mass Electric and now Eversource, I know that Xcel’s performance is unacceptable.

My solar panels are scheduled to be installed on my home at 1831 Franklin Avenue Southeast. I hope that Xcel will not retaliate against me for speaking up about their failures and stunning disregard and duplicity to charge me as a “customer” yet then claim that I and others are not.

I should never have had to write several email messages, make phone calls to Xcel, and now have to write this letter. Please do not allow Xcel to escape responsibility. Please levy the largest penalty possible.

Sincerely,
Christina Clarke
1831 Franklin Avenue Southeast
Minneapolis, MN 55414