

**From:** [Peter Robbins](#)  
**To:** [Staff, CAO \(PUC\)](#)  
**Subject:** Public Comment for Docket 25-27  
**Date:** Monday, October 20, 2025 12:30:51 PM  
**Attachments:** [CPT-10773 OUTAGE COMPLAINT RESPONSE ROBBINS PUC 86012 Redacted.pdf](#)

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Hello,

I'd like to make the following comment for Docket 25-27.

Xcel Energy has been unable to provide reliable electric service in my neighborhood. The Westwood Hill neighborhood of St. Louis Park has seen regular outages both related and unrelated to weather. My home alone has had 16 outages in the past year and many of my neighbors have had more. If I'm being generous, about one quarter of those were actually severe weather events. The remainder were completely random or due to objectively mild weather events. This level of service is unacceptable. Myself and others have each spent thousands repairing damage from surges from failed equipment, spoiled food, and purchasing backup generators and equipment to be able to continue living our lives and maintain our livelihoods working from home. All the while, Xcel continues to post billions in profits while abusing their position as a public utility by neglecting their infrastructure. Interactions with Xcel have been completely unhelpful and they often just don't respond at all. My inquiry through MN PUC resulted in Xcel running a report that, summarized, said that I did in fact lose power a lot and Xcel has no long term plans to address it. That inquiry took nearly a year to get a full response from Xcel. My only available next step is to leave this comment that will hopefully spur some sort of action.

Thanks,  
Peter Robbins



PUC Complaint

October 9, 2025

Re:

[Redacted]

[Redacted]

A review has been completed in response to the complaint received regarding outage frequency and duration.

Outages occur for various reasons; most of which are beyond our control. There have been both sustained and momentary outages in the area. A momentary outage is anything that is less than 5 minutes in duration, and a sustained outage is anything over 5 minutes in duration.

Momentary outages can be caused by power surges, animal contact, debris falling on the line (e.g. ice, tree branches), lightning, etc. In these instances, the system is tripped offline temporarily to allow the fault to clear and then closes to restore power. This is done to prevent prolonged or permanent outages and restore service as fast as possible.

However, Xcel Energy cannot guarantee uninterrupted electric service for any area. With that in mind, customers who have medical needs should have a back-up plan to seek medical support in the event of an extended outage.

The subsequent two-year reliability investigation provided by our Area Engineer describes the outages, duration, and causes.

Start Time	Duration	Primary Cause
8/6/2025 5:57	2h 32m	Lightning Strike
7/28/2025 21:37	1h 1m	No Outage -- Okay on Arrival
7/28/2025 21:37	5h 9m	Unknown Cause
7/27/2025 19:57	1h 43m	Unknown Cause.
7/27/2025 19:41	0h 0m	No Outage -- Okay on Arrival
7/21/2025 12:17	3h 47m	Equipment Failure
7/16/2025 1:43	9h 41m	Vegetation in OH Lines
6/29/2025 0:48	15h 6m	Vegetation in OH Lines
10/31/2024 13:18	3h 14m	Vegetation in OH Lines
8/27/2024 5:25	56h 29m	Vegetation in OH Lines



7/15/2024 21:13	0h 46m	Vegetation in OH Lines
7/15/2024 11:14	8h 45m	Debris In Line
7/14/2024 22:46	12h 8m	Vegetation in OH Lines
7/14/2024 1:04	17h 42m	Vegetation in OH Lines
7/12/2024 19:47	2h 2m	Vegetation in OH Lines
5/4/2024 22:26	25h 4m	Equipment Failure
12/29/2023 9:06	1h 28m	Vegetation in OH Lines
9/25/2023 20:53	1h 43m	Equipment Failure

**Work Plan/Comments:**

No work has been performed as the original project was not approved. The current plan is to trim trees and reconduct wires. This work will be completed by 12/31/2025.

Providing reliable electricity to our customers is a top priority at Xcel Energy, but in a system as complex as ours, weather, wildlife, and other circumstances can still cause problems. Due to the complexity of the electrical grid not all customers will have the same outage experience. We will continue to strive to meet our customers' needs by making improvements in our processes.

We apologize for any inconvenience these outages may have caused you. If you have additional concerns, please feel free to contact our Customer Contact Center at 1-800-895-4999.

Sincerely,

[Redacted signature block]