

February 23, 2015

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101-2147

RE: Response Comments of the Minnesota Department of Commerce, Division of Energy Resources in the Matter of a Review of Northern States Power Company's, doing business as Xcel Energy (Xcel or the Company), Response to the Commission Investigation Regarding Customer Notice of Planned Service Interruptions.
Docket No. E,G002/CI-14-56

Dear Mr. Wolf:

On February 6, 2014, Xcel submitted its response to the Minnesota Public Utilities Commission's (Commission) January 24, 2014 Notice Requiring Information which opened an investigation into Xcel's compliance with Minnesota Rules, Part 7826.0800 and related tariff provisions regarding customer notification of planned outages, and steps taken by the Company in regards to a December 2013 planned outage at Laurel Estates in Golden Valley, Minnesota. On February 20, 2014, the Minnesota Department of Commerce (Department) filed Comments recommending that the Commission require the Company to file status updates on its process of improvements every 60 days, concluding with a final report when new practices and procedures are fully in place and training of current employees is complete.

On December 9, 2014, Xcel filed its final status report on the actions taken to improve the Company's notice policy for customers in advance of taking planned outages. The Company's final status update stated that they have completed their 60-90-120 action plan and that enhanced processes and procedures for customer notification of planned outages have been developed and employees have been trained. A third party, Global Enterprise Managers LLC (GEM), reviewed the Company's policies and found that they now meet or exceed most industry best practices for planned outage customer notification.

The Department has reviewed each of the Company's updates, including the final report, and concludes that they are satisfactory. Thus the Department concludes that no further action by the Company is necessary at this time unless requested by the Commission.

Sincerely,

/s/ MICHAEL N. ZAJICEK
Rates Analyst

MNZ/lt

CERTIFICATE OF SERVICE

I, Linda Chavez, hereby certify that I have this day served copies of the following document on the attached list of persons by electronic filing, e-mail, or by depositing a true and correct copy thereof properly enveloped with postage paid in the United States Mail at St. Paul, Minnesota.

MINNESOTA DEPARTMENT OF COMMERCE – RESPONSE COMMENTS

Docket Nos. **E,G002/CI-14-56**

Dated this **23rd** day of **February, 2015**.

/s/Linda Chavez

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	Yes	OFF_SL_14-56_Official
Tom	Burt	tburt@goldenvalleymn.gov	City of Golden Valley	Golden Valley City Hall 7800 Golden Valley Rd Golden Valley, MN 55427	Electronic Service	No	OFF_SL_14-56_Official
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_14-56_Official
Tiffany	Hughes	Regulatory.Records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_14-56_Official
Jerry	Irsfeld	jerryirsfeld@gmail.com	Mature Voices Minnesota	2550 University Ave W Ste 350 South St Paul, MN 55114	Paper Service	No	OFF_SL_14-56_Official
Nancy	Lehrman	nl@lehrmanflom.com	Lehrman, Flom & Co., P.L.L.P.	600 Highway 169 South, Suite 820 Minneapolis, MN 55426	Electronic Service	No	OFF_SL_14-56_Official
Brad	Lehrman	blehrman@sofferlaw.com	Soffer Charbonnet Law Group	7300 France Ave #210 Edina, MN 55435	Electronic Service	No	OFF_SL_14-56_Official
Sharon	Lehrman, MPH, RDN, LD	sharonlehrman@yahoo.com	Minnesota Academy of Nutrition and Dietetics (MAND)	Nutrition, Health, and Wellness St. Louis Park, MN 55416	Electronic Service	No	OFF_SL_14-56_Official
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	Yes	OFF_SL_14-56_Official
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E St. Paul, MN 55106	Electronic Service	No	OFF_SL_14-56_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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_14-56_Official
Gary	Van Winkle	gvanwinkle@mylegalaid.org	Mid-Minnesota Legal Aid	430 1st Ave N Ste 300 Minneapolis, MN 55401-1780	Paper Service	No	OFF_SL_14-56_Official
Lisa	Veith	lisa.veith@ci.stpaul.mn.us	City of St. Paul	400 City Hall and Courthouse 15 West Kellogg Blvd. St. Paul, MN 55102	Electronic Service	No	OFF_SL_14-56_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_14-56_Official