

Supplement to Staff Briefing Papers: Utility Service Quality Reports, Volume 2/3 for November 7, 2024, Agenda Item 1

Dockets Docket Nos. E-002/M-24-27 (Xcel); E-015/M-24-29 (MP); and E-017/M24-30 (OTP)

The Staff Analysis for Section III. D Service Extension Request Response Times was inadvertently left out of the final version of Volume 2 of Staff briefing papers. Below Staff provide the analysis and associated additional decision options. This analysis would have appeared after Table 11 on page 24 of Volume 2.

Staff Analysis

Given the rise in time to extend service to new sites Staff requested additional information from Xcel on service extension timelines. Staff requested the following information from Xcel for residential service installations:

- Type of new service request (for example, new home in a new subdivision, second service at an existing residence for new garage construction, or separate new service for a detached garage)
- Date of new service request
- Requested new in-service date
- Date Customer Information Packet Sent (if the data was populated)
- Date Customer Payment received
- Date Meter installed
- Date Service connected
- Whether distribution system upgrades were necessary, and if so, the cost and type of upgrade

Xcel explained it was unable to provide most of the information aside from requested in-service date and the date the meter was installed due to limited reporting capabilities between work management programs. Staff notes that the date of meter installation is not the date where the service is connected, as the two actions are handled by different departments. In preparing the IR response Xcel also explained that it realized there were errors in prior data sets for 2020 through 2023 and filed amended data on service connection numbers and timelines.¹

Staff also requested additional context around the increase in both service extension requests and timelines over the past 15 years, based on Figures 10 and 11 in Volume 2. Xcel explained that it was primarily down to two factors in its Northwest Region: first, the prevalence of 34.5kV voltage, which is disproportionately impacted by supply chain shortages compared to other regions, and second, errors in data management with a new employee who did not

¹ Xcel Energy response to PUC IR 4, September 5, 2024

correctly update data management databases.²

Staff also requested information from Xcel on the number of complaints or inquiries it received from customers on service extension timelines from 2022 through 2024. Staff also requested CAO pull information on complaints it received over the same timeline. The quantities are summarized in the table below. Staff notes that CAO's numbers are higher than the Company's, which may be attributable to difference in classifying the type of complaint and the inclusion of inquiries.

Table: Service Extension Complaints and Inquiries

	Xcel (CAO and internal)	CAO
2022	32	53
2023	28	94
2024*	13	36

**through July, 2024*

Staff's goal in requesting additional information was to determine if there were patterns in lengthy service extension times based on the type of new service request (new construction vs additional service at an existing site) or if distribution upgrades were needed, which could be impacted by supply chain shortages. However, without this information it is difficult to determine whether supply chain shortages are the cause of increasing timelines or if there are other issues such as staffing levels or lags in communication between different departments. Staff recommends that the Commission require the Company to include an analysis and summary data based on the above data points with its next SRSQ report to better determine if there are areas for improvement in shortening service timelines. (**Decision Option 8a**) Staff also recommends the Company provide a breakdown in service extension timelines by region (**Decision Option 8b**).

With electrification and increasing rate options Staff believes it is likely Xcel will continue to see increasing service extension requests for EV chargers and electric panel upgrades. Long wait times could frustrate customers and their contractors and potentially lead to them choosing other options if electric service is not readily available.

Decision Options

8a. Require Xcel Energy to include an analysis and summary data based on the data points below with its next SRSQ due April 1, 2025 report to better determine if there are areas for improvement in shortening service timelines.

- Type of new service request (for example, new home in a new subdivision, second service at an existing residence for new garage construction, or separate new service for

² Xcel Energy response to PUC IR 5, September 5, 2024

a detached garage)

- Date of new service request
- Requested new in-service date
- Date Customer Information Packet Sent (if the data was populated)
- Date Customer Payment received
- Date Meter installed
- Date Service connected
- Whether distribution system upgrades were necessary, and if so, the cost and type of upgrade

8b. Require Xcel Energy to report service extension timelines by service center in future SRSQ reports