

From: [Mary Brown](#)
To: [Staff, CAO \(PUC\)](#)
Subject: Xcel Complaint
Date: Tuesday, November 25, 2025 3:03:45 PM
Attachments: [Letter to the MN Public Utilities Commission.pdf](#)

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Dear Commissioners,

Please see the attached letter. I have been dealing with Xcel since April 2025 in an attempt to reconcile their billing errors on my account but to no avail. I am frustrated and need a resolution now.

Thank you in advance for your assistance.

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Blessings,

Mary Brown

November 25, 2025

Minnesota Public Utilities Commission
121 7th Place E, Suite 350
St. Paul MN 55101-2147

Re: Xcel Billing Complaint
MN Public Utilities Case ID# 89035
Xcel Account # 51-6388510-3

Dear Commissioners:

I have been dealing with Xcel regarding a billing complaint since 4/14/25 and it still isn't resolved. I will try and document my communications with Xcel in an organized manner so that you understand my frustration with the company for failing to resolve this issue.

Upon returning from a 6-week vacation (2/24/25-4/5/25), I noticed that my Xcel bill during the billing period (3/9/25-4/10/25) showed usage of 1277 kwh and that "no reading was returned" – it was an estimate. I expected just the opposite as last year during this same time period our usage was 365 kwh as we were gone the same amount of time. Naturally, I placed my first call to Xcel to express my concerns about this bill. See below the sequence of events:

4/14/25

Called Xcel Customer Service (Jennifer) and expressed my concern about the high kilowatt hours on my most recent bill and the fact that it was based on an estimate and not actual usage. I further explained that during that time period we were only home 6 of those days. She did not want to put in a work order for the meter to be replaced as it would take 30 – 60 days to be completed. She suggested I wait until 5/9/25 when the meter is scheduled to send usage data to see if it corrected itself. I tried the on-demand meter read on the website and it failed multiple times. She also tried and it failed. She still did not want to put in a work order.

5/12/25

Called Xcel Customer Service (Tyler) and indicated I was very concerned that the May 2025 bill was still based on an estimate and not actual usage. I tried the on-demand energy test again from my computer and it failed AGAIN. He referred our bill to the billing department. He didn't feel a tech should be dispatched and asked that I wait a few months for it to clear up on its own. I was not happy with this but wasn't sure what I could do about it.

6/11/25

Called Customer Service (Laura). She said that the billing referral from 5/12/25 could take up to 2 months. If I haven't heard anything by 7/11/25, I should call back and they can escalate the referral after the 60 days have passed.

7/12/25

Called Customer Service (did not get a name). They escalated the billing referral and requested a new meter be installed.

7/25/25

Called Customer Service again to inquire as to why the new meter had not been installed. Agent made note that I called again but said he couldn't do anything as it had already been escalated.

8/11/25

Called Customer Service (Brayden). He contacted a specialist and indicated they will escalate my billing referral AGAIN. He said I should receive a phone call and that refunds are pending. (I did not receive a phone call)

9/11/25

I'd had it with Xcel Customer Service and finally called the MN Public Utilities Commission where I spoke with Susan. She said she will contact Xcel on my behalf. She stated that Xcel is only legally allowed to bill for 2 months with estimates and then they need to take action. She will keep me posted.

9/29/25

Called MN Public Utilities Commission and spoke with Susan again. I informed her that my most recent Xcel bill was another estimate. She stated that she had reached out to an Xcel advocate (Priscilla) but had not heard back from her yet and that she would reach out again.

10/10/25

Called MN Public Utilities Commission and spoke with Susan again. She said that she heard back from Priscilla and that billing is just way behind and they might even be outsourcing it due to lack of employees to handle the work. Susan had asked Priscilla if they had done a meter test and Priscilla never answered that question. After much discussion and frustration on my part, Susan put my account on a hold until Xcel resolves this issue. I will still receive bills and might even receive disconnect notices. She suggests I continue to pay something each month and to contact Priscilla when I receive a disconnect notice and remind her that my account is on a hold. I was not happy with this "hold" business but it was out of my hands.

10/14/25

Received Xcel statement crediting my account for all payments made from 1/2025-10/2025. That is definitely not correct. I used electricity during the year just not the estimated kilowatt hours they charged me for each month.

10/28/25

I called Priscilla, my Xcel Advocate, and left a message for her to call me ASAP.

10/29/25

Sent an email to Susan at the MN Public Utilities Commission providing her an update about the large credit and that I still had not heard back from Priscilla.

11/6/25

Left another message for Priscilla as I had not heard back since 10/28/25.

11/6/25

I updated Susan at the MN Public Utilities Commission that I had still not heard from Priscilla. Received an email back from Susan stating she would reach out to Priscilla and to her manager to hopefully get things moving toward a solution.

11/14/25

Unbeknownst to me, Priscilla responded via email on 11/6/25 to my husband's email address. He assumed I had also received the email. I had not. In the mail (to my husband) she states she was in a meeting and would call me once she was out of the meeting. The meeting would have been on 11/6/25. I did NOT receive a phone call or follow up email from her on 11/6/25.

I sent her an email this date (11/14/25) expressing my objectives were to clean up my Xcel bill NOW.

As of the writing of this letter, 11/25/25, I have heard nothing from Priscilla and I continue to receive Xcel bills with 0 kilowatt hours on the bill and just a basic \$9.33 invoice for the month.

This is absolutely crazy. The longer this goes on the more difficult it becomes to clean up this mess. My objectives in sending this letter to you are that you facilitate the following:

1. A new meter installed on my property to ensure that Xcel receives accurate readings each month.
2. An accurate meter reading as of a certain date needs to be done so that I can make payment for the electricity used this past year. We need to clear the books and start fresh so that it is fair to me, the consumer, and to Xcel, the provider.

I would appreciate some feedback from this letter acknowledging that the Commission received it and will take action on my behalf.

Thank you in advance for your assistance in this very frustrating matter.

Sincerely,

Mary Brown
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