



414 Nicollet Mall
Minneapolis, Minnesota 55401-1993

September 23, 2020

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

—VIA ELECTRONIC FILING—

RE: METER READING DATA FOR 2013, 2017 AND 2018 ANNUAL SERVICE
QUALITY REPORT AND PETITION
DOCKET NO. E002/M-20-406

Dear Mr. Seuffert:

While reviewing the Company's 2019 Electric Safety, Reliability and Service Quality Report, Commission Staff requested the Company file the following information in this docket:

With respect to meter reading performance (MN Rule 7826.1400), provide for all customer classes:

- The total number of meters installed in 2013,
- The number of meters not read in 2017, and
- The number of meters self-read in 2017.

We provide the total number of meters installed by month for 2013 in Attachment 1. This is an excerpt of Attachment F filed in our 2013 Electric Safety, Reliability and Service Quality Report on June 3, 2014. We note that beginning with the 2015 meter reading data, we have removed "deleted meters" from the total number of meters installed per month, and have used this methodology going forward since then. 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.

While preparing Reply Comments for our 2019 Natural Gas Service Quality Report in Docket No. G002/M-20-460, we identified errors regarding the 2019 meter reading data for meters not read for 6-12 months that impacted all customer classes.

We also reviewed 2017 and 2018 meter reading data, which was impacted by the same error. In an effort to determine how correction of this error would impact the historical trend, we re-ran the meter reading data for 2017-2019 to allow for a review of the three-year trend. The corrected attachment for 2019 was filed in our 2019 Electric Service Quality Report, Docket No. E002/20-406 on September 18, 2020 (Attachment I), as well as in our 2019 Natural Gas Service Quality Report on September 3, 2020 (Attachment B). We provide the corrected 2017 and 2018 data for customer meters not read by utility personnel in Attachment 2 and Attachment 3, respectively.

The data on the number of meters read by customers in 2017 was filed on July 27, 2018 in our 2017 Electric Service Quality Report, Docket No. E002/M-18-239. Attachment 4 provides this data as it was filed.

We have electronically filed this document with the Commission, and copies have been served on the parties on the attached service list. Please contact Pamela Gibbs at pamela.k.gibbs@xcelenergy.com or (612) 330-2889, or myself at gail.baranko@xcelenergy.com or 612-330-6935 if you have any questions regarding this filing.

Sincerely,

/s/

GAIL A. BARANKO
REGULATORY MANAGER
Enclosure

D. Total number of meters installed by month.

	Residential	Commercial	Industrial	Other	Total
JANUARY	1,528,884	157,175	9,799	4,984	1,700,842
FEBRUARY	1,529,286	157,205	9,793	4,982	1,701,266
MARCH	1,529,656	157,232	9,788	4,977	1,701,653
APRIL	1,530,389	157,213	9,780	4,977	1,702,359
MAY	1,531,249	157,265	9,769	4,972	1,703,255
JUNE	1,532,153	157,305	9,758	4,972	1,704,188
JULY	1,533,505	157,359	9,744	4,972	1,705,580
AUGUST	1,534,955	157,459	9,739	4,971	1,707,124
SEPTEMBER	1,535,988	157,612	9,731	4,966	1,708,297
OCTOBER	1,537,717	157,837	9,719	4,969	1,710,242
NOVEMBER	1,539,086	158,063	9,690	4,971	1,711,810
DECEMBER	1,540,064	158,264	9,680	4,972	1,712,980

Minn. R. 7826.1400 – Meter Reading

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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

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	46	17	17	8	9	9	13	39	44	42	64	87	395	28.19%
NO ANSWER	35	45	39	32	27	18	14	4	9	10	27	15	275	19.63%
DOOR LOCKED	21	28	30	16	15	7	8	12	9	17	12	4	179	12.78%
OC Meter Maint	17	6	3	1	1	3	5	5	12	11	16	22	102	7.28%
NEED KEY OR CODE	21	7	8	6	3	7	8	0	1	5	6	9	81	5.78%
METER OFF	13	10	12	11	6	3	3	3	3	5	5	2	76	5.42%
DEAD REGISTER	6	9	5	3	4	5	3	2	2	8	4	12	63	4.50%
BAD KEY OR CODE	9	9	6	6	1	5	3	1	1	4	2	5	52	3.71%
GATE PROBLEM	1	3	2	0	0	2	0	0	3	3	4	7	25	1.78%
METER REMOVED	3	7	5	3	2	0	0	0	0	2	1	1	24	1.71%
VACANT	5	4	3	3	2	0	0	1	0	1	0	2	21	1.50%
DOG	1	3	5	0	1	1	1	0	0	2	4	2	20	1.43%
SERVICE CUT AT POLE	1	2	1	1	1	2	1	1	1	0	3	6	20	1.43%
CUST REQUESTS SKIP	1	5	1	2	0	0	0	0	0	0	0	0	9	0.64%
METER BLOCKED	1	1	3	2	0	0	1	0	0	0	1	0	9	0.64%
CUSTOMER READING	0	1	0	1	0	0	1	1	1	1	1	1	8	0.57%
NO ACCESS BACK YARD	1	1	2	1	0	0	1	1	0	0	1	0	8	0.57%
GARAGE LOCKED	0	0	1	1	0	1	0	0	0	0	0	1	4	0.29%
KEY NOT AVAILABLE	1	0	0	1	0	0	1	0	0	0	1	0	4	0.29%
BAD ROAD	0	1	0	1	1	0	0	0	0	0	0	0	3	0.21%
REFUSED ADMITTANCE	0	1	0	0	0	0	0	0	0	2	0	0	3	0.21%
SEASONAL	0	1	0	1	0	0	0	0	0	0	0	1	3	0.21%
SPS DEAD REGISTER	2	0	0	0	0	0	0	0	0	1	0	0	3	0.21%
UNSAFE CONDITION	0	1	0	0	0	0	0	0	0	0	0	2	3	0.21%
Bad Ert	0	0	0	0	1	0	0	1	0	0	0	0	2	0.14%
CANNOT LOCATE	0	0	0	0	0	0	0	0	0	0	2	0	2	0.14%
CLOSED LOOP	0	1	0	0	0	0	0	0	1	0	0	0	2	0.14%
WRONG ROUTE	2	0	0	0	0	0	0	0	0	0	0	0	2	0.14%
DOG NEXT DOOR	0	0	0	0	0	0	0	0	0	0	1	0	1	0.07%
HANDHELD ESTIMATE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.07%
INCLEMENT WEATHER	0	0	0	0	0	0	0	0	1	0	0	0	1	0.07%
TOTAL	188	163	143	100	74	63	63	71	88	114	155	179	1401	100%

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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

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	36	9	7	2	4	2	4	13	22	22	17	23	161	26.52%
METER OFF	7	15	13	11	15	14	7	5	7	12	17	10	133	21.91%
DEAD REGISTER	3	1	5	6	5	3	8	5	5	3	3	4	51	8.40%
METER REMOVED	6	8	6	4	3	1	0	1	1	5	3	4	42	6.92%
NO ANSWER	2	6	5	6	2	2	4	2	2	3	5	3	42	6.92%
VACANT	3	3	12	1	1	2	4	2	3	1	1	0	33	5.44%
DOOR LOCKED	2	4	6	3	2	3	0	1	0	0	2	5	28	4.61%
SERVICE CUT AT POLE	0	1	1	4	3	2	2	1	1	3	5	3	26	4.28%
CANNOT LOCATE	1	0	4	2	2	1	0	2	0	1	1	1	15	2.47%
SEASONAL	0	1	2	1	1	0	0	0	0	3	4	3	15	2.47%
NEED KEY OR CODE	3	2	2	2	1	0	1	0	0	0	0	1	12	1.98%
OC Meter Maint	2	0	0	1	1	0	0	1	0	0	3	4	12	1.98%
BUSINESS CLOSED	1	1	1	0	2	0	0	0	1	0	2	0	8	1.32%
UNSAFE CONDITION	0	1	0	0	0	0	0	0	1	0	0	3	5	0.82%
GATE PROBLEM	0	0	1	0	1	0	0	0	0	1	0	1	4	0.66%
REFUSED ADMITTANCE	4	0	0	0	0	0	0	0	0	0	0	0	4	0.66%
BAD KEY OR CODE	1	0	1	1	0	0	0	0	0	0	0	0	3	0.49%
BAD ROAD	0	0	0	0	0	1	1	0	0	1	0	0	3	0.49%
Bad Ert	0	0	1	1	0	0	0	0	0	0	0	0	2	0.33%
SNOW/MUD	2	0	0	0	0	0	0	0	0	0	0	0	2	0.33%
ABS MCC Calc Reading	0	1	0	0	0	0	0	0	0	0	0	0	1	0.16%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	0	0	1	0	0	1	0.16%
HANDHELD ESTIMATE	0	1	0	0	0	0	0	0	0	0	0	0	1	0.16%
METER BLOCKED	0	0	1	0	0	0	0	0	0	0	0	0	1	0.16%
SPS DEAD REGISTER	0	0	0	0	1	0	0	0	0	0	0	0	1	0.16%
WRONG ROUTE	0	1	0	0	0	0	0	0	0	0	0	0	1	0.16%
TOTAL	73	55	68	45	44	31	31	33	43	56	63	65	607	100%

Minn. R. 7826.1400 – Meter Reading

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	16	15	16	22	20	10	7	13	14	11	9	2	155	81.15%
METER OFF	0	0	0	1	1	3	3	3	1	0	1	1	14	7.33%
METER REMOVED	0	0	0	0	0	0	0	0	0	0	2	3	5	2.62%
OC Meter Maint	0	1	1	1	1	1	0	0	0	0	0	0	5	2.62%
METER BLOCKED	0	0	0	0	3	0	0	0	0	0	0	0	3	1.57%
SEASONAL	0	0	1	1	0	0	1	0	0	0	0	0	3	1.57%
GATE PROBLEM	0	0	0	0	1	1	0	0	0	0	0	0	2	1.05%
CANNOT LOCATE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.52%
DOOR LOCKED	0	0	0	0	0	0	0	0	0	0	0	1	1	0.52%
NO ANSWER	0	0	0	0	0	0	0	0	0	0	1	0	1	0.52%
VACANT	0	0	1	0	0	0	0	0	0	0	0	0	1	0.52%
TOTAL	16	16	19	25	26	15	11	16	15	12	13	7	191	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	0	0	0	0	0	0	0	0	0	0	1	1	2	100%
TOTAL	0	0	0	0	0	0	0	0	0	0	1	1	2	100%

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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	14	11	5	4	3	5	7	27	23	16	15	22	152	28.15%
NO ANSWER	11	10	16	13	10	11	10	3	6	7	10	7	114	21.11%
DOOR LOCKED	3	7	3	7	5	11	5	10	5	2	4	1	63	11.67%
OC Meter Maint	5	2	2	0	1	1	2	2	4	4	3	9	35	6.48%
SERVICE CUT AT POLE	0	0	0	3	3	3	5	6	2	5	3	2	32	5.93%
METER OFF	2	3	3	2	2	4	3	3	3	4	2	0	31	5.74%
VACANT	0	2	5	4	6	4	4	0	0	0	0	0	25	4.63%
NEED KEY OR CODE	3	1	2	4	4	1	3	0	1	1	1	0	21	3.89%
BAD KEY OR CODE	2	1	1	0	0	1	1	1	1	4	2	1	15	2.78%
DOG	0	1	1	2	1	2	1	2	1	1	2	1	15	2.78%
UNSAFE CONDITION	2	2	2	2	2	1	0	0	0	0	0	0	11	2.04%
DEAD REGISTER	1	1	2	0	0	0	0	1	0	0	0	0	5	0.93%
GATE PROBLEM	0	0	0	0	3	0	0	0	0	0	0	1	4	0.74%
BAD ROAD	2	1	0	0	0	0	0	0	0	0	0	0	3	0.56%
METER REMOVED	0	0	0	0	0	1	0	0	0	1	0	1	3	0.56%
CANNOT LOCATE	0	0	1	0	0	0	1	0	0	0	0	0	2	0.37%
NO ACCESS BACK YARD	0	1	0	1	0	0	0	0	0	0	0	0	2	0.37%
REFUSED ADMITTANCE	0	0	0	0	0	2	0	0	0	0	0	0	2	0.37%
CUST REQUESTS SKIP	1	0	0	0	0	0	0	0	0	0	0	0	1	0.19%
CUSTOMER READING	0	0	0	1	0	0	0	0	0	0	0	0	1	0.19%
DOG NEXT DOOR	0	0	0	0	0	1	0	0	0	0	0	0	1	0.19%
INCLEMENT WEATHER	0	0	0	0	0	0	0	0	1	0	0	0	1	0.19%
KEY NOT AVAILABLE	0	1	0	0	0	0	0	0	0	0	0	0	1	0.19%
TOTAL	46	44	43	43	40	48	42	55	47	45	42	45	540	100%

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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
NO READING RETURNED	7	5	5	5	3	2	6	15	7	8	6	6	75	30.36%
METER OFF	3	3	6	4	4	6	8	5	7	3	6	5	60	24.29%
VACANT	0	1	17	3	3	3	2	2	1	1	2	1	36	14.57%
NO ANSWER	2	2	4	2	3	2	1	0	1	2	1	2	22	8.91%
DEAD REGISTER	1	0	0	2	0	4	2	2	3	3	1	3	21	8.50%
DOOR LOCKED	1	1	1	0	0	1	0	1	1	1	2	1	10	4.05%
BUSINESS CLOSED	0	1	0	0	1	0	0	0	0	0	3	0	5	2.02%
CANNOT LOCATE	0	0	0	0	0	0	0	0	1	1	0	1	3	1.21%
NEED KEY OR CODE	0	1	0	0	0	0	0	0	1	0	0	1	3	1.21%
SERVICE CUT AT POLE	0	1	0	0	2	0	0	0	0	0	0	0	3	1.21%
METER REMOVED	0	0	0	0	0	0	0	0	0	1	1	0	2	0.81%
REFUSED ADMITTANCE	1	0	0	0	0	1	0	0	0	0	0	0	2	0.81%
SEASONAL	1	0	0	0	0	0	0	0	0	0	0	1	2	0.81%
BAD KEY OR CODE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.40%
KEY NOT AVAILABLE	0	0	1	0	0	0	0	0	0	0	0	0	1	0.40%
OC Meter Maint	1	0	0	0	0	0	0	0	0	0	0	0	1	0.40%
TOTAL	17	15	34	16	16	19	19	25	22	21	22	21	247	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	3	2	4	4	4	15	15	17	16	17	21	8	126	84%
METER REMOVED	1	1	1	1	1	1	0	1	1	1	1	1	11	7.33%
METER OFF	1	1	1	1	1	1	0	0	0	2	0	0	8	5.33%
SERVICE CUT AT POLE	0	0	0	0	0	0	0	0	1	2	0	1	4	2.67%
UNSAFE CONDITION	0	0	0	0	0	0	0	0	0	0	1	0	1	0.67%
TOTAL	5	4	6	6	6	17	15	18	18	22	23	10	150	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	5	5	4	4	2	3	3	4	3	3	3	3	42	87.50%
CUSTOMER READING	0	0	1	1	2	1	1	0	0	0	0	0	6	12.50%
TOTAL	5	5	5	5	4	4	4	4	3	3	3	3	48	100%

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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

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	126	74	67	63	22	13	33	30	38	38	39	50	593	34.68%
NO ANSWER	33	30	41	33	39	32	22	16	14	23	20	19	322	18.83%
OC Meter Maint	29	24	17	20	9	7	13	14	8	16	18	12	187	10.94%
NEED KEY OR CODE	6	5	18	9	12	2	0	3	3	4	8	10	80	4.68%
METER OFF	2	3	1	7	9	8	25	4	5	6	5	3	78	4.56%
DEAD REGISTER	8	11	7	8	10	6	5	5	2	3	4	5	74	4.33%
DOOR LOCKED	6	15	13	10	1	10	4	0	1	1	9	4	74	4.33%
BAD KEY OR CODE	4	7	7	5	4	4	4	2	2	8	7	8	62	3.63%
GATE PROBLEM	8	8	4	7	3	3	2	1	0	3	4	2	45	2.63%
DOG	3	4	4	3	8	8	2	1	1	1	0	0	35	2.05%
SERVICE CUT AT POLE	4	4	4	3	5	3	2	2	0	2	1	3	33	1.93%
METER REMOVED	1	0	2	4	3	4	2	1	0	1	0	2	20	1.17%
VACANT	1	1	4	4	2	0	0	0	2	0	4	2	20	1.17%
KEY NOT AVAILABLE	2	6	1	1	1	3	0	1	0	0	1	2	18	1.05%
GARAGE LOCKED	1	1	2	2	0	2	0	1	0	0	0	0	9	0.53%
UNSAFE CONDITION	0	0	1	0	1	0	0	1	0	2	3	1	9	0.53%
NO ACCESS BACK YARD	0	1	2	1	0	0	1	1	0	0	0	1	7	0.41%
SNOW/MUD	0	4	1	1	0	0	0	0	0	0	0	1	7	0.41%
CUSTOMER READING	0	0	0	0	0	0	1	1	1	1	1	1	6	0.35%
OC CellNet New: no premise ID	0	0	1	1	0	0	1	1	0	1	0	0	5	0.29%
BAD ROAD	0	1	0	2	0	0	0	0	0	0	0	1	4	0.23%
METER BLOCKED	2	0	0	2	0	0	0	0	0	0	0	0	4	0.23%
CUST REQUESTS SKIP	1	0	1	0	0	1	0	0	0	0	0	0	3	0.18%
DOG NEXT DOOR	0	0	0	0	0	0	0	0	2	0	0	1	3	0.18%
BUSINESS CLOSED	0	0	0	0	1	0	1	0	0	0	0	0	2	0.12%
EMED Meter Maint	0	0	0	0	0	0	0	0	0	0	0	2	2	0.12%
REFUSED ADMITTANCE	0	0	0	1	1	0	0	0	0	0	0	0	2	0.12%
SEASONAL	0	0	0	1	1	0	0	0	0	0	0	0	2	0.12%
CANNOT LOCATE	0	0	1	0	0	0	0	0	0	0	0	0	1	0.06%
INCLEMENT WEATHER	0	0	1	0	0	0	0	0	0	0	0	0	1	0.06%
NO ADULT	0	0	0	0	0	0	0	0	0	0	1	0	1	0.06%
SPS DEAD REGISTER	0	0	0	0	1	0	0	0	0	0	0	0	1	0.06%
TOTAL	237	199	200	188	133	106	118	85	79	110	125	130	1710	100%

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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

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	23	22	27	17	12	8	14	12	16	22	24	26	223	31.72%
METER OFF	16	15	12	17	14	15	10	12	9	10	9	12	151	21.48%
DEAD REGISTER	0	5	7	5	11	4	10	4	2	0	4	4	56	7.97%
METER REMOVED	4	0	0	0	3	7	5	3	2	7	7	8	46	6.54%
OC Meter Maint	8	4	3	4	2	1	1	2	2	1	5	4	37	5.26%
NO ANSWER	2	2	3	1	3	3	3	2	2	2	1	4	28	3.98%
CANNOT LOCATE	2	2	12	8	0	0	0	0	1	0	0	0	25	3.56%
VACANT	0	3	2	1	2	5	1	3	2	2	3	0	24	3.41%
GATE PROBLEM	0	1	0	0	1	2	2	1	3	0	4	3	17	2.42%
SERVICE CUT AT POLE	6	3	3	1	0	0	2	0	0	0	0	1	16	2.28%
DOOR LOCKED	1	2	1	2	3	1	1	1	2	0	0	1	15	2.13%
SEASONAL	6	3	0	3	3	0	0	0	0	0	0	0	15	2.13%
BAD KEY OR CODE	1	1	1	1	0	0	0	0	0	0	2	4	10	1.42%
KEY NOT AVAILABLE	0	1	1	0	0	0	1	0	3	2	0	0	8	1.14%
NEED KEY OR CODE	0	1	0	1	2	0	0	1	1	1	0	1	8	1.14%
BAD ROAD	0	0	0	1	0	1	1	0	0	0	0	1	4	0.57%
METER BLOCKED	2	0	0	0	0	1	0	1	0	0	0	0	4	0.57%
HANDHELD ESTIMATE	0	1	0	1	0	1	0	0	0	0	0	0	3	0.43%
SNOW/MUD	0	1	0	1	0	0	0	0	0	0	0	1	3	0.43%
UNSAFE CONDITION	0	0	0	0	0	0	1	1	0	0	1	0	3	0.43%
WRONG ROUTE	0	1	1	0	0	0	0	1	0	0	0	0	3	0.43%
BUSINESS CLOSED	0	0	0	0	0	0	0	0	1	0	0	0	1	0.14%
EMED Meter Maint	0	0	0	0	0	0	0	0	0	0	0	1	1	0.14%
REFUSED ADMITTANCE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.14%
SPS DEAD REGISTER	0	0	0	0	1	0	0	0	0	0	0	0	1	0.14%
TOTAL	71	68	73	64	57	49	52	44	46	48	60	71	703	100%

Minn. R. 7826.1400 – Meter Reading

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	13	8	8	8	13	15	17	17	15	16	13	6	149	80.98%
METER OFF	1	2	1	1	3	3	1	1	1	2	0	1	17	9.24%
METER REMOVED	3	1	1	1	1	0	0	0	0	0	0	1	8	4.35%
SEASONAL	0	0	0	1	0	0	1	1	0	0	0	0	3	1.63%
NO ANSWER	1	0	0	0	0	1	0	0	0	0	0	0	2	1.09%
VACANT	0	0	1	0	0	0	1	0	0	0	0	0	2	1.09%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	0	0	0	0	1	1	0.54%
DOOR LOCKED	0	0	0	0	0	0	0	0	0	1	0	0	1	0.54%
GATE PROBLEM	1	0	0	0	0	0	0	0	0	0	0	0	1	0.54%
TOTAL	19	11	11	11	17	19	20	19	16	19	13	9	184	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	1	1	2	1	0	0	0	0	0	0	0	1	6	100%
TOTAL	1	1	2	1	0	0	0	0	0	0	0	1	6	100%

Minn. R. 7826.1400 – Meter Reading

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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	26	23	22	8	12	10	12	14	14	17	16	21	195	33.11%
NO ANSWER	5	9	11	13	16	23	18	16	22	21	9	10	173	29.37%
OC Meter Maint	9	5	5	4	3	1	0	3	3	4	1	3	41	6.96%
DOOR LOCKED	5	1	4	3	2	4	4	1	0	0	3	1	28	4.75%
SERVICE CUT AT POLE	1	2	1	0	3	4	1	4	3	5	1	2	27	4.58%
METER OFF	1	1	1	3	2	1	2	2	1	2	5	3	24	4.07%
NEED KEY OR CODE	1	1	5	2	3	2	2	1	2	0	0	1	20	3.40%
VACANT	0	0	1	1	1	3	3	3	0	0	2	3	17	2.89%
BAD KEY OR CODE	0	1	3	1	1	0	0	0	1	1	2	3	13	2.21%
DEAD REGISTER	1	0	0	1	0	0	1	2	3	3	1	1	13	2.21%
DOG	0	1	1	1	1	1	2	1	0	0	0	0	8	1.36%
UNSAFE CONDITION	0	2	0	2	0	0	1	0	0	0	2	0	7	1.19%
NO ACCESS BACK YARD	1	1	0	0	2	1	0	0	0	0	0	0	5	0.85%
CUST REQUESTS SKIP	0	1	0	0	0	0	0	0	1	1	1	0	4	0.68%
KEY NOT AVAILABLE	0	1	0	0	0	0	0	0	0	1	1	0	3	0.51%
METER REMOVED	0	1	0	0	0	0	0	1	1	0	0	0	3	0.51%
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%
TOTAL	51	50	56	42	48	50	46	48	51	55	44	48	589	100%

Minn. R. 7826.1400 – Meter Reading

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	18	14	18	13	9	166	34.66%
NO READING RETURNED	8	7	7	10	10	7	8	11	10	17	17	8	120	25.05%
DEAD REGISTER	4	3	4	2	4	4	8	4	5	1	3	5	47	9.81%
SERVICE CUT AT POLE	1	1	1	4	3	5	2	3	2	3	2	2	29	6.05%
VACANT	2	2	2	3	3	0	1	3	5	3	2	3	29	6.05%
NO ANSWER	0	1	2	2	2	3	2	2	1	0	2	2	19	3.97%
METER REMOVED	0	1	1	0	2	2	1	0	0	2	0	0	9	1.88%
DOOR LOCKED	1	0	0	0	0	1	0	0	0	2	1	3	8	1.67%
CANNOT LOCATE	0	1	2	2	1	0	0	0	0	0	0	0	6	1.25%
HANDHELD ESTIMATE	0	0	0	0	0	0	1	1	1	1	1	1	6	1.25%
OC Meter Maint	1	0	0	0	0	0	1	1	1	0	0	2	6	1.25%
BAD ROAD	1	0	0	1	0	0	1	0	0	1	0	0	4	0.84%
BUSINESS CLOSED	1	0	0	0	0	1	0	0	0	1	1	0	4	0.84%
KEY NOT AVAILABLE	0	0	0	0	0	0	0	0	1	0	0	3	4	0.84%
SEASONAL	0	0	2	2	0	0	0	0	0	0	0	0	4	0.84%
GATE PROBLEM	0	1	0	0	0	0	0	0	0	0	1	1	3	0.63%
PAINTED OVER	0	0	0	0	0	0	0	1	1	1	0	0	3	0.63%
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	51	43	41	479	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	29	18	19	20	20	23	23	10	42	26	28	29	287	92.28%
METER OFF	0	1	1	1	0	1	2	2	0	2	0	0	10	3.22%
SEASONAL	1	1	1	1	0	0	0	0	0	0	0	0	4	1.29%
DEAD REGISTER	0	0	0	0	1	0	1	0	1	0	0	0	3	0.96%
METER REMOVED	1	1	1	0	0	0	0	0	0	0	0	0	3	0.96%
HANDHELD ESTIMATE	0	0	0	0	0	0	0	0	0	1	1	0	2	0.64%
KEY NOT AVAILABLE	0	0	0	0	0	0	0	1	0	0	0	0	1	0.32%
VACANT	0	0	0	0	0	0	0	0	0	0	0	1	1	0.32%
TOTAL	31	21	22	22	21	24	26	13	43	29	29	30	311	100%

Minn. R. 7826.1400 – Meter Reading

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
JANUARY	14	2			16	1,750,361	0.0009%
FEBRUARY	9	3			12	1,750,967	0.0007%
MARCH	6				6	1,751,611	0.0003%
APRIL	7				7	1,752,345	0.0004%
MAY	4	1			5	1,753,947	0.0003%
JUNE	10				10	1,755,030	0.0006%
JULY	13				13	1,756,542	0.0007%
AUGUST	11				11	1,757,984	0.0006%
SEPTEMBER	5				5	1,759,169	0.0003%
OCTOBER	7				7	1,760,653	0.0004%
NOVEMBER	3	1			4	1,762,267	0.0002%
DECEMBER	6				6	1,763,468	0.0003%

CERTIFICATE OF SERVICE

I, Lynnette Sweet, 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; or

xx by electronic filing.

MPUC Docket No: E002/M-20-406

Dated this 23rd day of September 2020.

/s/

Lynnette Sweet
Regulatory Administrator

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