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Minneapolis, Minnesota 55401

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May 1, 2018

**—VIA ELECTRONIC FILING—**

Daniel P. Wolf  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, Minnesota 55101

RE: ANNUAL REPORT  
NATURAL GAS SERVICE QUALITY  
DOCKET NO. G002/M-18-\_\_\_\_

Dear Mr. Wolf:

Enclosed for filing is the 2016 Natural Gas Service Quality Performance Report of Northern States Power Company, doing business as Xcel Energy, pursuant to the Commission's Orders dated August 26, 2010 in Docket No. G999/CI-09-409, March 6, 2012 in Docket No. G002/M-11-360, and April 7, 2014 in Docket Nos. G002/M-12-440 and G002/M-13-371.

This submission includes "private data on individuals," such as customer names, addresses, and outage events from which they were impacted. This information is maintained by the Company as private customer data, and for this reason, pursuant to Minn. Stat. § 13.679, we have excised this data from the public version of our filing.

We have electronically filed this document with the Minnesota Public Utilities Commission, and copies of the public filing have been served on the parties on the attached service list.

Daniel P. Wolf  
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May 1, 2018

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Please contact me at [gail.a.baranko@xcelenergy.com](mailto:gail.a.baranko@xcelenergy.com) or (612) 330-6935 if you have any questions regarding this filing.

Sincerely,

/s/

GAIL BARANKO  
REGULATORY MANAGER

Enclosures  
c: Service List

STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

Nancy Lange	Chair
Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
Katie J. Sieben	Commissioner
John Tuma	Commissioner

IN THE MATTER OF NORTHERN STATES  
POWER COMPANY, ANNUAL REPORT ON  
NATURAL GAS SERVICE QUALITY FOR 2017

DOCKET NO. G002/M-18-\_\_\_\_\_

**ANNUAL REPORT**

**INTRODUCTION**

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report regarding our Natural Gas Service Quality for 2017. We submit this Report pursuant to the Commission's Orders dated November 30, 2010 in Docket No. G002/CI-08-871, August 26, 2010 in Docket No. G999/CI-09-409, March 6, 2012 in Docket No. G002/M-11-360, and April 7, 2014 in Docket Nos. G002/M-12-440 and G002/M-13-371, and we request the Commission accept our 2017 Annual Report.

**ANNUAL REPORT**

Our Annual Report is organized according to the Commission's August 26, 2010 Order Points and includes the following attachments:

- Attachment A\* – Call Center Response Times
- Attachment B\* – Meter Reading Performance
- Attachment C – Involuntary Service Disconnections
- Attachment D – Service Extension Response Times
- Attachment E\* – Customer Complaints
- Attachment E1 – Commission/Xcel Energy Complaint Categories
- Attachment F – Copy of April 27, 2018 Annual Complaint Report
- Attachment G – Natural Gas Emergency Calls Average Speed of Answer
- Attachment H – MnOPS Emergency Response Reporting Forms
- Attachment H1 – Natural Gas Emergency Response/MnOPS Categories
- Attachment I – Natural Gas Emergency Response Times
- Attachment J – Mislocate Rate
- Attachment K – System Damages

- Attachment L – Service Interruptions
- Attachment M – Incident Notification Summary
- Attachment N – Customer-Service Related O&M Expenses
- Attachment O\* – Meter Equipment Malfunction

\*These attachments were also included in our March 30, 2018 Electric Service Quality Rules Report filed in Docket No. E002/M-18-239.

## **A. Call Center Response Times**

We provide our Call Center Response times as **Attachment A** to this Annual Report. Our call center service level is 90.1 percent of calls answered in 20 seconds or less. We calculated this service level from all calls received to our call centers (both natural gas and electric customers), which includes calls from customers using our Interactive Voice Response system and credit calls. For 2017, our average speed of answer was 21 seconds

In 2017, our Call Centers were staffed 24 hours a day, 7 days a week, and our IVR was used in the same manner across this time period, therefore these were our “business hours.” Our performance includes call and service level information on a 24-hours-a-day, 7 days-a-week-basis. Line 31 on Attachment I provides our average speed of answer (ASA), and the rows below break out the ASA by call center.

In compliance with the Commission’s November 2, 2017 Order in Docket No. E,G002/M-17-553, we provide an update from the first few months of our change to our non-emergency call center hours. On January 1, 2018 we changed our hours of operation for non-emergency calls to Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturdays from 9:00 a.m. to 5:00 p.m. Call Center Representatives continue to be available to interact with customers calling regarding electric and natural gas outage and emergency calls 24/7. We have not encountered any technical or other issues.

Overall call volumes are very similar to one year ago, but we have seen a five percent increase in IVR utilization that we believe is reasonable to attribute to the change in our general business hours. Total Minnesota call volume during the January 1 through March 15, 2018 period was approximately 600,000. Callers presented the after-hours message averaged approximately 335 per weekday and 630 per weekend. Of these callers, 22 percent returned to the main menu; 63 percent hung up; 15 percent completed, and selected to end the call. Of the weekday callers that did not utilize the IVR, approximately 19 percent called the Company back the same business day; 27 percent called back the next business day. Approximately 29 percent of weekend callers called back the next business day. The remaining customers are choosing to self-serve

through other channels, including utilization of our IVR system – thus the noted increase.

## B. Meter Reading Performance

*7826.1400 Reporting Meter Reading Performance. The annual service quality report must include a detailed report on the utility’s meter-reading performance, including for each customer class and for each calendar month:*

- A. *The number and percentage of customer meters read by utility personnel.*
- B. *The number and percentage of customer meters self-read by customers.*
- C. *The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and periods of longer than 12 months, and an explanation as to why they have not been read.*
- D. *Data on monthly meter reading staffing levels, by work center or geographical area.*

We provide the required meter reading information for items A through C as **Attachment B** to this filing. As this part of our workforce is integrated, our meter reading information includes data for both natural gas and electric operations.

In compliance with the April 7, 2014 Order in Docket No. G002/M-13-371, Attachment B excludes multiple reads per month when reporting meter read totals so that the “Percent Read by Company” does not exceed 100 percent in any given month. In addition, we have reported the number of meters installed by month rather than only a year-end total.

We have also removed “deleted meters” from the total number of meters installed per month. 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.

We provide the following meter reading staffing level information, as required by Part D above. The “Other” category numbers include Xcel Energy personnel located in the Fargo and Sioux Falls Service Centers who read meters in western Minnesota, North Dakota, and South Dakota.

	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Metro East	4	4	4	4	4	3	3	3	3	3	3	3
Metro West	3	3	3	3	3	3	2	2	2	2	2	2
Northwest	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5
Southeast	3	3	3	3	3	3	3	3	3	3	3	3
Other	1	1	1	1	1	1	1	1	1	1	1	1

Meter reading staffing levels during 2017 decreased by 2 staff positions when compared to 2016 (1 in Metro East, 1 in Metro West). This change is a result of continued improvements in network performance and increased efficiencies due to reworking meter reading routes across our service area.

### **C. Involuntary Service Disconnections**

We provide **Attachment C** in compliance with Order Point D of the August 26, 2010 Order in Docket No. G999/CI-09-409. The involuntary service disconnections data in Attachment C fully compiles the monthly data filed in the Cold Weather Rule docket (Docket No. E,G999/PR-15-2) and aligns with the reporting format used by CenterPoint Energy.

### **D. Service Extension Response Times**

*7826.1600 Reporting Service Extension Request Response Times. The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:*

- A. The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.*
- B. The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.*

We provide the required information as **Attachment D** to this Annual Report.

As noted in our May 18, 2009 Comments in Docket No. G999/CI-09-409, for our natural gas operations, the requests for service to locations that have been previously served, but are not being served at the time of the request (as required by Minn. R. 7826.1600 subp. B), are nearly all requests from customers who have had their meter locked due to credit. This is because we rarely disconnect service to a natural gas customer or premise for reasons other than credit.

Reconnection times for service upgrades involving a disconnection of service – as well as reconnection times to locations where we disconnected due to vacancy – are included with our requests for new service and are also provided in Attachment D to this report.

## **E. Customer Deposit Data**

*7826.1900 Reporting Customer Deposits. The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.*

During 2017, we requested a total of 314 deposits as a condition of service for our residential customers that had filed for bankruptcy, which is inclusive of both our natural gas and electric operations.

We request these deposits upon notification from the bankruptcy court and/or customers of their bankruptcy petitions; we do not request them for reconnection of service. Once customers file for bankruptcy, we begin their service anew, and include a deposit amount on their first bills.

## **F. Customer Complaint Data**

*7826.2000 Reporting Customer Complaints. The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:*

- A. The number of complaints received.*
- B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.*
- C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.*
- D. The number and percentage of all complaints resolved by taking any of the following actions:
  - (1) Taking the action the customer requested;*
  - (2) Taking an action the customer and the utility agree is an acceptable compromise.*
  - (3) Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.*
  - (4) Refusing to take the action the customer requested.**
- E. The number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.*

We provide the information required by Items A through E as **Attachment E** to this Annual Report. Pages 1-4 of Attachment E contain information on customer complaints handled by the Company's Customer Advocate group; pages 5-16 contain information on complaints handled upon initial inquiry in the Call Centers. The information provided is data for both natural gas and electric operations.

In addition we also provide **Attachment E1** to this report, which demonstrates how our call center complaint categories correspond with the categories contained in Minn. R. 7826.2000.

Our Annual Complaint Report is provided as **Attachment F** to this filing, which was also filed on April 27, 2018 in Docket No. E,G999/PR-18-13.

## **G. Natural Gas Emergency Response**

### *1. Telephone Response*

We provide as **Attachment G** to this Annual Report, our Average Speed of Answer for calls from Minnesota customers either directly to our Gas Emergency phone line, or to one of our other customer service phone numbers from which customers selected a prompt to report a natural gas emergency.<sup>1</sup> For 2017, we answered 85.48 percent of gas emergency calls in 20 seconds.

While we showed improvement over last year's emergency gas call response time results during 2017, we continue to see an overall volume increase to our gas line. The menu change to our automated system, which became effective on May 19, 2016, continues to impact our total gas line call volume now that gas (vs. electric) is the first prompt on the main menu. In comparison, the volume levels to the toll-free "gas only" line continue to decrease.

As reported last year, we predicted the new menu structure would continue to create a higher than normal call volume to our gas line due to callers choosing option 1 either in error, out of habit or with the expectation of having their calls answered quickly for faster assistance. With the change in operational hours, which became effective January 1, 2018, customers who prompt into the gas emergency line with non-electric outage or non-gas related issues during business hours those calls will continue to be handled by our Agents. During non-business hours customers will be immediately notified that the gas line needs to be kept open for gas related emergencies and will then be redirected. We expect that over time this procedural change will eventually affect customer actions toward selecting the appropriate prompt options, which will help reduce the number of "miss-prompt calls" from the volume totals.

### *2. Field Response*

We provide our Natural Gas Emergency Response Time - MnOPS as **Attachment H** to this Annual Report. We responded to 87.94 percent of the calls within one hour.

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<sup>1</sup> Phone numbers included in the "all gas calls" here are our general customer service line (1-800-895-4999), our Business Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999).



Page 1 of Attachment H is a Summary of our performance, with the following pages our bi-monthly, unredacted 2017 MnOPS Emergency Response Reporting Forms. We note that due to a change in systems in 2017, our November / December report has not been submitted to MNOPS. Currently, we are working to review our queries and verify the resulting data for the crew repair, gas shut off and line repair time intervals. We will supplement this report once the November / December report has been submitted to MN OPS.

### 3. *Additional Emergency Response Information*

We additionally provide our 2017 Natural Gas Emergency Response Time results under our QSP tariff as **Attachment I** to this Annual Report. Our average annual emergency response time for 2017 is 38.35 minutes. A summary of these performance results is also submitted to the Commission as part of our Annual Report – Tariff Service Quality Plan filed on May 1, 2018 in Docket Nos. E,G002/CI-02-2034 and E,G002/M-12-383.

We note that a comparison of our performance between the MnOPS reports and our QSP tariff report is not possible because each is based on different call types and reporting criteria. The MnOPS report was developed through input from MnOPS, and based on their definitions of response time, and preference for only including the following call types: fire, explosion, blowing gas, and indoor and outdoor odors. Our QSP tariff Natural Gas Emergency Response performance criteria was developed through Docket No. E,G002/CI-02-2034, and memorialized in the Commission’s May 6, 2009 Order in that Docket.

To illustrate the difference in the call types included in each of the reports, we provide **Attachment H1**, which describes the types of natural gas emergency calls we include in our QSP tariff reporting compared to our MnOPS reporting. In summary, the following call types are included in our QSP tariff reporting and are *not* included in our MnOPS reports:

- Carbon monoxide calls, *with* and *without* symptoms;
- Ice/snow on regulator;
- No gas; and
- High pressure gas.

## **H. Mislocates**

We provide our 2017 natural gas mislocate information as **Attachment J** to this Annual Report. We define “mislocate” as a natural gas line that is damaged as a result of mismarking or failure to mark a line, and is calculated as follows:

Mislocate Rate =	$\frac{\text{Total Number of Mislocates}}{\text{Total Number of Locate Tickets}}$	x 1,000
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Attachment J separates mislocates due to mismarked lines from mislocates due to failure to mark lines.

## I. System Damage

Our 2017 System Damage report is provided as **Attachment K**. In compliance with the August 26, 2010 Order, we provide our Natural Gas System Damage data in the following categories:

- Damage under the control of Xcel Energy employees and contractors; and
- Damage from all other causes.

The damage rate for 2017 decreased compared recent annual performance. Our excavator outreach program with frequent offenders (those with more than three damages in the last 12 months) as well as an improved general partnership with the excavating community contributed to this improvement. In addition, damages caused by excavators digging without a locate request were down in 2017. The Company intends to continue our outreach programs but notes that when the construction season is shortened due to weather conditions, excavation damages can increase. There can be less time for excavators to complete their work, as well as locating must be compressed into a shorter window which stretches resources.

## J. Service Interruptions/Event Reporting

### 1. *Natural Gas Service Interruptions*

We provide our Natural Gas Service Interruption report for 2017 as **Attachment L**. This metric reports the number of homes that experienced an unplanned service interruption, the number of incidents, and the average outage time of those interruptions.

We have summarized our natural gas service interruption data into the following two categories of interruptions, consistent with the other Stakeholder Group utilities:

1. Outages due to utility Employees/Contractors; and
2. Outages due to all other causes.

Attachment L includes data on performance for January through July. Due

to a change in systems in August, 2017, the balance of this information is currently not available. We continue to collect the required information but are working to review the reporting queries and verify the resulting data and will then supplement this report.

## 2. *Major Incident Summaries*

We provide as **Attachment M** to this Annual Report, a Summary of the natural gas incidents we contemporaneously reported during 2017.

Similar to our contemporaneous reporting of electric system events, our Customer Advocate group receives internal email notifications of major reportable incidents from Operations, and emails the completed forms to the Consumer Affairs Office (CAO) and Department of Commerce, within a reasonably prompt time. Once the incident has been resolved, Operations notifies our Customer Advocate group, who then emails a Summary to the CAO and Department to close the loop. We are currently verifying the accuracy of this list and will supplement if necessary.

During 2017 we experienced an outage event that impacted approximately 325 customers. We provide a brief summary below that describes the event.

An outage affecting approximately 325 customers occurred on September 15, 2017, in Red Wing MN while a contractor was performing a purge procedure. The following is a summary of actions that were taken to secure internal resources, communicate appropriately and restore service to customers.

- Internal resources from Red Wing, Faribault and Winona were brought in to assist in the process of turning off all impacted customers. In addition, arrangements were made to bring resources from our Metro East group as well as contractor resources in an effort to secure a total compliment of 35 – 40 resources for restoration.
- Gas Engineering prepared a procedure to place the system back in-service when needed.
- Gas meters in the area were turned off and the system was re-pressurized and purged to allow for restoration to begin.
- All affected premises were electronically loaded in the queue to be dispatched for relighting.
- Regulatory notification was provided to MNOPS by St. Paul Gas Dispatch.
- Crews remained in the area and available to respond to customers throughout the night.
- A request to CenterPoint Energy for potential support was made.
- Door-to-door restoration efforts began at approximately 10:00 p.m on September 15, 2017.

- At 6:30 p.m. on September 16, 2017, approximately 50 premises remained off and tagged, but resources continued to be available to relight customers that called throughout the night.
- Door-to-door restoration efforts resumed the next morning and remained ongoing until all impacted customers were restored.

Attachment M contains “private data on individuals,” such as customer names, addresses, and outage events from which they were impacted. This information is maintained by the Company as private customer data, and for this reason, pursuant to Minn. Stat. § 13.679, we have excised this data from the public version of our filing.

#### **K. Customer Service-Related O&M Expenses**

We provide our customer service-related Operations and Maintenance expenses as **Attachment N** to this Annual Report. This information includes costs recorded in FERC accounts 901 and 903, plus payroll taxes and benefits for 2017. For 2017, these expenses totaled \$5,423,314 for our State of Minnesota, natural gas utility operations.

#### **L. Meter Equipment Malfunctions**

In compliance with the April 7, 2014 Order in Docket No. G002/M-13-371, we provide as **Attachment O** meter equipment malfunction, investigation and remediation information for our natural gas and electric operations as included in our Electric Service Quality Rules Report submitted on March 30, 2018 in Docket No. E002/M-18-239

### **CONCLUSION**

Xcel Energy respectfully requests the Commission accept this 2017 Annual Natural Gas Service Quality Report.

Dated: May 1, 2018

Northern States Power Company

	January	February	March	April	May	June	July	August	September	October	November	December	2017	
1	All <b>Residential</b> Calls offered to Agents	81,680	74,500	87,211	87,077	100,011	123,225	108,269	109,441	97,107	97,800	80,104	74,582	1,121,007
2	All <b>BSC</b> Calls Offered to Agents	4,936	5,042	5,626	4,524	4,693	4,671	4,258	4,795	4,609	5,168	4,676	4,242	57,240
3	All <b>Credit</b> Calls Offered to Agents	13,703	15,321	19,486	29,631	23,986	19,081	17,952	22,913	24,347	18,024	13,772	10,652	228,868
4	All <b>PAR</b> Calls Offered to Agents	2,744	2,515	3,497	5,501	5,977	5,399	5,112	5,967	6,001	4,716	3,318	2,761	53,508
5	All Calls Offered to Agents	103,063	97,378	115,820	126,733	134,667	152,376	135,591	143,116	132,064	125,708	101,870	92,237	1,460,623
6	All Calls Excluding Credit and PAR	86,616	79,542	92,837	91,601	104,704	127,896	112,527	114,236	101,716	102,968	84,780	78,824	1,178,247
7	All <b>Residential</b> Calls Answered by Agents within 20 seconds	66,438	58,240	66,715	65,388	78,317	91,322	67,597	84,181	70,751	72,626	62,379	55,787	839,741
8	All <b>BSC</b> Calls Answered by Agents within 20 seconds	3,375	3,885	4,536	3,713	4,225	4,014	3,663	4,206	4,059	4,374	4,131	3,494	47,675
9	All <b>Credit</b> Calls Answered by Agents within 20 seconds	11,579	13,403	16,798	17,978	17,404	17,265	15,032	19,888	20,642	16,212	12,545	9,375	188,121
10	All <b>PAR</b> Calls Answered by Agents within 20 seconds	2,371	2,161	3,003	4,528	4,851	4,319	4,172	4,747	4,228	3,481	2,777	2,273	42,911
11	All Calls Answered by Agents within 20 seconds	83,763	77,689	91,052	91,607	104,797	116,920	90,464	113,022	99,680	96,693	81,832	70,929	1,118,448
12	All Calls Answered by Agents within 20 seconds Excluding Credit and PAR	69,813	62,125	71,251	69,101	82,542	95,336	71,260	88,387	74,810	77,000	66,510	59,281	887,416
13	Non-Billing and Non-Outage Calls Completed in IVR	17,338	21,188	23,000	19,356	17,555	4,937	19,175	21,428	19,786	16,175	21,378	15,916	217,232
14	Billing Calls Handled by IVR	116,968	113,574	130,848	123,530	125,137	122,445	124,568	130,335	126,854	121,927	112,363	109,970	1,458,519
15	Outage Calls Handled by IVR	9,227	11,701	20,109	14,252	19,659	89,814	40,661	26,314	20,688	23,675	13,807	13,138	303,045
16	Outage Calls Offered to Agents	7,876	7,885	11,295	10,320	13,747	32,635	21,301	16,641	14,018	15,398	10,679	10,429	172,224
17	Total Outage Calls	17,103	19,586	31,404	24,572	33,406	122,449	61,962	42,955	34,706	39,073	24,486	23,567	475,269
18	All Calls Offered to Agents + Outage Calls Handled by IVR	112,290	109,079	135,929	140,985	154,326	242,190	176,252	169,430	152,752	149,383	115,677	105,375	1,763,668
19	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	92,990	89,390	111,161	105,859	124,456	206,734	131,125	139,336	120,368	120,368	95,639	84,067	1,421,493
20	Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR	95,843	91,243	112,946	105,853	124,363	217,710	153,188	140,550	122,404	126,643	98,587	91,962	1,481,292
21	Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	79,040	73,826	91,360	83,353	102,201	185,150	111,921	114,701	95,498	100,675	80,317	72,419	1,190,461
22	All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	229,258	222,653	266,777	264,515	279,463	364,635	300,820	299,765	279,606	271,310	228,040	215,345	3,222,187
23	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	209,958	202,964	242,009	229,389	249,593	329,179	255,693	269,671	247,222	242,295	208,002	194,037	2,880,012

		January	February	March	April	May	June	July	August	September	October	November	December	2016
24	Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	212,811	204,817	243,794	229,383	249,500	340,155	277,756	270,885	249,258	248,570	210,950	201,932	2,939,811
25	Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	196,008	187,400	222,208	206,883	227,338	307,595	236,489	245,036	222,352	222,602	192,680	182,389	2,648,980
26	Service Level All Calls (Residential, BSC, Credit and PAR and all calls handled by IVR)	92.2%	91.9%	91.5%	87.6%	89.9%	90.4%	85.9%	90.6%	89.2%	89.9%	92.0%	90.8%	<b>90.1%</b>
27	Service Level All Calls (Residential, BSC, Credit and PAR) and IVR Handled Outage Calls	82.8%	81.9%	81.8%	75.1%	80.6%	85.4%	74.4%	82.2%	78.8%	80.6%	82.7%	79.8%	80.6%
28	Service Level Res and BSC Calls, excluding Credit and calls (including outage and billing calls handled by IVR)	92.1%	91.5%	91.1%	90.2%	91.1%	90.4%	85.1%	90.5%	89.2%	89.6%	91.3%	90.3%	90.1%
29	Service Level Res and BSC Calls, excluding credit calls (not including billing calls handled by IVR)	82.5%	80.9%	80.9%	78.7%	82.2%	85.0%	73.1%	81.6%	78.0%	79.5%	81.5%	78.7%	80.4%
30	Service Level (agent only)	81.3%	79.8%	78.6%	72.3%	77.8%	76.7%	66.7%	79.0%	75.5%	76.9%	80.3%	76.9%	76.6%
31	Average Speed of Answer - ASA (Agent only Residential, BSC, Credit and PAR)	13	14	15	34	16	27	28	15	21	18	13	18	<b>21</b>
	ASA Residential	12	15	17	20	16	32	33	16	25	21	14	20	21
	ASA BSC	38	24	17	17	8	13	12	11	9	13	9	17	16
	ASA Credit	10	8	9	92	20	7	10	8	10	7	6	8	20
	ASA PAR	10	11	11	16	16	19	18	20	31	28	15	17	19

Notes:

13	IVR handled calls are answered immediately with an average speed to answer calls calculated using 0 seconds and includes non-billing and non-outage IVR calls that did not route to an agent. These calls may have been offered messaging that can answer many upfront questions, including but not limited to billing credits, scam information, call before you dig information, the hold time length, or will direct the caller to other resources.
26	The service level formula is: (All Calls Answered by Agents within 20 seconds + All IVR Handled calls) / (All Calls Offered to Agents + All IVR Handled Calls)
27	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR)
	Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park), at the Business call center at Sky Park and Denver, at the Credit call centers at Amarillo, Centre Pointe and Sky Park.
	Data on calls to agents is gathered from the phone switch (Avaya) based on skills.
	Data on IVR calls is gathered from the IVR reporting tool (Voice Portal).

A. The number and percentage of customer meters read by utility personnel (Company).

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A÷B Percent Read by Utility (Company)	
<b>JANUARY</b>	1,575,136	158,161	11,454	4,240	1,748,991	1,750,361	99.92%	
<b>FEBRUARY</b>	1,416,905	140,694	10,242	3,784	1,571,625	1,750,967	89.76%	*
<b>MARCH</b>	1,576,293	158,192	11,422	4,231	1,750,138	1,751,611	99.92%	
<b>APRIL</b>	1,576,554	158,145	11,426	4,224	1,750,349	1,752,345	99.89%	
<b>MAY</b>	1,578,264	158,207	11,361	4,211	1,752,043	1,753,947	99.89%	
<b>JUNE</b>	1,578,853	156,295	11,149	4,153	1,750,450	1,755,030	99.74%	
<b>JULY</b>	1,579,862	158,408	11,408	4,219	1,753,897	1,756,542	99.85%	
<b>AUGUST</b>	1,582,108	158,738	11,342	4,202	1,756,390	1,757,984	99.91%	
<b>SEPTEMBER</b>	1,430,415	147,513	10,945	3,867	1,592,740	1,759,169	90.54%	*
<b>OCTOBER</b>	1,584,359	159,130	11,412	4,201	1,759,102	1,760,653	99.91%	
<b>NOVEMBER</b>	1,491,707	148,830	10,441	3,835	1,654,813	1,762,267	93.90%	*
<b>DECEMBER</b>	1,386,397	140,318	10,421	3,732	1,540,868	1,763,468	87.38%	*

\*The number of working days in a month, the number of weekends in a month, and the number of holidays in a month will impact the percentage of meters read by the utility, particularly in February, September, November, and December when excluding multiple meter reads on a single meter from the data.

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

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	50	26	22	11	14	14	19	62	61	54	80	103	516	26.63%
NO ANSWER	51	55	57	46	37	28	24	8	15	18	35	20	394	20.33%
DOOR LOCKED	29	37	31	23	19	18	13	24	14	20	14	5	247	12.75%
OC Meter Maint	21	8	5	1	2	4	7	7	15	14	19	30	133	6.86%
METER OFF	15	13	15	13	8	7	6	7	7	9	7	2	109	5.62%
NEED KEY OR CODE	24	8	11	10	7	8	11	0	2	6	7	9	103	5.31%
DEAD REGISTER	7	10	7	3	4	7	5	3	2	8	4	12	72	3.72%
BAD KEY OR CODE	12	10	7	6	1	6	4	2	2	7	4	6	67	3.46%
SERVICE CUT AT POLE	1	2	2	4	5	6	7	8	4	7	5	6	57	2.94%
VACANT	7	7	9	8	8	4	4	1	0	1	0	1	50	2.58%
DOG	1	4	6	2	2	3	2	2	1	3	6	3	35	1.81%
METER REMOVED	4	7	5	3	2	1	3	0	0	3	1	2	31	1.60%
GATE PROBLEM	1	3	2	0	3	2	0	0	3	3	4	8	29	1.50%
UNSAFE CONDITION	3	3	2	2	2	1	0	0	0	0	0	1	14	0.72%
NO ACCESS BACK YARD	1	2	2	2	0	0	1	1	0	1	1	0	11	0.57%
CUST REQUESTS SKIP	2	5	1	2	0	0	0	0	0	0	0	0	10	0.52%
CUSTOMER READING	0	1	0	2	0	0	1	1	1	1	1	1	9	0.46%
METER BLOCKED	1	1	3	2	0	0	1	0	0	0	1	0	9	0.46%
BAD ROAD	2	2	0	1	1	0	0	0	0	0	0	0	6	0.31%
KEY NOT AVAILABLE	1	1	0	1	0	0	1	0	0	0	1	0	5	0.26%
REFUSED ADMITTANCE	0	1	0	0	0	2	0	0	0	2	0	0	5	0.26%
CANNOT LOCATE	0	0	1	0	0	0	1	0	0	0	2	0	4	0.21%
GARAGE LOCKED	0	0	1	1	0	1	0	0	0	0	0	1	4	0.21%
CLOSED LOOP	0	1	0	0	0	0	0	0	1	0	0	1	3	0.15%
SEASONAL	0	1	0	1	0	0	0	0	0	0	0	1	3	0.15%
SPS DEAD REGISTER	2	0	0	0	0	0	0	0	0	1	0	0	3	0.15%
Bad Ert	0	0	0	0	1	0	0	1	0	0	0	0	2	0.10%
DOG NEXT DOOR	0	0	0	0	0	1	0	0	0	0	1	0	2	0.10%
INCLEMENT WEATHER	0	0	0	0	0	0	0	0	2	0	0	0	2	0.10%
WRONG ROUTE	2	0	0	0	0	0	0	0	0	0	0	0	2	0.10%
HANDHELD ESTIMATE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.05%
<b>TOTAL</b>	<b>238</b>	<b>208</b>	<b>189</b>	<b>144</b>	<b>116</b>	<b>113</b>	<b>110</b>	<b>127</b>	<b>130</b>	<b>158</b>	<b>193</b>	<b>212</b>	<b>1938</b>	<b>100%</b>



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**

<b>Message</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>	<b>Percent</b>
NO READING RETURNED	19	15	15	11	10	7	12	64	73	71	66	73	436	39%
METER OFF	13	20	21	17	24	21	17	15	16	19	24	15	222	19.86%
VACANT	29	4	29	4	4	5	7	4	4	2	3	1	96	8.59%
DEAD REGISTER	4	1	5	9	5	8	10	8	9	7	4	7	77	6.89%
NO ANSWER	4	8	8	8	5	4	5	3	3	5	6	5	64	5.72%
METER REMOVED	6	9	6	4	3	1	0	0	0	5	3	4	41	3.67%
DOOR LOCKED	3	5	7	3	2	4	0	2	1	1	4	8	40	3.58%
SERVICE CUT AT POLE	0	2	1	4	5	2	2	1	1	3	5	3	29	2.59%
CANNOT LOCATE	1	0	4	2	2	1	0	2	1	2	1	2	18	1.61%
SEASONAL	1	1	2	1	1	0	0	0	0	3	4	3	16	1.43%
NEED KEY OR CODE	3	3	2	2	1	0	1	0	1	0	0	2	15	1.34%
BUSINESS CLOSED	1	2	1	0	3	0	0	0	1	0	5	0	13	1.16%
OC Meter Maint	3	0	0	1	1	0	0	1	0	0	3	4	13	1.16%
REFUSED ADMITTANCE	5	0	0	0	0	1	0	0	0	0	0	0	6	0.54%
GATE PROBLEM	0	0	2	0	1	0	0	0	0	1	0	1	5	0.45%
UNSAFE CONDITION	0	1	0	0	0	0	0	0	1	0	0	3	5	0.45%
BAD KEY OR CODE	1	0	1	1	0	0	0	0	0	1	0	0	4	0.36%
BAD ROAD	0	0	0	0	0	1	1	0	0	1	0	0	3	0.27%
Bad Ert	0	0	1	1	0	0	0	0	0	0	0	0	2	0.18%
DOG	0	0	0	0	0	0	0	0	0	1	1	0	2	0.18%
KEY NOT AVAILABLE	1	0	1	0	0	0	0	0	0	0	0	0	2	0.18%
METER BLOCKED	0	0	1	0	0	0	0	1	0	0	0	0	2	0.18%
SNOW/MUD	2	0	0	0	0	0	0	0	0	0	0	0	2	0.18%
ABS MCC Calc Reading	0	1	0	0	0	0	0	0	0	0	0	0	1	0.09%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	0	0	1	0	0	1	0.09%
HANDHELD ESTIMATE	0	1	0	0	0	0	0	0	0	0	0	0	1	0.09%
SPS DEAD REGISTER	0	0	0	0	1	0	0	0	0	0	0	0	1	0.09%
WRONG ROUTE	0	1	0	0	0	0	0	0	0	0	0	0	1	0.09%
<b>TOTAL</b>	<b>96</b>	<b>74</b>	<b>107</b>	<b>68</b>	<b>68</b>	<b>55</b>	<b>55</b>	<b>101</b>	<b>111</b>	<b>123</b>	<b>129</b>	<b>131</b>	<b>1118</b>	<b>100%</b>

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	17	15	18	22	21	22	20	26	28	25	27	23	264	86.27%
METER REMOVED	1	1	1	1	1	1	0	1	1	1	3	0	12	3.92%
METER OFF	1	1	1	1	3	2	1	0	0	1	0	0	11	3.59%
OC Meter Maint	0	1	1	1	1	1	0	0	0	0	0	0	5	1.63%
SERVICE CUT AT POLE	0	0	0	0	0	0	0	1	1	2	0	1	5	1.63%
SEASONAL	0	0	1	1	0	0	1	0	0	0	0	0	3	0.98%
GATE PROBLEM	0	0	0	0	1	1	0	0	0	0	0	0	2	0.65%
DOOR LOCKED	0	0	0	0	0	0	0	0	0	0	0	1	1	0.33%
NO ANSWER	0	0	0	0	0	0	0	0	0	0	1	0	1	0.33%
UNSAFE CONDITION	0	0	0	0	0	0	0	0	0	0	1	0	1	0.33%
VACANT	0	0	1	0	0	0	0	0	0	0	0	0	1	0.33%
TOTAL	19	18	23	26	27	27	22	28	30	29	32	25	306	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	5	5	4	4	2	3	3	4	3	3	4	4	44	88%
CUSTOMER READING	0	0	1	1	2	1	1	0	0	0	0	0	6	12%
TOTAL	5	5	5	5	4	4	4	4	3	3	4	4	50	100%

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	11	10	5	3	4	4	7	25	23	14	16	19	141	26.55%
NO ANSWER	14	10	16	13	10	11	10	4	6	8	8	6	116	21.85%
DOOR LOCKED	3	8	3	7	5	11	5	11	5	2	3	1	64	12.05%
OC Meter Maint	5	2	2	0	1	1	2	2	4	4	3	9	35	6.59%
SERVICE CUT AT POLE	0	0	0	3	3	3	5	6	2	6	2	1	31	5.84%
METER OFF	2	3	3	2	2	3	3	3	3	4	2	0	30	5.65%
VACANT	0	2	5	5	6	4	4	0	0	0	0	0	26	4.90%
NEED KEY OR CODE	3	1	2	4	4	1	3	0	1	1	1	0	21	3.95%
BAD KEY OR CODE	2	1	1	0	0	1	1	1	1	4	2	1	15	2.82%
DOG	0	1	1	2	1	2	1	2	1	1	2	1	15	2.82%
UNSAFE CONDITION	2	2	2	2	2	1	0	0	0	0	0	0	11	2.07%
DEAD REGISTER	1	1	2	0	0	1	0	0	0	0	0	0	5	0.94%
GATE PROBLEM	0	0	0	0	3	0	0	0	0	0	0	1	4	0.75%
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	0.38%
NO ACCESS BACK YARD	0	1	0	1	0	0	0	0	0	0	0	0	2	0.38%
REFUSED ADMITTANCE	0	0	0	0	0	2	0	0	0	0	0	0	2	0.38%
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%
<b>TOTAL</b>	<b>46</b>	<b>44</b>	<b>43</b>	<b>43</b>	<b>41</b>	<b>47</b>	<b>42</b>	<b>54</b>	<b>47</b>	<b>45</b>	<b>39</b>	<b>40</b>	<b>531</b>	<b>100%</b>

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	6	5	5	5	3	2	8	16	9	10	8	8	85	32.69%
METER OFF	4	3	6	4	4	6	8	5	7	4	6	5	62	23.85%
VACANT	0	1	17	3	3	3	2	2	1	1	2	1	36	13.85%
DEAD REGISTER	1	0	0	2	0	4	2	3	3	3	1	3	22	8.46%
NO ANSWER	2	2	4	2	3	2	1	0	1	2	1	2	22	8.46%
DOOR LOCKED	1	1	1	0	0	1	0	1	1	1	2	1	10	3.85%
BUSINESS CLOSED	0	1	0	0	1	0	0	0	0	0	3	0	5	1.92%
CANNOT LOCATE	0	0	0	0	0	0	0	0	1	1	0	1	3	1.15%
NEED KEY OR CODE	0	1	0	0	0	0	0	0	1	0	0	1	3	1.15%
SERVICE CUT AT POLE	0	1	0	0	2	0	0	0	0	0	0	0	3	1.15%
METER REMOVED	0	0	0	0	0	0	0	0	0	1	1	0	2	0.77%
REFUSED ADMITTANCE	1	0	0	0	0	1	0	0	0	0	0	0	2	0.77%
SEASONAL	1	0	0	0	0	0	0	0	0	0	0	1	2	0.77%
BAD KEY OR CODE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.38%
KEY NOT AVAILABLE	0	0	1	0	0	0	0	0	0	0	0	0	1	0.38%
OC Meter Maint	1	0	0	0	0	0	0	0	0	0	0	0	1	0.38%
TOTAL	17	15	34	16	16	19	21	27	24	24	24	23	260	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	4	13	14	14	15	18	17	112	82.96%
METER REMOVED	1	1	1	1	1	1	0	1	1	1	1	0	10	7.41%
METER OFF	1	1	1	1	1	1	0	0	0	1	0	0	7	5.19%
SERVICE CUT AT POLE	0	0	0	0	0	0	0	1	1	2	0	1	5	3.70%
UNSAFE CONDITION	0	0	0	0	0	0	0	0	0	0	1	0	1	0.74%
TOTAL	5	4	6	6	6	6	13	16	16	19	20	18	135	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%

D. Total number of meters installed by month.\*\*

	Residential	Commercial	Industrial	Other	Total
JANUARY	1575800	158496	11500	4565	1750361
FEBRUARY	1576364	158548	11493	4562	1750967
MARCH	1577035	158525	11492	4559	1751611
APRIL	1577762	158544	11489	4550	1752345
MAY	1579315	158597	11487	4548	1753947
JUNE	1580323	158679	11481	4547	1755030
JULY	1581672	158849	11476	4545	1756542
AUGUST	1582871	159102	11477	4534	1757984
SEPTEMBER	1583927	159235	11478	4529	1759169
OCTOBER	1585190	159468	11469	4526	1760653
NOVEMBER	1586485	159793	11463	4526	1762267
DECEMBER	1587387	160087	11469	4525	1763468

\*\*We have removed “deleted meters” from the total number of meters installed per month. 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.

Xcel Energy  
 Natural Gas Service Quality Report 2017  
 Involuntary Service Disconnection (Minnesota Cold Weather Rule)  
 Utility Monthly Reports (216B.091) Docket No. E<sub>9</sub>G999/PR-17-2  
 (electric and natural gas)

	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
1	Number of Residential Customer Accounts											
	1,208,764	1,209,684	1,210,432	1,211,247	1,211,374	1,211,366	1,212,732	1,213,651	1,215,092	1,217,320	1,218,612	1,219,835
2	Number of Past Due Residential Customer Accounts											
	169,784	172,005	169,947	171,778	172,384	171,863	159,871	179,081	171,798	177,659	163,318	161,159
3	Number of Cold Weather Protection Requests											
	16,020	14,335	18,524	33,565	0	0	0	0	0	24,004	19,077	15,418
<b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b>												
4	Number of "Right to Appeal" notices mailed to customers											
	0	0	0	0	0	0	0	0	0	0	0	0
5	<i>Intentionally Blank</i>											
6	Number of customer accounts granted reconnection request											
	0	0	0	0	0	0	0	0	0	0	0	0
<b>PAYMENT SCHEDULE (PS)</b>												
16	Number of "Right to Appeal" notices mailed to customers:											
	0	0	0	0	0	0	0	0	0	0	0	0
a)	Number of PS requests received											
	16,020	14,335	18,524	33,565	0	0	0	0	0	24,004	19,077	15,418
17	<i>Intentionally Blank</i>											
18	Number of PS negotiations mutually agreed upon:											
	16,020	14,335	18,524	33,565	0	0	0	0	0	24,004	19,077	15,418
19	<i>Intentionally Blank</i>											
<b>DISCONNECTIONS</b>												
20	Number of disconnection notices mailed to customers											
	73,262	82,161	89,471	71,527	51,456	50,835	46,468	65,148	64,574	56,663	47,075	48,769
21	Number of customer accounts disconnected who did not seek protection											
<b>April 1-15 and October 1-15</b>												
a)	# Electric - heat affected											
	0	0	0	0	2,781	1,634	1,729	2,220	2,064	602	0	0
b)	# Electric - heat not affected											
	873	978	1,046	714	0	0	0	0	0	0	1,208	632
c)	# Gas - heat affected											
	0	0	0	0	314	352	195	233	173	33	0	0
d)	# Gas - heat not affected											
	0	2	2	0	0	0	0	0	0	0	0	1
e)	<b>Total # disconnected</b>											
	873	980	1,048	714	3,095	1,986	1,924	2,453	2,237	635	1,208	633
<b>April 16-30 and October 16-31</b>												
a)	# Electric - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected											
	0	0	0	876	0	0	0	0	0	419	0	0
c)	# Gas - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected											
	0	0	0	130	0	0	0	0	0	0	0	0
e)	<b>Total # disconnected</b>											
	0	0	0	1,006	0	0	0	0	0	419	0	0
22	Number of customer accounts disconnected seeking protection:											
a)	# Electric - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected											
	0	0	0	0	0	0	0	0	0	0	0	0
c)	# Gas - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected											
	0	0	0	0	0	0	0	0	0	0	0	0
e)	<b>Total # disconnected (See Note)</b>											
	0	0	0	0	0	0	0	0	0	0	0	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):											
	873	980	1,048	1,720	3,095	1,986	1,924	2,453	2,237	1,055	1,208	633

Xcel Energy  
 Natural Gas Service Quality Report 2016  
 Involuntary Service Disconnection (Minnesota Cold Weather Rule)  
 Utility Monthly Reports (216B.091) Docket No. E<sub>9</sub>G999/PR-16-2  
 (electric and natural gas)

	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
<b>DOLLAR VALUE</b>												
24	<b>Total</b> dollars past due on all residential accounts:											
	\$44,885,663	\$50,884,261	\$50,683,893	\$43,807,302	\$39,145,585	\$35,914,972	\$34,735,899	\$39,378,702	\$36,955,754	\$38,279,502	\$36,490,097	\$39,621,242
25	<b>Average</b> past due dollar amount per past due account (auto-calculation of #24 ÷ #2):											
	\$264	\$296	\$298	\$255	\$227	\$209	\$217	\$220	\$215	\$215	\$223	\$246
26	<b>Total</b> dollars received from energy assistance programs:											
	\$3,289,154	\$2,970,482	\$3,629,536	\$3,986,177	\$479,634	\$961,561	\$102,730	\$2,040	\$2,629	\$40,055	\$2,964,907	\$2,755,766
27	<b>Total</b> dollars received from other sources (private organizations):											
	\$136,969	\$148,865	\$162,045	\$298,656	\$684,401	\$578,234	\$476,019	\$505,885	\$462,553	\$379,672	\$222,988	\$151,487
28	<b>Total</b> Revenue from sales to residential accounts:											
	\$168,263,632	\$127,459,444	\$129,104,576	\$97,071,648	\$94,212,795	\$109,662,602	\$121,978,394	\$132,104,306	\$100,346,140	\$103,930,985	\$102,219,238	\$121,712,570
29	<b>Average</b> monthly residential bill: (auto-calculation of #28 ÷ #1)											
	\$139	\$105	\$107	\$80	\$78	\$91	\$101	\$109	\$83	\$85	\$84	\$100
30	<i>Intentionally Blank</i>											
31	<b>Total</b> residential account write-offs due to uncollectible:											
	\$1,123,387	\$1,189,021	\$1,128,375	\$1,288,400	\$1,205,262	\$1,023,808	\$700,986	\$683,238	\$561,536	\$827,244	\$765,058	\$1,188,373
<b>DISCONNECTION DURATION</b>												
32	Number of customer accounts disconnected 24 hours or more:											
a)	# Electric - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected											
	465	450	463	1,004	2,047	0	0	0	0	657	641	303
c)	# Gas - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected											
	0	0	0	0	0	0	0	0	0	0	0	0
e)	<b>Total</b> # disconnected											
	465	450	463	1,004	2,047	0	0	0	0	657	641	303
33	<i>Intentionally Blank</i>											
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).											
	0	0	0	0	0	0	0	0	0	0	0	0
35	<i>Intentionally Blank</i>											
36	<i>Intentionally Blank</i>											
<b>RECONNECTION DATA</b>												
37	# Accounts reconnected											
	685	980	929	1,529	1,213	1,410	1,890	1,614	2,362	1,059	937	935
38	# Accounts remaining disconnected											
	275	250	167	780	1,604	1,593	1,814	1,585	1,445	691	355	186
a)	1-30 days											
	231	203	98	711	1,211	780	836	655	643	254	144	50
b)	31-60 days											
	17	30	51	37	357	525	426	383	300	192	56	44
c)	61+ days											
	27	17	18	32	36	288	552	547	502	245	155	92

<b>Residential</b>													
	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total 2017
# Service Installations	143	139	119	152	224	141	127	194	151	54	115	26	1585
Avg days to complete from customer and site ready	0.4	0.1	0.5	1.2	1.3	0.7	1.9	2.0	1.7	1.6	1.9	0.0	1.1
<b>Commercial</b>													
	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total 2017
# Service Installations	8	8	3	4	8	9	4	8	3	26	54	61	196
Avg days to complete from customer and site ready	3.5	9.3	0.0	0.0	1.5	0.0	1.5	2.4	2.7	0.0	2.4	0.0	1.9



**Minnesota Public Utilities Commission  
 Consumer Affairs Office  
 121-7th Place East  
 St. Paul, MN 55101-2147**

**7826.2000 REPORTING CUSTOMER COMPLAINTS**  
 For the period of January 01, 2017 to December 31, 2017

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Philip Johnson, Customer Advocate Analyst. Customer Care 715-737-3033

**A. The Number of Complaints Received**

Customer Type	Source	Month												2017	
		Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17		
Commercial	Commission	0	0	1	1	1	0	0	1	1	0	0	0	0	5
	Internal	0	3	2	0	2	1	1	0	0	1	1	1	12	
	OAG	0	1	0	1	0	1	0	0	0	0	0	0	3	
	Officer	0	0	0	0	0	0	0	0	0	0	0	0	1	
<b>Commercial Total</b>		<b>0</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>21</b>	
Industrial	Internal	0	0	0	0	0	0	0	0	1	0	0	0	1	
<b>Industrial Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	
Residential	BBB	1	3	1	2	7	4	1	1	3	1	2	0	26	
	Commission	4	3	4	8	4	16	9	9	17	15	7	6	102	
	Commission/Internal	0	0	0	0	0	0	1	0	0	0	2	1	4	
	Informational	0	0	0	0	2	0	0	1	0	0	0	1	4	
	Internal	1	11	17	18	14	21	12	20	15	14	7	3	153	
	OAG	10	7	4	20	25	30	27	23	27	17	2	10	202	
	OAG/Officer	0	1	0	3	0	0	0	0	2	0	0	0	6	
	Officer	2	2	0	2	2	2	3	1	4	3	1	4	26	
	Referral	1	0	0	0	5	4	2	3	4	4	0	0	23	
	Commission/BBB	0	0	0	0	0	0	0	0	0	1	0	1	2	
	OAG/Informational	0	0	0	0	0	1	0	0	0	0	0	0	1	
OAG/BBB	0	0	0	0	0	1	0	0	0	0	0	0	1		
<b>Residential Total</b>		<b>19</b>	<b>27</b>	<b>26</b>	<b>53</b>	<b>59</b>	<b>79</b>	<b>55</b>	<b>58</b>	<b>72</b>	<b>55</b>	<b>21</b>	<b>26</b>	<b>550</b>	
<b>Grand Total</b>		<b>19</b>	<b>31</b>	<b>29</b>	<b>55</b>	<b>62</b>	<b>81</b>	<b>56</b>	<b>59</b>	<b>74</b>	<b>56</b>	<b>22</b>	<b>28</b>	<b>572</b>	

**Minnesota Public Utilities Commission**  
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 For the period of January 01, 2017 to December 31, 2017

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Philip Johnson, Customer Advocate Analyst. Customer Care 715-737-3033

<b>B. The Number and Percentage of Complaints Alleging:</b>														
		Month												
Customer Type	MPUC	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017
Commercial	Billing Error	0	1	0	0	1	0	1	0	0	1	0	0	4
	High Bill**	0	1	0	0	0	0	0	0	0	0	0	0	1
	Inadequate Service	0	2	3	2	1	2	0	0	1	0	1	2	14
	Service Extension Interval	0	0	0	0	1	0	0	1	0	0	0	0	2
<b>Commercial Total</b>		<b>0</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>21</b>
Industrial	Billing Error	0	0	0	0	0	0	0	0	1	0	0	0	1
<b>Industrial Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Residential	Billing Error	2	2	2	4	7	6	4	4	9	9	1	5	55
	High Bill**	1	3	1	1	2	0	1	1	3	1	3	0	17
	Inaccurate Metering	1	3	5	5	0	2	1	2	3	2	2	3	29
	Inadequate Service	11	15	14	33	33	43	28	28	31	28	11	17	292
	Wrongful Disconnect	3	3	3	9	14	24	19	23	26	13	2	1	140
	Service Extension Interval	1	0	0	1	2	0	0	0	0	0	2	0	6
	Service Restoration Interval	0	1	1	0	1	4	2	0	0	2	0	0	11
<b>Residential Total</b>		<b>19</b>	<b>27</b>	<b>26</b>	<b>53</b>	<b>59</b>	<b>79</b>	<b>55</b>	<b>58</b>	<b>72</b>	<b>55</b>	<b>21</b>	<b>26</b>	<b>550</b>
<b>Government Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Totals</b>	Billing Error	2	3	2	4	8	6	5	4	10	10	1	5	60
	High Bill**	1	4	1	1	2	0	1	1	3	1	3	0	18
	Inaccurate Metering	1	3	5	5	0	2	1	2	3	2	2	3	29
	Inadequate Service	11	17	17	35	34	45	28	28	32	28	12	19	306
	Wrongful Disconnect	3	3	3	9	14	24	19	23	26	13	2	1	140
	Service Extension Interval	1	0	0	1	3	0	0	1	0	0	2	0	8
	Service Restoration Interval	0	1	1	0	1	4	2	0	0	2	0	0	11
<b>Grand Total</b>		<b>19</b>	<b>31</b>	<b>29</b>	<b>55</b>	<b>62</b>	<b>81</b>	<b>56</b>	<b>59</b>	<b>74</b>	<b>56</b>	<b>22</b>	<b>28</b>	<b>572</b>

Percentage														
Customer Type	Complaint Type	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017
Commercial	Billing Error	0.0%	25.0%	0.0%	0.0%	33.3%	0.0%	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%	19.0%
	High Bill**	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%
	Inadequate Service	0.0%	50.0%	100.0%	100.0%	33.3%	100.0%	0.0%	0.0%	100.0%	0.0%	100.0%	100.0%	66.7%
	Service Extension Interval	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	9.5%
Industrial	Billing Error	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Residential	Billing Error	10.5%	7.4%	7.7%	7.5%	11.9%	7.6%	7.3%	6.9%	12.5%	16.4%	4.8%	19.2%	10.0%
	High Bill**	5.3%	11.1%	3.8%	1.9%	3.4%	0.0%	1.8%	1.7%	4.2%	1.8%	14.3%	0.0%	3.1%
	Inaccurate Metering	5.3%	11.1%	19.2%	9.4%	0.0%	2.5%	1.8%	3.4%	4.2%	3.6%	9.5%	11.5%	5.3%
	Inadequate Service	57.9%	55.6%	53.8%	62.3%	55.9%	54.4%	50.9%	48.3%	43.1%	50.9%	52.4%	65.4%	53.1%
	Wrongful Disconnect	15.8%	11.1%	11.5%	17.0%	23.7%	30.4%	34.5%	39.7%	36.1%	23.6%	9.5%	3.8%	25.5%
	Service Extension Interval	5.3%	0.0%	0.0%	1.9%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%	1.1%
	Service Restoration Interval	0.0%	3.7%	3.8%	0.0%	1.7%	5.1%	3.6%	0.0%	0.0%	3.6%	0.0%	0.0%	2.0%
<b>Total</b>	Billing Error	10.5%	9.7%	6.9%	7.3%	12.9%	7.4%	8.9%	6.8%	13.5%	17.9%	4.5%	17.9%	10.5%
	High Bill**	5.3%	12.9%	3.4%	1.8%	3.2%	0.0%	1.8%	1.7%	4.1%	1.8%	13.6%	0.0%	3.1%
	Inaccurate Metering	5.3%	9.7%	17.2%	9.1%	0.0%	2.5%	1.8%	3.4%	4.1%	3.6%	9.1%	10.7%	5.1%
	Inadequate Service	57.9%	54.8%	58.6%	63.6%	54.8%	55.6%	50.0%	47.5%	43.2%	50.0%	54.5%	67.9%	53.5%
	Wrongful Disconnect	15.8%	9.7%	10.3%	16.4%	22.6%	29.6%	33.9%	39.0%	35.1%	23.2%	9.1%	3.6%	24.5%
	Service Extension Interval	5.3%	0.0%	0.0%	1.8%	4.8%	0.0%	0.0%	1.7%	0.0%	0.0%	9.1%	0.0%	1.4%
	Service Restoration Interval	0.0%	3.2%	3.4%	0.0%	1.6%	4.9%	3.6%	0.0%	0.0%	3.6%	0.0%	0.0%	1.9%

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**C. The Number and Percentage of Complaints Resolved upon:**

Customer Type	DTR Status	Month												2017
		Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	
Commercial	Immediate	0	0	0	0	0	0	0	0	0	0	1	0	1
	10 Days or Less	0	4	2	2	3	2	1	1	1	1	0	2	19
	Greater Than 10 Days	0	0	1	0	0	0	0	0	0	0	0	0	1
<b>Commercial Total</b>		<b>0</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>21</b>
Industrial	10 Days or Less	0	0	0	0	0	0	0	0	1	0	0	0	1
<b>Industrial Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Residential	Immediate	1	2	4	9	10	22	12	11	17	6	4	4	102
	10 Days or Less	18	25	21	44	49	57	42	46	55	49	17	22	445
	Greater Than 10 Days	0	0	1	0	0	0	1	1	0	0	0	0	3
<b>Residential Total</b>		<b>19</b>	<b>27</b>	<b>26</b>	<b>53</b>	<b>59</b>	<b>79</b>	<b>55</b>	<b>58</b>	<b>72</b>	<b>55</b>	<b>21</b>	<b>26</b>	<b>550</b>
Government	10 Days or Less	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Government Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Grand Total</b>		<b>19</b>	<b>31</b>	<b>29</b>	<b>55</b>	<b>62</b>	<b>81</b>	<b>56</b>	<b>59</b>	<b>74</b>	<b>56</b>	<b>22</b>	<b>28</b>	<b>572</b>
Commercial	Immediate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	4.8%
	10 Days or Less	0.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	90.5%
	Greater Than 10 Days	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%
Industrial	10 Days or Less	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Residential	Immediate	5.3%	7.4%	15.4%	17.0%	16.9%	27.8%	21.8%	19.0%	23.6%	10.9%	19.0%	15.4%	18.5%
	10 Days or Less	94.7%	92.6%	80.8%	83.0%	83.1%	72.2%	76.4%	79.3%	76.4%	89.1%	81.0%	84.6%	80.9%
	Greater Than 10 Days	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	1.8%	1.7%	0.0%	0.0%	0.0%	0.0%	0.5%
Government	10 Days or Less	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Grand Total</b>		<b>5.3%</b>	<b>6.5%</b>	<b>13.8%</b>	<b>16.4%</b>	<b>16.1%</b>	<b>27.2%</b>	<b>21.4%</b>	<b>18.6%</b>	<b>23.0%</b>	<b>10.7%</b>	<b>22.7%</b>	<b>14.3%</b>	<b>18.0%</b>
	10 Days or Less	94.7%	93.5%	79.3%	83.6%	83.9%	72.8%	76.8%	79.7%	77.0%	89.3%	77.3%	85.7%	81.3%
	Greater Than 10 Days	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%	1.8%	1.7%	0.0%	0.0%	0.0%	0.0%	0.7%

**D. The Number and Percentage of Complaints Resolved by taking the following actions:**

Customer Type	MN Action	Month												2017
		Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	
Commercial	Action not in Control of Utility	0	0	0	0	0	1	0	0	0	0	0	0	1
	Refuse Action Cust Requested	0	0	1	1	1	0	0	0	0	0	0	0	3
	Take Action Cust and Utility Agree Upon	0	3	1	1	1	0	0	1	0	0	1	1	9
	Take Action Cust Request	0	1	1	0	1	1	1	0	1	1	0	1	8
<b>Commercial Total</b>		<b>0</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>21</b>
Industrial	Take Action Cust and Utility Agree Upon	0	0	0	0	0	0	0	0	1	0	0	0	1
<b>Industrial Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Residential	Action not in Control of Utility	0	3	3	3	6	7	4	4	10	6	5	5	56
	Refuse Action Cust Requested	2	3	9	14	6	9	4	9	15	5	3	6	95
	Take Action Cust and Utility Agree Upon	7	7	5	23	28	45	36	32	36	27	8	8	262
	Take Action Cust Request	10	14	9	13	19	18	11	13	11	17	5	7	147
<b>Residential Total</b>		<b>19</b>	<b>27</b>	<b>26</b>	<b>53</b>	<b>59</b>	<b>79</b>	<b>55</b>	<b>58</b>	<b>72</b>	<b>55</b>	<b>21</b>	<b>26</b>	<b>550</b>
Government	Take Action Cust and Utility Agree Upon	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Government Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Grand Total</b>		<b>0</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>57</b>
	Refuse Action Cust Requested	2	3	10	15	7	9	4	9	15	5	3	6	88
	Take Action Cust and Utility Agree Upon	7	10	6	24	29	45	36	33	37	27	9	9	272
	Take Action Cust Request	10	15	10	13	20	19	12	13	12	18	5	8	155
<b>Grand Total</b>		<b>19</b>	<b>31</b>	<b>29</b>	<b>55</b>	<b>62</b>	<b>81</b>	<b>56</b>	<b>59</b>	<b>74</b>	<b>56</b>	<b>22</b>	<b>28</b>	<b>572</b>
Commercial	Action not in Control of Utility	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%
	Refuse Action Cust Requested	0.0%	0.0%	33.3%	50.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
	Take Action Cust and Utility Agree Upon	0.0%	75.0%	33.3%	50.0%	33.3%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	50.0%	42.9%
	Take Action Cust Request	0.0%	25.0%	33.3%	0.0%	33.3%	50.0%	100.0%	0.0%	100.0%	100.0%	0.0%	50.0%	38.1%
Industrial	Take Action Cust and Utility Agree Upon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Residential	Action not in Control of Utility	0.0%	11.1%	11.5%	5.7%	10.2%	8.9%	7.3%	6.9%	13.9%	10.9%	23.8%	19.2%	10.2%
	Refuse Action Cust Requested	10.5%	11.1%	34.6%	26.4%	10.2%	11.4%	7.3%	15.5%	20.8%	9.1%	14.3%	23.1%	15.5%
	Take Action Cust and Utility Agree Upon	36.8%	25.9%	19.2%	43.4%	47.5%	57.0%	65.5%	55.2%	50.0%	49.1%	38.1%	30.8%	47.6%
	Take Action Cust Request	52.6%	51.9%	34.6%	24.5%	32.2%	22.8%	20.0%	22.4%	15.3%	30.9%	23.8%	26.9%	26.7%
Government	Take Action Cust and Utility Agree Upon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>		<b>0.0%</b>	<b>9.7%</b>	<b>10.3%</b>	<b>5.5%</b>	<b>9.7%</b>	<b>9.9%</b>	<b>7.1%</b>	<b>6.8%</b>	<b>13.5%</b>	<b>10.7%</b>	<b>22.7%</b>	<b>17.9%</b>	<b>10.0%</b>
	Refuse Action Cust Requested	10.5%	9.7%	34.5%	27.3%	11.3%	11.1%	7.1%	15.3%	20.3%	8.9%	13.6%	21.4%	15.4%
	Take Action Cust and Utility Agree Upon	36.8%	32.3%	20.7%	43.6%	46.8%	55.6%	64.3%	55.9%	50.0%	48.2%	40.9%	32.1%	47.6%
	Take Action Cust Request	52.6%	48.4%	34.5%	23.6%	32.3%	23.5%	21.4%	22.0%	16.2%	32.1%	22.7%	28.6%	27.1%

**Minnesota Public Utilities Commission  
 Consumer Affairs Office  
 121-7th Place East  
 St. Paul, MN 55101-2147**

**7826.2000 REPORTING CUSTOMER COMPLAINTS**  
 For the period of January 01, 2017 to December 31, 2017

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Philip Johnson, Customer Advocate Analyst. Customer Care 715-737-3033

**E. The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action**

Customer Type	Source	Month												2017
		Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	
Commercial	Commission	0	0	1	1	1	0	0	1	1	0	0	0	5
<b>Commercial Total</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>Industrial Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Residential	Commission	4	3	4	8	4	16	9	9	17	15	7	6	102
	Commission/Internal	0	0	0	0	0	0	1	0	0	0	2	1	4
	Commission/BBB	0	0	0	0	0	0	0	0	0	1	0	1	2
<b>Residential Total</b>		<b>4</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>16</b>	<b>10</b>	<b>9</b>	<b>17</b>	<b>16</b>	<b>9</b>	<b>8</b>	<b>108</b>
<b>Government Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Grand Total</b>		<b>4</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>16</b>	<b>10</b>	<b>10</b>	<b>18</b>	<b>16</b>	<b>9</b>	<b>8</b>	<b>113</b>

**Customer Complaint Report  
 January, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,810	10	10	1	1,831	71.80%	1,820	11	0
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	204	0	1	0	205	8.04%	204	1	0
High Bill*	99	1	1	0	101	3.96%	99	2	0
Inadequate Service	301	1	1	0	303	11.88%	302	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	107	1	1	0	109	4.27%	108	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,522</b>	<b>13</b>	<b>14</b>	<b>1</b>	<b>2,550</b>		<b>2,534</b>	<b>16</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>98.90%</b>	<b>0.51%</b>	<b>0.55%</b>	<b>0.04%</b>					
<b>Industrial</b>									
Billing errors	295	2	1	0	298	68.35%	296	2	0
Inaccurate Metering	1	0	0	0	1	0.23%	1	0	0
Wrongful Disconnect	23	0	0	0	23	5.28%	23	0	0
High Bill*	9	0	0	0	9	2.06%	9	0	0
Inadequate Service	55	0	0	0	55	12.61%	55	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	50	0	0	0	50	11.47%	50	0	0
<b>Total Industrial</b>	<b>433</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>436</b>		<b>434</b>	<b>2</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>99.31%</b>	<b>0.46%</b>	<b>0.23%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	22,952	271	420	5	23,648	50.46%	23,640	8	0
Inaccurate Metering	24	0	0	0	24	0.05%	24	0	0
Wrongful Disconnect	3,535	249	198	0	3,982	8.50%	3,982	0	0
High Bill*	1,867	9	56	0	1,932	4.12%	1,931	1	0
Inadequate Service	15,938	285	310	2	16,535	35.28%	16,531	4	0
Service Extension	3	1	0	0	4	0.01%	4	0	0
Service Restoration	721	4	13	1	739	1.58%	739	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	2	0	0	0	2	0.00%	2	0	0
<b>Total Residential</b>	<b>45,042</b>	<b>819</b>	<b>997</b>	<b>8</b>	<b>46,866</b>		<b>46,853</b>	<b>13</b>	<b>0</b>
<b>Total Residential Percentage</b>	<b>96.11%</b>	<b>1.75%</b>	<b>2.13%</b>	<b>0.02%</b>					
<b>Total State of Minnesota</b>	<b>47,997</b>	<b>834</b>	<b>1,012</b>	<b>9</b>	<b>49,852</b>		<b>49,821</b>	<b>31</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>96.28%</b>	<b>1.67%</b>	<b>2.03%</b>	<b>0.02%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 February, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,998	7	3	0	2,008	70.78%	2,003	5	0
Inaccurate Metering	4	0	0	0	4	0.14%	4	0	0
Wrongful Disconnect	221	3	0	0	224	7.90%	224	0	0
High Bill*	57	1	2	0	60	2.11%	60	0	0
Inadequate Service	371	3	0	0	374	13.18%	371	3	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	164	2	1	0	167	5.89%	167	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,815</b>	<b>16</b>	<b>6</b>	<b>0</b>	<b>2,837</b>		<b>2,829</b>	<b>8</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>99.22%</b>	<b>0.56%</b>	<b>0.21%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	309	1	0	0	310	66.67%	307	3	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	30	0	0	0	30	6.45%	30	0	0
High Bill*	5	0	0	0	5	1.08%	5	0	0
Inadequate Service	68	0	2	0	70	15.05%	70	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	49	0	1	0	50	10.75%	50	0	0
<b>Total Industrial</b>	<b>461</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>465</b>		<b>462</b>	<b>3</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>99.14%</b>	<b>0.22%</b>	<b>0.65%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	20,462	320	417	6	21,205	49.66%	21,192	13	0
Inaccurate Metering	18	0	1	0	19	0.04%	19	0	0
Wrongful Disconnect	3,667	200	172	3	4,042	9.47%	4,041	1	0
High Bill*	760	13	34	1	808	1.89%	807	1	0
Inadequate Service	15,148	179	260	0	15,587	36.51%	15,582	5	0
Service Extension	7	0	3	0	10	0.02%	10	0	0
Service Restoration	997	2	26	0	1,025	2.40%	1,022	3	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	1	0	0	0	1	0.00%	1	0	0
<b>Total Residential</b>	<b>41,060</b>	<b>714</b>	<b>913</b>	<b>10</b>	<b>42,697</b>		<b>42,674</b>	<b>23</b>	<b>0</b>
<b>Total Residential Percentage</b>	<b>96.17%</b>	<b>1.67%</b>	<b>2.14%</b>	<b>0.02%</b>					
<b>Total State of Minnesota</b>	<b>44,336</b>	<b>731</b>	<b>922</b>	<b>10</b>	<b>45,999</b>		<b>45,965</b>	<b>34</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>96.38%</b>	<b>1.59%</b>	<b>2.00%</b>	<b>0.02%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 March, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,936	11	8	0	1,955	69.01%	1,953	2	0
Inaccurate Metering	9	0	0	0	9	0.32%	9	0	0
Wrongful Disconnect	261	2	0	0	263	9.28%	262	1	0
High Bill*	33	0	4	0	37	1.31%	37	0	0
Inadequate Service	366	0	0	0	366	12.92%	366	0	0
Service Extension	0	0	1	0	1	0.04%	1	0	0
Service Restoration	200	0	2	0	202	7.13%	202	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,805</b>	<b>13</b>	<b>15</b>	<b>0</b>	<b>2,833</b>		<b>2,830</b>	<b>3</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>99.01%</b>	<b>0.46%</b>	<b>0.53%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	309	3	0	0	312	65.96%	311	0	1
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	23	0	0	0	23	4.86%	23	0	0
High Bill*	1	0	0	0	1	0.21%	1	0	0
Inadequate Service	60	1	0	0	61	12.90%	61	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	75	0	1	0	76	16.07%	76	0	0
<b>Total Industrial</b>	<b>468</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>473</b>		<b>472</b>	<b>0</b>	<b>1</b>
<b>Total Industrial Percentage</b>	<b>98.94%</b>	<b>0.85%</b>	<b>0.21%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	22,076	372	624	4	23,076	45.81%	23,066	9	1
Inaccurate Metering	9	1	1	0	11	0.02%	11	0	0
Wrongful Disconnect	4,610	266	222	2	5,100	10.12%	5,098	2	0
High Bill*	394	9	24	0	427	0.85%	427	0	0
Inadequate Service	19,749	292	328	7	20,376	40.45%	20,365	11	0
Service Extension	4	0	0	1	5	0.01%	5	0	0
Service Restoration	1,328	10	35	0	1,373	2.73%	1,370	3	0
MR-Special Call Cntr	2	0	0	0	2	0.00%	0	2	0
Complaint	1	0	0	0	1	0.00%	1	0	0
<b>Total Residential</b>	<b>48,173</b>	<b>950</b>	<b>1,234</b>	<b>14</b>	<b>50,371</b>		<b>50,343</b>	<b>27</b>	<b>1</b>
<b>Total Residential Percentage</b>	<b>95.64%</b>	<b>1.89%</b>	<b>2.45%</b>	<b>0.03%</b>					
<b>Total State of Minnesota</b>	<b>51,446</b>	<b>967</b>	<b>1,250</b>	<b>14</b>	<b>53,677</b>		<b>53,645</b>	<b>30</b>	<b>2</b>
<b>Total ST of MN Percentage</b>	<b>95.84%</b>	<b>1.80%</b>	<b>2.33%</b>	<b>0.03%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 April, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,692	10	13	2	1,717	70.92%	1,710	7	0
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	209	1	5	0	215	8.88%	215	0	0
High Bill*	17	1	0	0	18	0.74%	18	0	0
Inadequate Service	296	2	3	0	301	12.43%	301	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	165	2	2	0	169	6.98%	169	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,380</b>	<b>16</b>	<b>23</b>	<b>2</b>	<b>2,421</b>		<b>2,414</b>	<b>7</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>98.31%</b>	<b>0.66%</b>	<b>0.95%</b>	<b>0.08%</b>					
<b>Industrial</b>									
Billing errors	249	2	1	0	252	65.12%	252	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	24	0	0	0	24	6.20%	24	0	0
High Bill*	1	0	0	0	1	0.26%	1	0	0
Inadequate Service	54	0	0	0	54	13.95%	54	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	54	1	0	1	56	14.47%	56	0	0
<b>Total Industrial</b>	<b>382</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>387</b>		<b>387</b>	<b>0</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>98.71%</b>	<b>0.78%</b>	<b>0.26%</b>	<b>0.26%</b>					
<b>Residential</b>									
Billing errors	20,152	500	499	6	21,157	38.42%	21,152	5	0
Inaccurate Metering	9	0	0	0	9	0.02%	9	0	0
Wrongful Disconnect	7,270	411	466	6	8,153	14.81%	8,153	0	0
High Bill*	268	4	22	0	294	0.53%	294	0	0
Inadequate Service	23,145	416	482	16	24,059	43.69%	24,051	8	0
Service Extension	8	0	1	0	9	0.02%	9	0	0
Service Restoration	1,331	13	30	1	1,375	2.50%	1,374	1	0
MR-Special Call Cntr	1	0	0	0	1	0.00%	0	1	0
Complaint	5	0	0	0	5	0.01%	5	0	0
<b>Total Residential</b>	<b>52,189</b>	<b>1,344</b>	<b>1,500</b>	<b>29</b>	<b>55,062</b>		<b>55,047</b>	<b>15</b>	<b>0</b>
<b>Total Residential Percentage</b>	<b>94.78%</b>	<b>2.44%</b>	<b>2.72%</b>	<b>0.05%</b>					
<b>Total State of Minnesota</b>	<b>54,951</b>	<b>1,363</b>	<b>1,524</b>	<b>32</b>	<b>57,870</b>		<b>57,848</b>	<b>22</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>94.96%</b>	<b>2.36%</b>	<b>2.63%</b>	<b>0.06%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.



**Customer Complaint Report  
 May, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,681	7	4	0	1,692	68.95%	1,686	6	0
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	204	1	0	0	205	8.35%	205	0	0
High Bill*	15	0	3	0	18	0.73%	18	0	0
Inadequate Service	344	3	3	0	350	14.26%	350	0	0
Service Extension	1	0	0	0	1	0.04%	1	0	0
Service Restoration	185	0	2	0	187	7.62%	187	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,431</b>	<b>11</b>	<b>12</b>	<b>0</b>	<b>2,454</b>		<b>2,448</b>	<b>6</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>99.06%</b>	<b>0.45%</b>	<b>0.49%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	236	2	2	0	240	58.97%	236	3	1
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	12	0	0	0	12	2.95%	12	0	0
High Bill*	1	0	1	0	2	0.49%	2	0	0
Inadequate Service	72	0	1	0	73	17.94%	73	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	78	1	1	0	80	19.66%	80	0	0
<b>Total Industrial</b>	<b>399</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>407</b>		<b>403</b>	<b>3</b>	<b>1</b>
<b>Total Industrial Percentage</b>	<b>98.03%</b>	<b>0.74%</b>	<b>1.23%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	21,863	386	206	9	22,464	41.83%	22,457	6	1
Inaccurate Metering	17	0	1	0	18	0.03%	18	0	0
Wrongful Disconnect	6,733	461	299	2	7,495	13.96%	7,493	2	0
High Bill*	246	8	15	0	269	0.50%	269	0	0
Inadequate Service	21,154	474	359	16	22,003	40.97%	21,984	19	0
Service Extension	11	0	4	0	15	0.03%	14	1	0
Service Restoration	1,402	12	20	1	1,435	2.67%	1,434	1	0
MR-Special Call Cntr	0	1	0	0	1	0.00%	0	1	0
Complaint	6	2	0	0	8	0.01%	2	6	0
<b>Total Residential</b>	<b>51,432</b>	<b>1,344</b>	<b>904</b>	<b>28</b>	<b>53,708</b>		<b>53,671</b>	<b>36</b>	<b>1</b>
<b>Total Residential Percentage</b>	<b>95.76%</b>	<b>2.50%</b>	<b>1.68%</b>	<b>0.05%</b>					
<b>Total State of Minnesota</b>	<b>54,262</b>	<b>1,358</b>	<b>921</b>	<b>28</b>	<b>56,569</b>		<b>56,522</b>	<b>45</b>	<b>2</b>
<b>Total ST of MN Percentage</b>	<b>95.92%</b>	<b>2.40%</b>	<b>1.63%</b>	<b>0.05%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 June, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,577	8	4	1	1,590	62.11%	1,587	3	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	148	3	0	0	151	5.90%	151	0	0
High Bill*	22	0	0	0	22	0.86%	22	0	0
Inadequate Service	292	3	3	0	298	11.64%	297	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	495	1	2	1	499	19.49%	499	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,534</b>	<b>15</b>	<b>9</b>	<b>2</b>	<b>2,560</b>		<b>2,556</b>	<b>4</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>98.98%</b>	<b>0.59%</b>	<b>0.35%</b>	<b>0.08%</b>					
<b>Industrial</b>									
Billing errors	262	1	1	0	264	44.07%	259	4	1
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	23	0	1	0	24	4.01%	24	0	0
High Bill*	2	0	0	0	2	0.33%	2	0	0
Inadequate Service	68	0	0	0	68	11.35%	68	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	239	0	2	0	241	40.23%	241	0	0
<b>Total Industrial</b>	<b>594</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>599</b>		<b>594</b>	<b>4</b>	<b>1</b>
<b>Total Industrial Percentage</b>	<b>99.17%</b>	<b>0.17%</b>	<b>0.67%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	23,433	286	123	4	23,846	41.06%	23,838	7	1
Inaccurate Metering	12	0	0	0	12	0.02%	12	0	0
Wrongful Disconnect	5,103	403	199	8	5,713	9.84%	5,713	0	0
High Bill*	340	6	14	0	360	0.62%	360	0	0
Inadequate Service	20,583	533	328	6	21,450	36.93%	21,436	14	0
Service Extension	11	1	4	0	16	0.03%	16	0	0
Service Restoration	6,552	50	71	3	6,676	11.49%	6,668	8	0
MR-Special Call Cntr	1	0	0	0	1	0.00%	0	1	0
Complaint	5	0	0	0	5	0.01%	3	2	0
<b>Total Residential</b>	<b>56,040</b>	<b>1,279</b>	<b>739</b>	<b>21</b>	<b>58,079</b>		<b>58,046</b>	<b>32</b>	<b>1</b>
<b>Total Residential Percentage</b>	<b>96.49%</b>	<b>2.20%</b>	<b>1.27%</b>	<b>0.04%</b>					
<b>Total State of Minnesota</b>	<b>59,168</b>	<b>1,295</b>	<b>752</b>	<b>23</b>	<b>61,238</b>		<b>61,196</b>	<b>40</b>	<b>2</b>
<b>Total ST of MN Percentage</b>	<b>96.62%</b>	<b>2.11%</b>	<b>1.23%</b>	<b>0.04%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 July, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,491	11	5	0	1,507	63.72%	1,505	2	0
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	167	5	0	0	172	7.27%	171	1	0
High Bill*	39	1	1	0	41	1.73%	41	0	0
Inadequate Service	285	5	0	0	290	12.26%	290	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	347	3	2	0	352	14.88%	352	0	0
Complaint	1	1	0	0	2	0.08%	0	2	0
<b>Total Commercial</b>	<b>2,331</b>	<b>26</b>	<b>8</b>	<b>0</b>	<b>2,365</b>		<b>2,360</b>	<b>5</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>98.56%</b>	<b>1.10%</b>	<b>0.34%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	249	4	0	0	253	54.29%	251	2	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	15	0	0	0	15	3.22%	15	0	0
High Bill*	4	0	0	0	4	0.86%	4	0	0
Inadequate Service	56	0	0	0	56	12.02%	56	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	137	1	0	0	138	29.61%	138	0	0
<b>Total Industrial</b>	<b>461</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>466</b>		<b>464</b>	<b>2</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>98.93%</b>	<b>1.07%</b>	<b>0.00%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	23,400	251	149	5	23,805	42.98%	23,795	10	0
Inaccurate Metering	24	0	0	0	24	0.04%	24	0	0
Wrongful Disconnect	4,885	346	202	6	5,439	9.82%	5,437	2	0
High Bill*	636	9	29	1	675	1.22%	674	1	0
Inadequate Service	20,342	682	306	7	21,337	38.53%	21,326	8	3
Service Extension	22	1	2	0	25	0.05%	25	0	0
Service Restoration	4,000	24	41	0	4,065	7.34%	4,063	2	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	13	0	0	0	13	0.02%	6	7	0
<b>Total Residential</b>	<b>53,322</b>	<b>1,313</b>	<b>729</b>	<b>19</b>	<b>55,383</b>		<b>55,350</b>	<b>30</b>	<b>3</b>
<b>Total Residential Percentage</b>	<b>96.28%</b>	<b>2.37%</b>	<b>1.32%</b>	<b>0.03%</b>					
<b>Total State of Minnesota</b>	<b>56,114</b>	<b>1,344</b>	<b>737</b>	<b>19</b>	<b>58,214</b>		<b>58,174</b>	<b>37</b>	<b>3</b>
<b>Total ST of MN Percentage</b>	<b>96.39%</b>	<b>2.31%</b>	<b>1.27%</b>	<b>0.03%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 August, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,770	6	4	0	1,780	65.44%	1,768	12	0
Inaccurate Metering	2	0	0	0	2	0.07%	2	0	0
Wrongful Disconnect	202	2	0	0	204	7.50%	204	0	0
High Bill*	47	1	4	0	52	1.91%	52	0	0
Inadequate Service	377	4	2	0	383	14.08%	381	2	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	296	2	1	0	299	10.99%	298	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,694</b>	<b>15</b>	<b>11</b>	<b>0</b>	<b>2,720</b>		<b>2,705</b>	<b>15</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>99.04%</b>	<b>0.55%</b>	<b>0.40%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	246	1	1	0	248	48.53%	247	1	0
Inaccurate Metering	1	0	0	0	1	0.20%	1	0	0
Wrongful Disconnect	13	0	0	0	13	2.54%	13	0	0
High Bill*	9	0	0	0	9	1.76%	9	0	0
Inadequate Service	73	0	0	0	73	14.29%	72	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	165	0	2	0	167	32.68%	167	0	0
<b>Total Industrial</b>	<b>507</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>511</b>		<b>509</b>	<b>2</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>99.22%</b>	<b>0.20%</b>	<b>0.59%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	24,603	228	134	12	24,977	42.15%	24,959	16	2
Inaccurate Metering	32	0	0	0	32	0.05%	32	0	0
Wrongful Disconnect	5,605	304	273	7	6,189	10.44%	6,187	2	0
High Bill*	759	3	28	1	791	1.33%	791	0	0
Inadequate Service	23,515	774	416	14	24,719	41.71%	24,703	15	1
Service Extension	15	0	1	0	16	0.03%	16	0	0
Service Restoration	2,497	14	19	0	2,530	4.27%	2,530	0	0
MR-Special Call Cntr	2	0	0	0	2	0.00%	0	2	0
Complaint	2	0	0	0	2	0.00%	1	1	0
<b>Total Residential</b>	<b>57,030</b>	<b>1,323</b>	<b>871</b>	<b>34</b>	<b>59,258</b>		<b>59,219</b>	<b>36</b>	<b>3</b>
<b>Total Residential Percentage</b>	<b>96.24%</b>	<b>2.23%</b>	<b>1.47%</b>	<b>0.06%</b>					
<b>Total State of Minnesota</b>	<b>60,231</b>	<b>1,339</b>	<b>885</b>	<b>34</b>	<b>62,489</b>		<b>62,433</b>	<b>53</b>	<b>3</b>
<b>Total ST of MN Percentage</b>	<b>96.39%</b>	<b>2.14%</b>	<b>1.42%</b>	<b>0.05%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 September, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,577	7	4	0	1,588	65.57%	1,584	4	0
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	157	0	0	0	157	6.48%	157	0	0
High Bill*	34	1	0	0	35	1.45%	34	1	0
Inadequate Service	342	2	1	0	345	14.24%	345	0	0
Service Extension	1	0	2	0	3	0.12%	3	0	0
Service Restoration	291	1	1	0	293	12.10%	293	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,403</b>	<b>11</b>	<b>8</b>	<b>0</b>	<b>2,422</b>		<b>2,417</b>	<b>5</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>99.22%</b>	<b>0.45%</b>	<b>0.33%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	201	1	0	0	202	53.16%	201	1	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	11	0	1	0	12	3.16%	12	0	0
High Bill*	7	0	0	0	7	1.84%	7	0	0
Inadequate Service	46	1	0	0	47	12.37%	47	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	110	1	1	0	112	29.47%	112	0	0
<b>Total Industrial</b>	<b>375</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>380</b>		<b>379</b>	<b>1</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>98.68%</b>	<b>0.79%</b>	<b>0.53%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	22,238	258	121	8	22,625	39.64%	22,609	15	1
Inaccurate Metering	14	0	0	0	14	0.02%	14	0	0
Wrongful Disconnect	6,107	372	259	11	6,749	11.82%	6,743	6	0
High Bill*	293	6	15	0	314	0.55%	314	0	0
Inadequate Service	24,327	771	385	23	25,506	44.69%	25,499	7	0
Service Extension	11	0	6	0	17	0.03%	17	0	0
Service Restoration	1,806	13	26	0	1,845	3.23%	1,844	1	0
MR-Special Call Cntr	2	0	0	0	2	0.00%	0	2	0
Complaint	6	0	0	0	6	0.01%	1	4	1
<b>Total Residential</b>	<b>54,804</b>	<b>1,420</b>	<b>812</b>	<b>42</b>	<b>57,078</b>		<b>57,041</b>	<b>35</b>	<b>2</b>
<b>Total Residential Percentage</b>	<b>96.02%</b>	<b>2.49%</b>	<b>1.42%</b>	<b>0.07%</b>					
<b>Total State of Minnesota</b>	<b>57,582</b>	<b>1,434</b>	<b>822</b>	<b>42</b>	<b>59,880</b>		<b>59,837</b>	<b>41</b>	<b>2</b>
<b>Total ST of MN Percentage</b>	<b>96.16%</b>	<b>2.39%</b>	<b>1.37%</b>	<b>0.07%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 October, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,772	10	4	1	1,787	64.79%	1,782	4	1
Inaccurate Metering	7	0	0	0	7	0.25%	6	1	0
Wrongful Disconnect	172	2	3	0	177	6.42%	177	0	0
High Bill*	34	0	1	0	35	1.27%	35	0	0
Inadequate Service	416	5	1	0	422	15.30%	420	2	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	328	1	1	0	330	11.97%	329	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,729</b>	<b>18</b>	<b>10</b>	<b>1</b>	<b>2,758</b>		<b>2,749</b>	<b>8</b>	<b>1</b>
<b>Total Commercial Percentage</b>	<b>98.95%</b>	<b>0.65%</b>	<b>0.36%</b>	<b>0.04%</b>					
<b>Industrial</b>									
Billing errors	264	2	0	0	266	58.59%	264	2	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	14	0	0	0	14	3.08%	14	0	0
High Bill*	1	0	0	0	1	0.22%	1	0	0
Inadequate Service	59	0	0	0	59	13.00%	59	0	0
Service Extension	0	1	0	0	1	0.22%	1	0	0
Service Restoration	112	0	1	0	113	24.89%	113	0	0
<b>Total Industrial</b>	<b>450</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>454</b>		<b>452</b>	<b>2</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>99.12%</b>	<b>0.66%</b>	<b>0.22%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	23,356	250	152	11	23,769	42.95%	23,752	15	2
Inaccurate Metering	15	0	2	0	17	0.03%	17	0	0
Wrongful Disconnect	3,788	269	163	6	4,226	7.64%	4,225	1	0
High Bill*	316	2	15	1	334	0.60%	333	1	0
Inadequate Service	23,548	713	323	13	24,597	44.44%	24,588	9	0
Service Extension	13	0	1	0	14	0.03%	14	0	0
Service Restoration	2,340	17	29	1	2,387	4.31%	2,386	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	2	0	1	0	3	0.01%	1	2	0
<b>Total Residential</b>	<b>53,378</b>	<b>1,251</b>	<b>686</b>	<b>32</b>	<b>55,347</b>		<b>55,316</b>	<b>29</b>	<b>2</b>
<b>Total Residential Percentage</b>	<b>96.44%</b>	<b>2.26%</b>	<b>1.24%</b>	<b>0.06%</b>					
<b>Total State of Minnesota</b>	<b>56,557</b>	<b>1,272</b>	<b>697</b>	<b>33</b>	<b>58,559</b>		<b>58,517</b>	<b>39</b>	<b>3</b>
<b>Total ST of MN Percentage</b>	<b>96.58%</b>	<b>2.17%</b>	<b>1.19%</b>	<b>0.06%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 November, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,659	10	5	0	1,674	67.15%	1,664	10	0
Inaccurate Metering	3	0	0	0	3	0.12%	3	0	0
Wrongful Disconnect	218	2	2	0	222	8.90%	222	0	0
High Bill*	11	0	1	0	12	0.48%	12	0	0
Inadequate Service	386	4	3	1	394	15.80%	394	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	186	1	1	0	188	7.54%	187	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,463</b>	<b>17</b>	<b>12</b>	<b>1</b>	<b>2,493</b>		<b>2,482</b>	<b>11</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>98.80%</b>	<b>0.68%</b>	<b>0.48%</b>	<b>0.04%</b>					
<b>Industrial</b>									
Billing errors	218	1	1	0	220	64.33%	219	1	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	14	0	0	0	14	4.09%	14	0	0
High Bill*	2	0	0	0	2	0.58%	2	0	0
Inadequate Service	54	0	1	0	55	16.08%	55	0	0
Service Extension	1	0	0	0	1	0.29%	1	0	0
Service Restoration	50	0	0	0	50	14.62%	50	0	0
<b>Total Industrial</b>	<b>339</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>342</b>		<b>341</b>	<b>1</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>99.12%</b>	<b>0.29%</b>	<b>0.58%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	21,344	212	105	5	21,666	44.24%	21,659	7	0
Inaccurate Metering	15	0	0	0	15	0.03%	15	0	0
Wrongful Disconnect	3,138	238	135	3	3,514	7.18%	3,512	2	0
High Bill*	250	1	14	0	265	0.54%	264	1	0
Inadequate Service	21,107	712	356	5	22,180	45.29%	22,176	4	0
Service Extension	8	0	1	0	9	0.02%	9	0	0
Service Restoration	1,298	6	15	0	1,319	2.69%	1,319	0	0
MR-Special Call Cntr	1	0	0	0	1	0.00%	0	0	0
Complaint	1	0	0	0	1	0.00%	0	1	0
<b>Total Residential</b>	<b>47,162</b>	<b>1,169</b>	<b>626</b>	<b>13</b>	<b>48,970</b>		<b>48,954</b>	<b>15</b>	<b>0</b>
<b>Total Residential Percentage</b>	<b>96.31%</b>	<b>2.39%</b>	<b>1.28%</b>	<b>0.03%</b>					
<b>Total State of Minnesota</b>	<b>49,964</b>	<b>1,187</b>	<b>640</b>	<b>14</b>	<b>51,805</b>		<b>51,777</b>	<b>27</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>96.45%</b>	<b>2.29%</b>	<b>1.24%</b>	<b>0.03%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.

**Customer Complaint Report  
 December, 2017**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	1,519	14	4	0	1,537	66.22%	1,526	8	3
Inaccurate Metering	2	0	0	0	2	0.09%	2	0	0
Wrongful Disconnect	171	2	0	0	173	7.45%	173	0	0
High Bill*	37	1	0	0	38	1.64%	38	0	0
Inadequate Service	388	2	1	1	392	16.89%	392	0	0
Service Extension	1	0	0	0	1	0.04%	1	0	0
Service Restoration	175	0	2	1	178	7.67%	178	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>2,293</b>	<b>19</b>	<b>7</b>	<b>2</b>	<b>2,321</b>		<b>2,310</b>	<b>8</b>	<b>3</b>
<b>Total Commercial Percentage</b>	<b>98.79%</b>	<b>0.82%</b>	<b>0.30%</b>	<b>0.09%</b>					
<b>Industrial</b>									
Billing errors	216	0	0	0	216	66.06%	216	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	15	0	0	0	15	4.59%	15	0	0
High Bill*	2	0	0	0	2	0.61%	2	0	0
Inadequate Service	39	2	0	0	41	12.54%	41	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	52	1	0	0	53	16.21%	53	0	0
<b>Total Industrial</b>	<b>324</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>327</b>		<b>327</b>	<b>0</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>99.08%</b>	<b>0.92%</b>	<b>0.00%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	20,433	157	100	5	20,695	44.09%	20,686	9	0
Inaccurate Metering	6	0	0	0	6	0.01%	6	0	0
Wrongful Disconnect	2,365	193	112	3	2,673	5.69%	2,672	1	0
High Bill*	518	1	12	0	531	1.13%	530	1	0
Inadequate Service	20,719	667	352	8	21,746	46.33%	21,738	7	1
Service Extension	6	0	0	0	6	0.01%	6	0	0
Service Restoration	1,262	11	7	0	1,280	2.73%	1,280	0	0
MR-Special Call Cntr	2	0	0	0	2	0.00%	0	2	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Residential</b>	<b>45,311</b>	<b>1,029</b>	<b>583</b>	<b>16</b>	<b>46,939</b>		<b>46,918</b>	<b>20</b>	<b>1</b>
<b>Total Residential Percentage</b>	<b>96.53%</b>	<b>2.19%</b>	<b>1.24%</b>	<b>0.03%</b>					
<b>Total State of Minnesota</b>	<b>47,928</b>	<b>1,051</b>	<b>590</b>	<b>18</b>	<b>49,587</b>		<b>49,555</b>	<b>28</b>	<b>4</b>
<b>Total ST of MN Percentage</b>	<b>96.65%</b>	<b>2.12%</b>	<b>1.19%</b>	<b>0.04%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st, Docket No. E002/GR-13-868.



MPUC Complaint Types	Xcel Energy Complaint Types
<b>Billing Error</b>	Averaged Monthly Payments-Billing Bill Format Related-Billing Billing Rules & Errors Billing Variance Cancel/Rebill-Billing Collection Agency Referral-Credit Credit Policy Deposit-Credit Disputed Billing-Billing Disputed Transfer-Credit Energy Diversion-Credit Late Payment Charge-Credit Meter Set/Changed – Billing Minnesota Metering Rate Issue Minnesota Metering Rate Issue-Metering Systems Misinformation by Credit Collections Personnel-Credit No Bill/Delayed Billing One/Synch Bill-Billing Payment Posting-Credit Payment Posting-External-Credit Rate Dispute-Billing Shared Meter-Billing Short Due Date-Billing Switched Meters-Billing Tenant Change/Revert to Owner-Billing Tenant Change/Revert to Owner-Customer Contact Center Unknown User/Who Used - Billing* Unknown User-Credit
<b>Inaccurate Metering</b>	Automated Meter Reading/Automated Energy Systems Maintenance Related-Distribution Construction Maintenance Automated Meter Reading/Automated Energy Systems Maintenance Related-Metering Systems Automated Meter Reading/Smartmeter/Health and Privacy Issues-Metering Systems* Automated Meter Reading/Smartmeter/Health Issues-Metering Systems* Automated Meter Reading/Smartmeter/Privacy Issues-Metering Systems* Automated Metering Systems-Meter Reading Estimate/No Meter Reading-Meter Reading Meter Reading Error-Meter Reading Premise Related Switched Meters-Distribution Construction Maintenance Switched Meters-Metering Systems
<b>Wrongful Disconnect</b>	Medical Certificate/Extension-Credit Shut Off Delinquent-Credit
<b>High Bill</b>	Customer Contact Center-High Bill Decoupling* Rate/Tariff Issue-Other Retail Renewable Energy Trust-Other Retail
<b>Inadequate Service†</b>	Area/Street Light Maintenance-Outdoor Lighting Brush-Tree Related Business Solutions Center Issues-Customer Contact Center Chemical Spill/Environmental-Field Service Order Communication-Tree Related Customer Refusal-Tree Related Customer Service Policy-Customer Contact Center Damage Claim/Customer Operations-Other Retail Damage Claim/Field Operations-Field Service Other Disconnect Notice/Arrangements-Credit Discourteous Rude Credit Collections Employee-Credit Discourteous Rude Customer Service Employee-Customer Contact Center Discourteous Rude Employee-Field Service Other Discourteous/Rude Employee Easements-Field Service Other E-Bill-Other Retail Electric Miscellaneous-Field Service Other Electric Trouble-Trouble Order Excessive Clearance-Tree Related Field Collections-Credit Field Operations Policy-Field Service Other Fixed Gas Bill Program-Other Retail

\*Denotes New Category Added

†Removed from Category as duplicative: Procedure/Process Error and Estimate/No Meter Reading-Meter Reading.

MPUC Complaint Types	Xcel Energy Complaint Types
<p><b>Inadequate Service† (Continued)</b></p>	<p>Gas Miscellaneous-Field Service Other                      Gas Transportation                      Gas Trouble-Trouble Order                      Generation Inquiry                      Homesmart-Other Retail                      Interference-Electric, Radio, TV-Field Service Other                      Marketing/Rebate Programs-Other Retail                      Meter Reading Policy                      Meter Set/Changed Stopped-Distribution Construction Maintenance                      Meter Set/Changed Stopped-Metering Systems                      Miscellaneous Subpoena                      Miscellaneous Summons                      Misinformation by Customer Service Personnel-Customer Contact Center                      Misinformation by Meter Reading Personnel                      Order Printing Problem                      Order Routing Problem-Field Service Other                      Outage-Tree Related                      Policy Other-Other Retail                      Process/Procedure Error-Customer Contact Center                      Property Damage-Tree Related                      Restoration Service-Field Service Other                      Saver's Switch-Other Retail                      Scam Inquiry                      Service Quality Credits-Other Retail                      Service Upgrade-Field Service Other                      Shared Meter – Credit                      Shared Meter-Customer Contact Center                      Slow CC Phone Response Time                      Slow Customer Service Phone Response-Customer Contact Center                      Tenant Change Revert To Owner/Credit                      Trees Burning/Tree Related                      Unable to Determine-Other Retail                      Voltage Problem-Field Service Order</p>
<p><b>Service Extension Interval</b></p>	<p>Builder's Call Line-New Construction                      Electric Service Upgrade-New Construction                      Location/Operation Distribution-Field Service Other                      Location/Operation Substation                      Location/Operation Transmission                      Restoration Services-New Construction                      Service Extension - Construction                      Service Extension-Design-New Construction</p>
<p><b>Service Restoration Interval</b></p>	<p>Electric Outage-Communication-Reliability Duration                      Electric Outage-Duration-Reliability Duration                      Electric Outage-Frequency-Reliability Frequency</p>

\*Denotes New Category Added

†Removed from Category as duplicative: Procedure/Process Error and Estimate/No Meter Reading-Meter Reading.

MPUC Complaint Types	Xcel Energy Complaint Types
<p><b>Billing &amp; Credit</b></p>	<p>Averaged Monthly Payments-Billing                      Bill Format Related-Billing                      Billing Rules &amp; Errors                      Billing Variance                      Cancel/Rebill-Billing                      Collection Agency Referral-Credit                      Credit Policy                      Deposit-Credit                      Disconnect Notice/Arrangements-Credit                      Discourteous Rude Credit Collections Employee-Credit                      Disputed Billing-Billing                      Disputed Transfer-Credit                      Energy Diversion-Credit                      Field Collections-Credit                      Late Payment Charge-Credit                      Medical Certificate/Extension-Credit                      Meter Set/Changed – Billing                      Minnesota Metering Rate Issue                      Misinformation by Credit Collections Personnel-Credit                      No Bill/Delayed Billing                      One/Synch Bill-Billing                      Payment Posting-Credit                      Payment Posting-External-Credit                      Rate Dispute-Billing                      Shared Meter – Credit                      Shared Meter-Billing                      Short Due Date-Billing                      Shut Off Delinquent-Credit                      Slow CC Phone Response Time                      Switched Meters-Billing                      Tenant Change Revert To Owner/Credit                      Tenant Change/Revert to Owner-Billing                      Unknown User/Who Used - Billing                      Unknown User-Credit</p>
<p><b>Customer Service</b></p>	<p>Business Solutions Center Issues-Customer Contact Center                      Customer Contact Center-High Bill                      Customer Service Policy-Customer Contact Center                      Discourteous Rude Customer Service Employee-Customer Contact Center                      Misinformation by Customer Service Personnel-Customer Contact Center                      Process/Procedure Error-Customer Contact Center                      Shared Meter-Customer Contact Center                      Slow Customer Service Phone Response-Customer Contact Center                      Tenant Change/Revert to Owner-Customer Contact Center</p>
<p><b>Meter Reading</b></p>	<p>Automated Metering Systems-Meter Reading                      Estimate/No Meter Reading-Meter Reading                      Meter Reading Error-Meter Reading                      Meter Reading Policy                      Misinformation by Meter Reading Personnel                      Premise Related</p>
<p><b>Other</b></p>	<p>Area/Street Light Maintenance-Outdoor Lighting                      Automated Meter Reading/Automated Energy Systems Maintenance Related-Distribution Construction Maintenance                      Automated Meter Reading/Automated Energy Systems Maintenance Related-Metering Systems                      Automated Meter Reading/Smartmeter/Health and Privacy Issues-Metering Systems                      Automated Meter Reading/Smartmeter/Health Issues-Metering Systems                      Automated Meter Reading/Smartmeter/Privacy Issues-Metering Systems                      Brush-Tree Related                      Builder's Call Line-New Construction                      Chemical Spill/Environmental-Field Service Order                      Communication-Tree Related                      Customer Refusal-Tree Related                      Damage Claim/Customer Operations-Other Retail                      Damage Claim/Field Operations-Field Service Other                      Decoupling                      Discourteous Rude Employee-Field Service Other                      Discourteous/Rude Employee                      Easements-Field Service Other                      E-Bill-Other Retail                      Electric Miscellaneous-Field Service Other                      Electric Service Upgrade-New Construction                      Excessive Clearance-Tree Related                      Field Operations Policy-Field Service Other                      Fixed Gas Bill Program-Other Retail                      Gas Miscellaneous-Field Service Other</p>
	<p>Gas Transportation                      Generation Inquiry                      Homesmart-Other Retail                      Interference-Electric, Radio, TV-Field Service Other                      Location/Operation Distribution-Field Service Other                      Location/Operation Substation</p>

<b>Other (Continued)</b>	Location/Operation Transmission Marketing/Rebate Programs-Other Retail Meter Set/Changed Stopped-Distribution Construction Maintenance Meter Set/Changed Stopped-Metering Systems Minnesota Metering Rate Issue-Metering Systems Miscellaneous Subpoena Miscellaneous Summons Order Printing Problem Order Routing Problem-Field Service Other Outage-Tree Related Policy Other-Other Retail Property Damage-Tree Related Rate/Tariff Issue-Other Retail Renewable Energy Trust-Other Retail Restoration Service-Field Service Other Restoration Services-New Construction Saver's Switch-Other Retail Scam Inquiry Service Extension - Construction Service Extension-Design-New Construction Service Quality Credits-Other Retail Service Upgrade-Field Service Other Switched Meters-Distribution Construction Maintenance Switched Meters-Metering Systems Trees Burning/Tree Related Unable to Determine-Other Retail Voltage Problem-Field Service Order
<b>Reliability-Duration</b>	Electric Outage-Communication-Reliability Duration Electric Outage-Duration-Reliability Duration
<b>Reliability-Frequency</b>	Electric Outage-Frequency-Reliability Frequency
<b>Trouble Orders</b>	Electric Trouble-Trouble Order Gas Trouble-Trouble Order

**Minnesota Public Utilities Commission  
 Consumer Affairs Office  
 121-7th Place East  
 St. Paul, MN 55101-2147**

**ANNUAL SUMMARY OF CUSTOMER COMPLAINTS**

For the period of January 01, 2017 to December 31, 2017

filed in accordance with Minn. R. 7820.0500

**Name of Utility:** Northern States Power Company, a Minnesota Corporation  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Philip Johnson, Customer Advocate Analyst, Customer Care 715-737-3033

I. Complaint Type	<u>RESIDENTIAL</u>			<u>COMMERCIAL</u>			<u>INDUSTRIAL</u>			<u>GOVERNMENT</u>		
	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
A. Billing Error	55	55	0	4	4	0	1	1	0	0	0	0
B. High Bill	17	17	0	1	1	0	0	0	0	0	0	0
C. Inaccurate Metering	29	29	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	292	292	0	14	14	0	0	0	0	0	0	0
E. Service Ext Interval	6	6	0	2	2	0	0	0	0	0	0	0
F. Serv Rest Interval	11	11	0	0	0	0	0	0	0	0	0	0
G. Wrongful Disconnect	140	140	0	0	0	0	0	0	0	0	0	0
<b>Total Complaints*</b>	<b>550</b>	<b>550</b>	<b>0</b>	<b>21</b>	<b>21</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

II. Number of Customers	<u>Electric</u>			<u>Gas</u>		
	<u>2016</u>	<u>2017</u>	<u>Net Change</u>	<u>2016</u>	<u>2017</u>	<u>Net Change</u>
Residential	1,131,107	1,140,536	9,429	416,664	420,219	3,555
Commercial/ Industrial	131,853	132,263	410	34,511	34,673	162
<u>Other</u>	6,460	6,713	253	546	537	-9
<b>Total</b>	<b>1,269,421</b>	<b>1,279,512</b>	<b>10,091</b>	<b>451,720</b>	<b>455,429</b>	<b>3,709</b>

Note: A customer that has both gas and electric service from Xcel Energy will be included in both gas and electric counts

\*In the event the same complaint comes from two different sources, it is only counted as one complaint in the total.  
 In 2017, 14 complaints were assigned with the source of Commission/OAG, Commission/Other or OAG/Other.

**Minnesota Public Utilities Commission  
 Consumer Affairs Office  
 121-7th Place East  
 St. Paul, MN 55101-2147**

**ANNUAL SUMMARY OF MPUC, OAG and OTHER CUSTOMER COMPLAINTS**

For the period of January 01, 2017 to December 31, 2017

Name of Utility: Northern States Power Company

Address: 3115 Centre Pointe Drive, Roseville, MN 55113

Prepared by: Philip Johnson, Customer Advocate Analyst, Customer Care 715-737-3033

MPUC	RESIDENTIAL			COMMERCIAL			INDUSTRIAL			GOVERNMENT		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
I Complaint Type												
A. Billing Error	14	14	0	0	0	0	0	0	0	0	0	0
B. High Bill	9	9	0	0	0	0	0	0	0	0	0	0
C. Inaccurate Metering	4	4	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	49	49	0	4	4	0	0	0	0	0	0	0
E. Service Ext Interval	0	0	0	1	1	0	0	0	0	0	0	0
F. Serv Rest Interval	7	7	0	0	0	0	0	0	0	0	0	0
G. Wrongful Disconnect	25	25	0	0	0	0	0	0	0	0	0	0
In 2017, 6 complaints were assigned with the source of Commission and a Other source												
<b>Total Complaints</b>	<b>108</b>	<b>108</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

OAG	RESIDENTIAL			COMMERCIAL			INDUSTRIAL			GOVERNMENT		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
II Complaint Type												
A. Billing Error	22	22	0	0	0	0	0	0	0	0	0	0
B. High Bill	4	4	0	0	0	0	0	0	0	0	0	0
C. Inaccurate Metering	0	0	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	108	108	0	3	3	0	0	0	0	0	0	0
E. Service Ext Interval	1	1	0	0	0	0	0	0	0	0	0	0
G. Wrongful Disconnect	75	75	0	0	0	0	0	0	0	0	0	0
In 2017, 8 complaints were received from OAG and a Other source.												
<b>Total Complaints</b>	<b>210</b>	<b>210</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

OTHER	RESIDENTIAL			COMMERCIAL			INDUSTRIAL			GOVERNMENT		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
II Complaint Type												
A. Billing Error	20	20	0	4	4	0	1	1	0	0	0	0
B. High Bill	7	7	0	1	1	0	0	0	0	0	0	0
C. Inaccurate Metering	25	25	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	142	142	0	7	7	0	0	0	0	0	0	0
E. Service Ext Interval	6	6	0	1	1	0	0	0	0	0	0	0
F. Serv Rest Interval	4	4	0	0	0	0	0	0	0	0	0	0
G. Wrongful Disconnect	42	42	0	0	0	0	0	0	0	0	0	0
In 2017, 14 complaints were received from OAG or Commission and a Other source.												
<b>Total Complaints</b>	<b>246</b>	<b>246</b>	<b>0</b>	<b>13</b>	<b>13</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Xcel Energy  
 Natural Gas Service Quality Report - 2017  
 Emergency Calls Average Speed of Answer

**All Natural Gas Emergency Calls\***

	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average
<b>Average Speed of Answer (in Seconds)</b>	11	11	10	10	9	9	6	5	5	5	5	6	7
<b>Agent Offered Call Volume</b>	3,515	2,653	2,785	3,113	3,926	4,552	3,729	3,941	3,779	4,171	3,133	3,740	43,037

**Natural Gas Emergency Line Only (1-800-895-2999)**

	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	2017 Average
<b>Average Speed of Answer (in Seconds)</b>	14	14	13	13	13	13	10	9	11	11	10	11	12
<b>Agent Offered Call Volume</b>	602	421	474	522	538	563	513	627	531	744	718	742	6,995

\*Phone numbers included here are our general phone customer service line (1-800-895-4999), our Business Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999)

	<u>Jan - Feb</u>	<u>Mar - Apr</u>	<u>May - Jun</u>	<u>Jul - Aug</u>	<u>Sep - Oct</u>	<u>Nov - Dec</u>	<u>Total 2017</u>
Calls responded to in one hour or less	1,440	1,301	1,504	1,583	1,686	1,792	9,306
Calls responded to in more than one hour	<u>166</u>	<u>66</u>	<u>109</u>	<u>148</u>	<u>373</u>	<u>414</u>	<u>1,276</u>
<i>Total Calls</i>	<i>1,606</i>	<i>1,367</i>	<i>1,613</i>	<i>1,731</i>	<i>2,059</i>	<i>2,206</i>	<i>10,582</i>
Percent responded to in one hour or less	89.66%	95.17%	93.24%	91.45%	81.88%	81.23%	87.94%
Percent responded to in more than one hour	10.34%	4.83%	6.76%	8.55%	18.16%	18.77%	12.06%

Per MnOPS definition: Response time is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.



# MINNESOTA DEPARTMENT OF PUBLIC SAFETY



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## EMERGENCY RESPONSE REPORTING FORM - 2017

**Instructions:** Enter applicable information into the fields below using Adobe Reader. The electronic form can be submitted directly to MNOPS for collection of information. Please click print to save a copy of this information for your records.

<b>General Information -</b>					
Company Name: Northern States Power Company - Minnesota			Contact Name Lisa Kallberg		
e-mail address: elisabeth.m.kallberg@xcelenergy.com			Phone: 651-229-2282		
<b>Reporting Period</b>					
January / February <input checked="" type="checkbox"/>		March / April <input type="checkbox"/>		May / June <input type="checkbox"/>	
July / August <input type="checkbox"/>		September / October <input type="checkbox"/>		November / December <input type="checkbox"/>	
<b>Response Intervals</b>					
<b>Interval</b>	<b>Dispatch</b>	<b>Response</b>	<b>Repair Crew</b>	<b>Gas Shut Off</b>	<b>Line Repair</b>
> 0 min. to 10 min.	882	31	0	1	0
> 10 min. to 20 min.	425	298	1	1	1
> 20 min. to 40 min.	182	830	0	4	56
> 40 min. to 60 min.	67	281	0	1	293
> 60 min. to 80 min.	25	96	0	0	412
> 80 min. to 100 min.	11	41	0	0	364
> 100 min. to 120 min	10	15	1	0	214
> 2 hrs to 3 hrs	4	14	0	0	202
> 3 hrs to 4 hrs	0	0	0	0	34
> 4 hrs to 6 hrs	0	0	0	0	22
> 6 hrs to 8 hrs	0	0	0	0	5
> 8 hrs	0	0	0	0	3
For each gas odor/leak notification add one to the appropriate time group and event column when applicable.					
<b>Dispatch</b> - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.					
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e-mail address: elisabeth.m.kallberg@xcelenergy.com			Phone: 651-229-2282		
Reporting Period					
January / February	<input type="checkbox"/>	March / April	<input checked="" type="checkbox"/>	May / June	<input type="checkbox"/>
July / August	<input type="checkbox"/>	September / October	<input type="checkbox"/>	November / December	<input type="checkbox"/>
Response Intervals					
Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	882	32	0	1	0
> 10 min. to 20 min.	351	358	0	1	1
> 20 min. to 40 min.	93	722	0	9	53
> 40 min. to 60 min.	17	189	0	2	291
> 60 min. to 80 min.	15	34	0	1	423
> 80 min. to 100 min.	3	19	0	0	267
> 100 min. to 120 min	6	10	0	0	157
> 2 hrs to 3 hrs	0	3	0	0	130
> 3 hrs to 4 hrs	0	0	0	0	21
> 4 hrs to 6 hrs	0	0	0	0	20
> 6 hrs to 8 hrs	0	0	0	0	1
> 8 hrs	0	0	0	0	3
For each gas odor/leak notification add one to the appropriate time group and event column when applicable.					
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e-mail address: elisabeth.m.kallberg@xcelenergy.com			Phone: 651-229-2282		
Reporting Period					
January / February	<input type="checkbox"/>	March / April	<input type="checkbox"/>	May / June	<input checked="" type="checkbox"/>
July / August	<input type="checkbox"/>	September / October	<input type="checkbox"/>	November / December	<input type="checkbox"/>
Response Intervals					
Interval	Dispatch	Response	Repair Crew	Gas Shut Off	Line Repair
> 0 min. to 10 min.	952	40	0	6	0
> 10 min. to 20 min.	435	304	0	6	0
> 20 min. to 40 min.	146	883	0	12	62
> 40 min. to 60 min.	53	277	0	9	346
> 60 min. to 80 min.	16	76	0	2	408
> 80 min. to 100 min.	6	19	0	6	367
> 100 min. to 120 min	3	6	0	2	185
> 2 hrs to 3 hrs	1	7	0	2	185
> 3 hrs to 4 hrs	0	0	0	0	36
> 4 hrs to 6 hrs	0	0	0	0	20
> 6 hrs to 8 hrs	0	0	0	0	2
> 8 hrs	1	1	0	0	2
For each gas odor/leak notification add one to the appropriate time group and event column when applicable.					
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<b>General Information -</b>					
Company Name: Northern States Power Company - Minnesota			Contact Name Lisa Kallberg		
e-mail address: elisabeth.m.kallberg@xcelenergy.com			Phone: 651-788-0648		
<b>Reporting Period</b>					
January / February <input type="checkbox"/>		March / April <input type="checkbox"/>		May / June <input type="checkbox"/>	
July / August <input checked="" type="checkbox"/>		September / October <input type="checkbox"/>		November / December <input type="checkbox"/>	
<b>Response Intervals</b>					
<b>Interval</b>	<b>Dispatch</b>	<b>Response</b>	<b>Repair Crew</b>	<b>Gas Shut Off</b>	<b>Line Repair</b>
> 0 min. to 10 min.	1107	29	0	8	1
> 10 min. to 20 min.	377	280	0	6	5
> 20 min. to 40 min.	167	918	0	9	95
> 40 min. to 60 min.	46	356	0	6	372
> 60 min. to 80 min.	20	80	0	1	455
> 80 min. to 100 min.	7	39	0	1	312
> 100 min. to 120 min	1	16	0	1	200
> 2 hrs to 3 hrs	6	12	0	1	213
> 3 hrs to 4 hrs	0	1	0	1	42
> 4 hrs to 6 hrs	0	0	0	0	26
> 6 hrs to 8 hrs	0	0	0	0	7
> 8 hrs	0	0	0	0	3
For each gas odor/leak notification add one to the appropriate time group and event column when applicable.					
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<b>Response Intervals</b>					
<b>Interval</b>	<b>Dispatch</b>	<b>Response</b>	<b>Repair Crew</b>	<b>Gas Shut Off</b>	<b>Line Repair</b>
> 0 min. to 10 min.	882	27	0	6	0
> 10 min. to 20 min.	549	190	0	3	0
> 20 min. to 40 min.	380	972	0	9	0
> 40 min. to 60 min.	111	497	0	5	1
> 60 min. to 80 min.	69	206	0	5	3
> 80 min. to 100 min.	35	83	0	3	58
> 100 min. to 120 min	11	48	0	1	157
> 2 hrs to 3 hrs	13	26	0	1	896
> 3 hrs to 4 hrs	5	4	0	1	703
> 4 hrs to 6 hrs	4	6	0	0	210
> 6 hrs to 8 hrs	0	0	0	0	22
> 8 hrs	0	0	0	0	9
For each gas odor/leak notification add one to the appropriate time group and event column when applicable.					
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## Gas Emergency Reporting Summary

Gas Code	Description	MnOPS Bi-Monthly Reporting
EBG Blowing Gas	<b>Broken / hit gas line (gas blowing); Covers all gas mains and service laterals that are broken. Gas must be blowing.</b> Includes instances of hissing or blowing gas and/or occurrences of strong or sudden odor. Also covers any gas blowing situations such as meters/ reg stations struck by cars, lightning or other natural disasters.	Yes
EEX Explosion	<b>Explosion; any natural gas explosion</b> and/ or any explosion, we will respond to protect and investigate our interests	Yes
EFR ERI Fire	<b>Fire (when gas related); any natural gas fire or whenever requested by the fire department;</b> all fire calls are handled the same with immediate response and there basically is no difference between the orders. Initially one work order type applied for working fires and the other for when we were called to make our checks after the fact (fire out)	Yes
ETX CO Symptoms	<b>Carbon monoxide order with symptoms; Customer feels that they have Carbon Monoxide symptoms.</b> Company techs would call 911 upon arrival if they felt medical assistance was needed for the affected customers.	No
EIR Iced Regulator	<b>Ice and/or snow on regulator; Problem of ice and snow on the regulator and regulator vent (pressure problems)</b> These are given a very high priority because blockage of the vent on the regulator by snow or ice build-up can cause the regulator to fail and possibly allow the street pressure (60 pounds) to pass thru the meter and into the building which can lead to many undesirable conditions (explosions/fires/etc)	No
EOI Indoor Odor	<b>Customer smells gas odor inside; any Customer odor initiated order.</b> When odor is faint and no sound (ie. blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.	Yes
EOO Outside Odor	<b>Customer smells gas odor outside; any Customer odor initiated order.</b> When odor is faint and no sound (ie. Blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.	Yes
NOGAS No Gas	<b>No gas: no gas due to Company equipment.</b> In the winter months, this code will receive a higher priority since Customer's heat could be dependent on gas.	No
EPR Pressure High or Low	<b>High Pressure; high pressure gas on Customer fuel line and equipment</b> usually indicated by caller with unusually high/loud pilots or a noise associated with the pilots. <b>Poor pressure; Problem with Regulator, may need change or adjusted.</b> Such calls are prioritized higher in the winter.	No
ECO CO Alarm	<b>Carbon Monoxide Check/Alarm Only: Customer has C.O alarm going off and does not have any symptoms.</b>	No

Above gas emergency call types are all reported in Xcel Energy's Gas Emergency Response Time metric.

**Year: 2017**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	407	1278.64	3.14	2,318.00	5.70	7,109.48	17.47	9,899.05	24.32	392	96%	15	4%
ECO	CO Check/Alarm	1,196	3513.18	2.94	16,178.98	13.53	23,441.77	19.60	42,455.61	35.50	1,080	90%	116	10%
EEX	Gas Explosion	1	2.06	2.06	22.35	22.35	17.42	17.42	3.49	3.49	1	100%	0	0%
EFI	Gas Fire	227	663.69	2.92	1,162.12	5.12	3,566.52	15.71	5,371.50	23.66	225	99%	2	1%
EIR	Ice Regulator	3	9.80	3.27	466.15	155.38	31.43	10.48	65.44	21.81	2	67%	1	33%
EOI	Smells Gas Inside	6,470	19578.98	3.03	93,303.75	14.42	125,957.55	19.47	232,939.41	36.00	5,755	89%	715	11%
EOO	Smells Gas Outside	3,476	10601.57	3.05	61,295.48	17.63	71,442.23	20.55	137,892.92	39.67	2,922	84%	554	16%
EPR	High / Low Pressure	430	1278.70	2.97	8,784.47	20.43	9,190.47	21.37	19,027.93	44.25	349	81%	81	19%
ETX	CO Emergency	175	585.69	3.35	2,470.48	14.12	3,469.48	19.83	6,168.58	35.25	158	90%	17	10%
NOGAS	Customer Reports No Gas	845	2628.44	3.11	19,467.43	23.04	17,480.67	20.69	37,551.80	44.44	659	78%	186	22%
<b>All Gas Emergency Calls for Year 2017</b>		<b>13,230</b>	<b>40140.75</b>	<b>3.03</b>	<b>205,469.22</b>	<b>15.53</b>	<b>261,707.02</b>	<b>19.78</b>	<b>507,317.58</b>	<b>38.35</b>	<b>11,543</b>	<b>87%</b>	<b>1,687</b>	<b>13%</b>

**Month: January**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	6	12.36	2.06	30.03	5.01	75.05	12.51	117.44	19.57	6	100%	0	0%
ECO	CO Check/Alarm	144	296.64	2.06	1,839.10	12.77	3,242.67	22.52	5,378.41	37.35	132	92%	12	8%
EEX	Gas Explosion	1	2.06	2.06	22.35	22.35	17.42	17.42	41.83	41.83	1	100%	0	0%
EFI	Gas Fire	26	53.56	2.06	148.08	5.70	354.77	13.64	556.41	21.40	26	100%	0	0%
EOI	Smells Gas Inside	571	1176.26	2.06	8,022.38	14.05	11,455.95	20.06	20,654.59	36.17	497	87%	74	13%
EOO	Smells Gas Outside	356	733.36	2.06	5,820.68	16.35	7,776.70	21.84	14,330.74	40.25	299	84%	57	16%
EPR	High / Low Pressure	78	160.68	2.06	1,483.70	19.02	1,775.58	22.76	3,419.96	43.85	63	81%	15	19%
ETX	CO Emergency	14	28.84	2.06	150.23	10.73	342.53	24.47	521.61	37.26	13	93%	1	7%
NOGAS	Customer Reports No Gas	93	191.58	2.06	1,957.70	21.05	1,878.68	20.20	4,027.96	43.31	78	84%	15	16%
<b>All Gas Emergency Calls for January 2017</b>		<b>1,289</b>	<b>2655.34</b>	<b>2.06</b>	<b>19,474.27</b>	<b>15.11</b>	<b>26,919.35</b>	<b>20.88</b>	<b>49,048.96</b>	<b>38.05</b>	<b>1,115</b>	<b>87%</b>	<b>174</b>	<b>13%</b>

**Month: February**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	6	11.64	1.94	19.42	3.24	92.48	15.41	123.54	20.59	6	100%	0	0%
ECO	CO Check/Alarm	74	143.56	1.94	685.02	9.26	1,463.70	19.78	2,292.28	30.98	69	93%	5	7%
EFI	Gas Fire	12	23.28	1.94	42.73	3.56	147.65	12.30	213.66	17.81	12	100%	0	0%
EIR	Ice Regulator	1	1.94	1.94	6.10	6.10	8.10	8.10	16.14	16.14	1	100%	0	0%
EOI	Smells Gas Inside	412	799.28	1.94	4,090.77	9.93	7,842.87	19.04	12,732.91	30.91	394	96%	18	4%
EOO	Smells Gas Outside	217	420.98	1.94	2,513.58	11.58	4,512.82	20.80	7,447.38	34.32	199	92%	18	8%
EPR	High / Low Pressure	38	73.72	1.94	565.60	14.88	835.55	21.99	1,474.87	38.81	34	89%	4	11%
ETX	CO Emergency	7	13.58	1.94	37.72	5.39	106.38	15.20	157.68	22.53	7	100%	0	0%
NOGAS	Customer Reports No Gas	62	120.28	1.94	945.58	15.25	1,270.33	20.49	2,336.20	37.68	54	87%	8	13%
<b>All Gas Emergency Calls for February 2017</b>		<b>829</b>	<b>1608.26</b>	<b>1.94</b>	<b>8,906.52</b>	<b>10.74</b>	<b>16,279.88</b>	<b>19.64</b>	<b>26,794.66</b>	<b>32.32</b>	<b>776</b>	<b>94%</b>	<b>53</b>	<b>6%</b>

**Month: March**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	6	10.5	1.75	10.75	1.79	78.62	13.10	99.87	16.64	6	100%	0	0%
ECO	CO Check/Alarm	99	173.25	1.75	874.75	8.84	1,735.20	17.53	2,783.20	28.11	97	98%	2	2%
EFI	Gas Fire	17	29.75	1.75	73.60	4.33	267.05	15.71	370.40	21.79	16	94%	1	6%
EOI	Smells Gas Inside	431	754.25	1.75	3,668.67	8.51	7,979.73	18.51	12,402.65	28.78	414	96%	17	4%
EOO	Smells Gas Outside	193	337.75	1.75	1,935.47	10.03	3,797.72	19.68	6,070.93	31.46	184	95%	9	5%
EPR	High / Low Pressure	40	70	1.75	395.80	9.90	888.72	22.22	1,354.52	33.86	36	90%	4	10%
ETX	CO Emergency	6	10.5	1.75	60.10	10.02	124.33	20.72	194.93	32.49	5	83%	1	17%
NOGAS	Customer Reports No Gas	50	87.5	1.75	663.93	13.28	911.72	18.23	1,663.15	33.26	47	94%	3	6%
<b>All Gas Emergency Calls for March 2017</b>		<b>842</b>	<b>1473.5</b>	<b>1.75</b>	<b>7,683.07</b>	<b>9.12</b>	<b>15,783.08</b>	<b>18.74</b>	<b>24,939.65</b>	<b>29.62</b>	<b>805</b>	<b>96%</b>	<b>37</b>	<b>4%</b>



**Month: April**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	24	44.88	1.87	67.47	2.81	344.93	14.37	457.28	19.05	24	100%	0	0%
ECO	CO Check/Alarm	97	181.39	1.87	796.92	8.22	1,865.47	19.23	2,843.77	29.32	93	96%	4	4%
EFI	Gas Fire	22	41.14	1.87	85.03	3.87	396.85	18.04	523.02	23.77	22	100%	0	0%
EOI	Smells Gas Inside	437	817.19	1.87	3,383.17	7.74	8,644.92	19.78	12,845.27	29.39	418	96%	19	4%
EOO	Smells Gas Outside	236	441.32	1.87	2,830.93	12.00	4,853.13	20.56	8,125.39	34.43	216	92%	20	8%
EPR	High / Low Pressure	22	41.14	1.87	275.13	12.51	421.48	19.16	737.76	33.53	19	86%	3	14%
ETX	CO Emergency	9	16.83	1.87	70.45	7.83	148.07	16.45	235.35	26.15	9	100%	0	0%
NOGAS	Customer Reports No Gas	38	71.06	1.87	380.52	10.01	684.60	18.02	1,136.18	29.90	37	97%	1	3%
<b>All Gas Emergency Calls for April 2017</b>		<b>885</b>	<b>1654.95</b>	<b>1.87</b>	<b>7,889.62</b>	<b>8.91</b>	<b>17,359.45</b>	<b>19.62</b>	<b>26,904.02</b>	<b>30.40</b>	<b>838</b>	<b>95%</b>	<b>47</b>	<b>5%</b>

**Month: May**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	52	103.48	1.99	275.47	5.30	1,108.07	21.31	1,487.01	28.60	49	94%	3	6%
ECO	CO Check/Alarm	86	171.14	1.99	928.03	10.79	1,521.47	17.69	2,620.64	30.47	82	95%	4	5%
EFI	Gas Fire	21	41.79	1.99	116.98	5.57	337.62	16.08	496.39	23.64	21	100%	0	0%
EOI	Smells Gas Inside	494	983.06	1.99	5,757.40	11.65	9,748.12	19.73	16,488.58	33.38	457	93%	37	7%
EOO	Smells Gas Outside	294	585.06	1.99	3,711.13	12.62	5,888.42	20.03	10,184.61	34.64	263	89%	31	11%
EPR	High / Low Pressure	18	35.82	1.99	384.97	21.39	366.13	20.34	786.92	43.72	16	89%	2	11%
ETX	CO Emergency	6	11.94	1.99	83.85	13.98	133.72	22.29	229.51	38.25	6	100%	0	0%
NOGAS	Customer Reports No Gas	46	91.54	1.99	820.32	17.83	1,058.05	23.00	1,969.91	42.82	36	78%	10	22%
<b>All Gas Emergency Calls for May 2017</b>		<b>1,017</b>	<b>2023.83</b>	<b>1.99</b>	<b>12,078.15</b>	<b>11.88</b>	<b>20,161.58</b>	<b>19.82</b>	<b>34,263.56</b>	<b>33.69</b>	<b>930</b>	<b>91%</b>	<b>87</b>	<b>9%</b>

**Month: June**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	54	125.82	2.33	219.47	4.06	1,132.37	20.97	1,477.65	27.36	52	96%	2	4%
ECO	CO Check/Alarm	76	177.08	2.33	782.97	10.30	1,315.07	17.30	2,275.11	29.94	74	97%	2	3%
EFI	Gas Fire	15	34.95	2.33	80.68	5.38	223.73	14.92	339.37	22.62	15	100%	0	0%
EOI	Smells Gas Inside	470	1095.1	2.33	4,408.72	9.38	8,913.70	18.97	14,417.52	30.68	453	96%	17	4%
EOO	Smells Gas Outside	212	493.96	2.33	2,680.98	12.65	4,441.18	20.95	7,616.13	35.93	194	92%	18	8%
EPR	High / Low Pressure	12	27.96	2.33	238.80	19.90	269.40	22.45	536.16	44.68	9	75%	3	25%
ETX	CO Emergency	7	16.31	2.33	76.02	10.86	118.90	16.99	211.23	30.18	7	100%	0	0%
NOGAS	Customer Reports No Gas	60	139.8	2.33	1,129.62	18.83	1,267.20	21.12	2,536.62	42.28	49	82%	11	18%
<b>All Gas Emergency Calls for June 2017</b>		<b>906</b>	<b>2110.98</b>	<b>2.33</b>	<b>9,617.25</b>	<b>10.62</b>	<b>17,681.55</b>	<b>19.52</b>	<b>29,409.78</b>	<b>32.46</b>	<b>853</b>	<b>94%</b>	<b>53</b>	<b>6%</b>

**Month: July**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	62	211.42	3.41	269.92	4.35	1,020.98	16.47	1,502.32	24.23	62	100%	0	0%
ECO	CO Check/Alarm	108	368.28	3.41	1,381.97	12.80	2,145.18	19.86	3,895.43	36.07	94	87%	14	13%
EFI	Gas Fire	16	54.56	3.41	90.05	5.63	265.83	16.61	410.44	25.65	16	100%	0	0%
EOI	Smells Gas Inside	522	1780.02	3.41	5,882.95	11.27	10,694.75	20.49	18,357.72	35.17	480	92%	42	8%
EOO	Smells Gas Outside	192	654.72	3.41	2,256.30	11.75	3,959.78	20.62	6,870.80	35.79	176	92%	16	8%
EPR	High / Low Pressure	13	44.33	3.41	123.32	9.49	338.58	26.04	506.23	38.94	11	85%	2	15%
ETX	CO Emergency	15	51.15	3.41	204.00	13.60	319.65	21.31	574.80	38.32	13	87%	2	13%
NOGAS	Customer Reports No Gas	49	167.09	3.41	956.95	19.53	1,041.10	21.25	2,165.14	44.19	41	84%	8	16%
<b>All Gas Emergency Calls for July 2017</b>		<b>977</b>	<b>3331.57</b>	<b>3.41</b>	<b>11,165.45</b>	<b>11.43</b>	<b>19,785.87</b>	<b>20.25</b>	<b>34,282.89</b>	<b>35.09</b>	<b>893</b>	<b>91%</b>	<b>84</b>	<b>9%</b>

**Month: August**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	48	166.56	3.47	229.17	4.77	785.83	16.37	1,181.57	24.62	48	100%	0	0%
ECO	CO Check/Alarm	74	256.78	3.47	1,028.70	13.90	1,325.22	17.91	2,610.72	35.28	66	89%	8	11%
EFI	Gas Fire	10	34.7	3.47	35.13	3.51	205.22	20.52	275.05	27.51	10	100%	0	0%
EOI	Smells Gas Inside	592	2054.24	3.47	7,154.45	12.09	12,207.10	20.62	21,415.60	36.18	549	93%	43	7%
EOO	Smells Gas Outside	289	1002.83	3.47	4,282.18	14.82	5,915.08	20.47	11,200.20	38.76	255	88%	34	12%
EPR	High / Low Pressure	12	41.64	3.47	201.15	16.76	365.67	30.47	608.46	50.71	10	83%	2	17%
ETX	CO Emergency	11	38.17	3.47	99.73	9.07	270.15	24.56	408.06	37.10	11	100%	0	0%
NOGAS	Customer Reports No Gas	44	152.68	3.47	900.08	20.46	897.25	20.39	1,949.99	44.32	37	84%	7	16%
<b>All Gas Emergency Calls for July 2017</b>		<b>1,080</b>	<b>3747.6</b>	<b>3.47</b>	<b>13,930.60</b>	<b>12.90</b>	<b>21,971.52</b>	<b>20.34</b>	<b>39,649.72</b>	<b>36.71</b>	<b>986</b>	<b>91%</b>	<b>94</b>	<b>9%</b>

**Month: September**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	58	223.88	3.86	445.83	7.69	944.40	16.28	1,614.11	27.83	55	95%	3	5%
ECO	CO Check/Alarm	80	308.8	3.86	1,453.48	18.17	1,615.70	20.20	3,377.98	42.22	65	81%	15	19%
EFI	Gas Fire	22	84.92	3.86	136.73	6.22	374.52	17.02	596.17	27.10	21	95%	1	5%
EOI	Smells Gas Inside	533	2057.38	3.86	8,515.82	15.98	10,301.32	19.33	20,874.51	39.16	468	88%	65	12%
EOO	Smells Gas Outside	257	992.02	3.86	4,517.22	17.58	5,677.88	22.09	11,187.12	43.53	210	82%	47	18%
EPR	High / Low Pressure	23	88.78	3.86	702.93	30.56	461.00	20.04	1,252.71	54.47	17	74%	6	26%
ETX	CO Emergency	20	77.2	3.86	303.07	15.15	439.92	22.00	820.18	41.01	17	85%	3	15%
NOGAS	Customer Reports No Gas	60	231.6	3.86	1,403.98	23.40	1,555.82	25.93	3,191.40	53.19	38	63%	22	37%
<b>All Gas Emergency Calls for July 2017</b>		<b>1,053</b>	<b>4064.58</b>	<b>3.86</b>	<b>17,479.07</b>	<b>16.60</b>	<b>21,370.55</b>	<b>20.29</b>	<b>42,914.20</b>	<b>40.75</b>	<b>891</b>	<b>85%</b>	<b>162</b>	<b>15%</b>

**Month: October**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	42	169.68	4.04	322.93	7.69	767.43	18.27	1,260.04	30.00	37	88%	5	12%
ECO	CO Check/Alarm	107	432.28	4.04	1,856.87	17.35	2,306.95	21.56	4,596.08	42.95	91	85%	16	15%
EFI	Gas Fire	16	64.64	4.04	64.47	4.03	245.17	15.32	374.27	23.39	16	100%	0	0%
EOI	Smells Gas Inside	696	2811.84	4.04	15,713.85	22.58	13,196.97	18.96	31,722.98	45.58	553	79%	143	21%
EOO	Smells Gas Outside	437	1765.48	4.04	11,583.65	26.51	8,703.53	19.92	22,052.77	50.46	326	75%	111	25%
EPR	High / Low Pressure	41	165.64	4.04	1,100.05	26.83	925.23	22.57	2,190.92	53.44	30	73%	11	27%
ETX	CO Emergency	22	88.88	4.04	394.30	17.92	457.55	20.80	940.72	42.76	19	86%	3	14%
NOGAS	Customer Reports No Gas	112	452.48	4.04	3,931.58	35.10	2,291.02	20.46	6,675.09	59.60	74	66%	38	34%
<b>All Gas Emergency Calls for July 2017</b>		<b>1,473</b>	<b>5950.92</b>	<b>4.04</b>	<b>34,967.70</b>	<b>23.74</b>	<b>28,893.85</b>	<b>19.62</b>	<b>69,812.84</b>	<b>47.40</b>	<b>1,146</b>	<b>78%</b>	<b>327</b>	<b>22%</b>

**Month: November**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	39	159.12	4.08	380.23	9.75	606.02	15.54	1,145.35	29.37	37	95%	2	5%
ECO	CO Check/Alarm	117	477.36	4.08	2,113.23	18.06	2,227.42	19.04	4,818.06	41.18	102	87%	15	13%
EFI	Gas Fire	26	106.08	4.08	140.22	5.39	468.35	18.01	714.64	27.49	26	100%	0	0%
EOI	Smells Gas Inside	628	2562.24	4.08	11,962.18	19.05	11,744.73	18.70	26,269.24	41.83	517	82%	111	18%
EOO	Smells Gas Outside	384	1566.72	4.08	8,914.37	23.21	7,704.38	20.06	18,185.47	47.36	293	76%	91	24%
EPR	High / Low Pressure	42	171.36	4.08	987.53	23.51	778.68	18.54	1,937.59	46.13	34	81%	8	19%
ETX	CO Emergency	29	118.32	4.08	493.43	17.01	467.28	16.11	1,079.03	37.21	26	90%	3	10%
NOGAS	Customer Reports No Gas	100	408	4.08	2,714.38	27.14	1,823.98	18.24	4,946.40	49.46	76	76%	24	24%
<b>All Gas Emergency Calls for July 2017</b>		<b>1,365</b>	<b>5569.2</b>	<b>4.08</b>	<b>27,705.58</b>	<b>20.30</b>	<b>25,820.85</b>	<b>18.92</b>	<b>59,095.78</b>	<b>43.29</b>	<b>1,111</b>	<b>81%</b>	<b>254</b>	<b>19%</b>

**Month: December**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	10	39.3	3.93	47.27	4.73	153.35	15.34	239.92	23.99	10	100%	0	0%
ECO	CO Check/Alarm	134	526.62	3.93	2,437.95	18.19	2,677.73	19.98	5,642.34	42.11	115	86%	19	14%
EFI	Gas Fire	24	94.32	3.93	164.47	6.85	259.53	10.81	518.33	21.60	24	100%	0	0%
EIR	Ice Regulator	2	7.86	3.93	460.05	230.03	23.33	11.67	491.24	245.62	1	50%	1	50%
EOI	Smells Gas Inside	684	2688.12	3.93	14,023.40	20.50	13,947.40	20.39	30,658.93	44.82	555	81%	129	19%
EOO	Smells Gas Outside	409	1607.37	3.93	10,232.23	25.02	8,207.35	20.07	20,047.14	49.02	307	75%	102	25%
EPR	High / Low Pressure	91	357.63	3.93	2,325.48	25.55	1,764.43	19.39	4,447.53	48.87	70	77%	21	23%
ETX	CO Emergency	29	113.97	3.93	497.58	17.16	541.00	18.66	1,152.55	39.74	25	86%	4	14%
NOGAS	Customer Reports No Gas	131	514.83	3.93	3,662.78	27.96	2,800.92	21.38	6,978.50	53.27	92	70%	39	30%
<b>All Gas Emergency Calls for July 2017</b>		<b>1,514</b>	<b>5950.02</b>	<b>3.93</b>	<b>33,851.22</b>	<b>22.36</b>	<b>30,375.05</b>	<b>20.06</b>	<b>70,176.93</b>	<b>46.35</b>	<b>1,199</b>	<b>79%</b>	<b>315</b>	<b>21%</b>

	Total 2017	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Failure to mark a line	22	0	0	0	2	3	6	4	2	4	1	0	0
Mismarked Lines	22	1	0	0	2	2	4	1	2	6	2	1	1
Total Number of Mislocates	44	1	0	0	4	5	10	5	4	10	3	1	1
Number of Locate tickets	177,703	3,635	4,248	8,462	19,436	24,751	23,059	20,741	20,920	18,476	18,630	10,969	4,376
Number of Mislocates Per 1000 Locate Tickets	0.25	0.28	0.00	0.00	0.21	0.20	0.43	0.24	0.19	0.54	0.16	0.09	0.23

	Total 2017	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Damage Under the Control of Xcel Energy's Employees and Contractors	66	2	0	1	5	9	12	10	6	11	6	3	1
Damage Caused by All Others	170	1	4	2	13	14	27	29	19	25	18	15	3
<b>Total Damages</b>	236	3	4	3	18	23	39	39	25	36	24	18	4
MN Miles of Distribution and Transmission Main as of December 31, 2017	9,374	9,374	9,374	9,374	9,374	9,374	9,374	9,374	9,374	9,374	9,374	9,374	9,374
<b>Damage Per 100 Miles of Main:</b>													
Damage Under the Control of Xcel Energy's Employees and Contractors	0.70	0.02	0.00	0.01	0.05	0.10	0.13	0.11	0.06	0.12	0.06	0.03	0.01
Damage Caused by All Others	1.81	0.01	0.04	0.02	0.14	0.15	0.29	0.31	0.20	0.27	0.19	0.16	0.03
<b>Total Damage Rate</b>	2.52	0.03	0.04	0.03	0.19	0.25	0.42	0.42	0.27	0.38	0.26	0.19	0.04

	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total 2017
<b>Outages Due to Employees/Contractors</b>													
Number of Homes	0	1	0	0	0	8	5						14
Number of Incidents	0	1	0	1	0	3	6						11
Average Outage Time (Hr: Min)	0:00	01:59	0:00	0:00	0:00	00:42	00:54						01:12
<b>Outages Due to All Other Causes</b>													
Number of Homes	13	3	37	11	95	75	39						273
Number of Incidents	2	3	4	7	18	25	30						89
Average Outage Time (Hr: Min)	4:26	00:41	02:15	01:34	01:31	01:02	01:10						01:49

\*\* Attachment L includes data on performance for Jan - July. Due to a change in systems in August 2017, the balance of information is currently not available and will be supplemented at a later date.



**PUBLIC DOCUMENT -**  
**NOT PUBLIC DATA HAS BEEN EXCISED**

<u>Address</u>	<u>City</u>	<u>Date</u>	<u>Number of Customers Affected</u>	<u>How Xcel Became Aware</u>	<u>Root Cause</u>	<u>Actions to Fix</u>	<u>Actions to Contact Public</u>	<u>Were There Public Relations Issues</u>	<u>Customer or Company Relight?</u>	<u>Gas off</u>	<u>Gas on</u>	<u>Duration</u>	<u>Gas Explosion?</u>
<b>[PRIVATE DATA BEGINS...</b>	Saint Paul	01/25/17	4	St. Paul Fire	Structure fire contained to 1 Apt. w/fatality & 3 injuries	Area secured, cause under investigation	Fire Dept. was on site	Media notified	N/A	1-25-17 @ 9:37am	N/A	N/A	No
	Waite Park	01/26/17	1	Stearns County	Structure fire	Area secured, cause under investigation	Fire Dept. was on site	Media notified	N/A	1-26-17 @ 12:32pm	N/A Structure was a total loss	N/A	No
	Woodbury	03/08/17	1	Washington County Police	Wind blew fence down onto meter set causing leak at riser	Evacuated people, secured location	Fire Dept. was on site	N/A	Xcel Energy	3-8-17 @ 0:32am	3-8-17 @ 4:00am	3 hr. 28 min.	No
	Big Lake	04/03/17	1	Sherburne County	Structure fire	Disconnected gas service, secured area	Fire Dept. was on site	Media notified	N/A	4-3-17 @ 10:39am	4-3-17 @ 12:15pm	1 hr. 36 min.	No
	White Bear Lake	04/06/17	0	Excavating Contractor	Damaged gas main by 3rd party contractor	Secured location, rerouted traffic, and turned gas off	Fire Dept. was on site	N/A	N/A	4-6-17 @ 8:44am	N/A	N/A	No
	Maplewood	04/24/17	1	Direct Shot Boring Contractor	Directional bore hit service	Secured location, rerouted traffic, and turned gas off	Fire Dept. was on site	N/A	N/A	4-24-17 @ 10:02am	N/A	N/A	No
	Saint Paul	06/07/17	1	Ramsey County	3rd Party Contractor damage to a 2" PE Service	Evacuated building, Secured location	Fire Dept. was on site	N/A	N/A	6-7-17 @ 10:41am	6-7-17 @ 11:27am	46 min.	No
	Brainerd	06/13/17	1	Cass County	Lightening Strike	Secured leak, replaced damaged equipment	Fire Dept. was on site	N/A	Xcel Energy	6-13-17 @ 11:36pm	6-14-17 @ 0:22am	46 min.	No
	Moundsview	06/27/17	1	Ramsey County	Cty Rd I blocked off, vacant house, possible vandalism, customer house pipe	Turned off meter, secured area, and vented the house	Fire Dept. was on site	N/A	N/A	6-27-17 @ 5:55pm	N/A	N/A	No
	Saint Paul	07/12/17	65	Xcel Construction crew	Main damaged by large rock while excavating for a leak	Secured location, shut off gas	Door-to-door contact	N/A	Xcel Energy	7-12-17 @ 2:41am	7-12-17 @ 3:26am	45 min.	No
	Maplewood	07/12/17	1	Ramsey County	Lightning strike	Established secure area, excavated to shut off gas	Fire Dept. was on site	N/A	N/A	7-12-17 @ 2:50am	7-12-17 @ 3:54am	1 hr. 4 min.	No
	Hamburg	08/04/17	0	Carver County Fire Dept.	Directional boring hit gas main	Established secure area, excavated nearby homes	Fire Dept. was on site	N/A	N/A	8-4-17 @ 3:29pm	8-4-17 @ 6:18pm	2 hr. 49 min.	No
	Saint Paul	09/01/17	0	Saint Paul Fire Dept.	Contractor his 5/8 PE Gas Service line	Blocked off street and established secure area	Fire Dept. was on site	N/A	N/A	9-1-17 @ 3:08pm	9-1-17 @ 3:19pm	11 min.	No
	Saint Joseph	09/07/17	1	Stearns County Sherriff's Dept.	Contractor hit service	Established secure area, evacuated nearby hotel, secured leak	Fire Dept. was on site	N/A	N/A	9-7-17 @ 5:00pm	9-7-17 @ 5:10pm	10 min.	No
	Red Wing	09/15/17	325	Xcel Energy Gas Ops	Q3 Procedure for purging accidentally put air in the system	Turned off all meters, re-pressured line, turned on all meters and relit	N/A	Community Relations Manager was engaged	Xcel Energy	9/15/17 @ 3:31pm	9-15-17 @ 10:00pm	6 hr. 29 min.	No
	Shoreview	09/29/17	3	Ramsey County	Contractor drilling for soil sampling bored into 3" pe main	Gas turned off and established a safe perimeter, installed bypass, secured leak and made repairs.	Fire Dept. was on site	N/A	Xcel Energy	9-27-17 @ 9:13am	9-27-17 @ 11:57am	2 hr. 44 min.	No
	Inver Grove Heights	10/02/17	1	Inver Grove Heights Fire	Lightening Strike	Established a safe perimeter, installed a temporary service	Fire Dept. was on site	N/A	Xcel Energy	10-2-17 @ 6:25pm	10-2-17 @ 9:21pm	2 hr. 57 min.	No
	Stillwater	10/12/17	1	Washington County 911	Electric utility damaged gas service causing gas ignition	Extinguished flame and secured the leak	Fire Dept. was on site	N/A	Xcel Energy	10-12-17 @ 12:54pm	10-12-17 @ 1:51pm	1 hr. 3 min.	No
	Saint Cloud	11/09/17	1	Customer	Gas leaking from commercial meter set.	Evacuated employees, turned gas off, and ventilated building.	N/A	N/A	Xcel Energy	11-9-17 @ 8:25am	11-9-17 @ 9:54am	1 hr. 29 min.	No
	Saint Paul	11/22/17	0	St. Paul Fire	3rd Party Contractor hit end of a 2" steel main	Established safe perimeter, evacuated nearby residents, closed roads, and stopped-off blowing gas.	Fire Dept. was on site	Yes	N/A	N/A	N/A	N/A	No
	Lake Elmo	11/24/17	1	Washington County Dispatch	House Fire.	Established safe perimeter, disconnected the gas service. Total loss, gas meter and connection meter melted due to fire.	Fire Dept. was on site	N/A	N/A	11/24/17 @ 7:26am	N/A	N/A	No

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<u>Address</u>	<u>City</u>	<u>Date</u>	<u>Number of Customers Affected</u>	<u>How Xcel Became Aware</u>	<u>Root Cause</u>	<u>Actions to Fix</u>	<u>Actions to Contact Public</u>	<u>Were There Public Relations Issues</u>	<u>Customer or Company Relight?</u>	<u>Gas off</u>	<u>Gas on</u>	<u>Duration</u>	<u>Gas Explosion?</u>
[PRIVATE DATA BEGINS...]	Roseville	12/20/17	19	Ramsey County Dispatch	3rd party damage	Established safe perimeter and secured leaking gas.	Door-to-door contact	Media attention and community relations manager was in contact with Roseville City Manager.	Xcel Energy	12/20/17 @ 2:51pm	12/20/17 @ 7:51pm	5 hours	No
[PRIVATE DATA BEGINS...]	Delano	12/27/17	51	Customer	Loss of pressure due to material failure.	Defined low pressure boundary, turned off meters, and stabilized pressure.	Outbound call to impacted customers.	Engaged internal Community Relations Leadership.	Xcel Energy	12/27/17 @ 8am	12/27/17 @ 6pm	10 hrs.	No

**Customer Service Related Operations and Maintenance Expenses**

	<b>2017 Actuals</b>	
	<b>NSPM Company Gas Utility</b>	<b>State of MN Jurisdiction</b>
FERC Account 901 & 903	\$ 5,652,366	\$ 5,034,393
Associated Payroll Taxes & Benefits	\$ 437,946	\$ 388,921
<b>Total Customer Service Related O&amp;M Expenses</b>	<b>\$ 6,090,311</b>	<b>\$ 5,423,314</b>

Utility	Work Resolution	Data	Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec												Grand Total
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Electric	INVESTIGATE AND REMEDIATE	Order Count	218	250	253	197	200	209	313	332	365	342	282	423	3,384
		Average Days	3.71	3.30	3.01	3.09	3.39	2.72	3.14	3.42	3.55	3.23	3.38	3.51	3.31
		Min Days	1	1	1	1	1	0	0	1	1	0	1	1	0
		Max of Days	34	24	7	9	6	7	6	9	14	12	19	14	34
		StdDev of Days	2.61	1.86	1.24	1.44	1.37	1.11	1.33	1.66	1.74	1.50	1.93	1.68	1.68
	INVESTIGATE AND REFER	Order Count	26	16	16	17	13	16	28	34	22	21	20	35	264
		Average Days	4.38	3.31	3.06	3.76	3.38	3.06	3.50	3.56	3.41	3.14	3.20	3.94	3.54
		Min Days	2	1	2	2	2	2	1	1	1	2	1	1	1
		Max of Days	11	6	5	7	7	5	7	6	7	5	6	6	11
		StdDev of Days	1.88	1.49	1.06	1.75	1.61	1.06	1.58	1.65	1.71	1.35	1.40	1.59	1.58
	REMEDiate UPON REFERRAL	Order Count													
		Average Days													
		Min Days													
		Max of Days													
		StdDev of Days													
Electric Order Count			244	266	269	214	213	225	341	366	387	363	302	458	3,648
Electric Average Days			3.78	3.30	3.01	3.14	3.39	2.75	3.17	3.43	3.55	3.22	3.37	3.55	3.33
Electric Min Days			1	1	1	1	1	0	0	1	1	0	1	1	0
Electric Max of Days			34	24	7	9	7	7	7	9	14	12	19	14	34
Electric StdDev of Days			2.55	1.84	1.23	1.47	1.38	1.11	1.35	1.66	1.74	1.49	1.90	1.67	1.67

Gas	INVESTIGATE AND REMEDIATE	Order Count	224	266	255	203	190	211	210	273	246	282	154	173	2,687
		Average Days	3.53	3.33	3.38	3.54	3.35	3.23	3.52	3.80	3.74	3.63	4.08	4.00	3.58
		Min Days	0	0	0	0	0	0	1	0	0	1	1	1	0
		Max of Days	10	10	7	11	13	9	12	11	14	8	11	13	14
		StdDev of Days	1.65	1.77	1.61	2.16	1.90	1.49	1.77	1.72	2.00	1.52	1.92	2.22	1.81
	INVESTIGATE AND REFER	Order Count	71	83	104	73	49	41	29	39	35	37	21	40	622
		Average Days	3.37	3.12	2.83	3.48	2.84	3.05	3.34	3.72	3.43	3.46	3.62	3.63	3.25
		Min Days	0	1	1	1	1	2	1	1	1	2	2	1	0
		Max of Days	13	9	7	28	7	7	8	6	8	6	6	8	28
		StdDev of Days	1.83	1.60	1.19	3.19	1.30	1.28	1.56	1.50	1.56	1.17	1.24	1.61	1.77
	REMEDiate UPON REFERRAL	Order Count	30	78	81	43	27	16	5	7	7	9	9	17	329
		Average Days	5.17	6.81	3.96	3.51	6.26	2.50	4.60	3.00	6.29	9.56	5.67	7.35	5.22
		Min Days	0	0	0	0	1	0	1	0	1	1	1	2	0
		Max of Days	16	29	20	14	21	15	12	6	12	27	13	24	29
		StdDev of Days	4.81	6.95	4.21	3.07	5.23	3.60	4.51	2.38	3.55	9.15	4.69	5.50	5.39
Gas Order Count			325	427	440	319	266	268	244	319	288	328	184	230	3,638
Gas Average Days			3.65	3.93	3.36	3.52	3.55	3.16	3.52	3.77	3.77	3.77	4.11	4.18	3.67
Gas Min Days			0	0	0	0	0	0	1	0	0	1	1	1	0
Gas Max of Days			16	29	20	28	21	15	12	11	14	27	13	24	29
Gas StdDev of Days			2.22	3.61	2.28	2.55	2.54	1.66	1.83	1.71	2.03	2.26	2.09	2.66	2.42
Total E & G Order Count			569	693	709	533	479	493	585	685	675	691	486	688	7,286
Total E & G Average Days			3.70	3.69	3.23	3.37	3.48	2.97	3.31	3.59	3.64	3.48	3.65	3.76	3.50
Total E & G Days Min			0	0	0	0	0	0	0	0	0	0	1	1	0
Total E & G Days Max			34	29	20	28	21	15	12	11	14	27	19	24	34
Total E & G Days Std Dev			2.36	3.07	1.95	2.19	2.10	1.45	1.58	1.69	1.87	1.92	2.01	2.08	2.08



**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

xx electronic filing

**DOCKET Nos. G002/M-18-\_\_\_\_**  
**MISCELLANEOUS GAS SERVICE LIST**

Dated this 1<sup>st</sup> day of May 2018

/s/

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Lynnette Sweet

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Christopher	Anderson	canderson@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022191	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Ryan	Barlow	Ryan.Barlow@ag.state.mn.us	Office of the Attorney General-RUD	445 Minnesota Street Bremer Tower, Suite 1400 St. Paul, Minnesota 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
John	Coffman	john@johncoffman.net	AARP	871 Tuxedo Blvd.  St. Louis, MO 63119-2044	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1800  St. Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Corey	Conover	corey.conover@minneapolismn.gov	Minneapolis City Attorney	350 S. Fifth Street City Hall, Room 210 Minneapolis, MN 554022453	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
George	Crocker	gwillc@nawo.org	North American Water Office	PO Box 174  Lake Elmo, MN 55042	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Carl	Cronin	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7  Minneapolis, MN 554011993	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Ian	Dobson	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Edward	Garvey	edward.garvey@AESLconsulting.com	AESL Consulting	32 Lawton St  Saint Paul, MN 55102-2617	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Todd J.	Guerrero	todd.guerrero@kutakrock.com	Kutak Rock LLP	Suite 1750 220 South Sixth Street Minneapolis, MN 554021425	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Annete	Henkel	mui@mutilityinvestors.org	Minnesota Utility Investors	413 Wacouta Street #230 St.Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Michael	Hoppe	il23@mtn.org	Local Union 23, I.B.E.W.	932 Payne Avenue  St. Paul, MN 55130	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Linda	Jensen	linda.s.jensen@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota Street  St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	150 S. 5th Street Suite 1200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Sarah	Johnson Phillips	sarah.phillips@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Michael	Krikava	mkrikava@briggs.com	Briggs And Morgan, P.A.	2200 IDS Center 80 S 8th St Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Eric	Lipman	eric.lipman@state.mn.us	Office of Administrative Hearings	PO Box 64620  St. Paul, MN 551640620	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Peter	Madsen	peter.madsen@ag.state.mn.us	Office of the Attorney General-DOC	Bremer Tower, Suite 1800 445 Minnesota Street St. Paul, Minnesota 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas



First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E  St. Paul, MN 55106	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, Minnesota 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Richard	Savelkoul	rsavelkoul@martinsquires.com	Martin & Squires, P.A.	332 Minnesota Street Ste W2750  St. Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Zeviel	Simpser	zsimpser@briggs.com	Briggs and Morgan PA	2200 IDS Center80 South Eighth Street  Minneapolis, MN 554022157	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
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	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Cam	Winton	cwinton@mnchamber.com	Minnesota Chamber of Commerce	400 Robert Street North Suite 1500 St. Paul, Minnesota 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas