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Xcel Energy Information Request No. 3  
Docket No.: E,G999/PR-24-2  
Response To: Minnesota Public Utilities Commission  
Requestor: Sally Anne McShane & Tera Dornfeld  
Date Received: January 29, 2025

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Question:

Describe the process of providing a Cold Weather Rule appeal form. When does the representative decide it is appropriate to move from negotiation of a CWR payment arrangement to a CWR appeal?

Response:

Our customer service representatives take several steps to work with customers to educate them on their balance and answer any questions that customers may have about their account. Representatives are instructed to educate customers about energy assistance options as a means to assist with financial challenges and to seek to understand any extenuating circumstance the customer may have before discussing a payment plan or payment toward their balance. If, after these steps have been diligently taken by a representative, a customer has been unable to agree on a payment plan, but still would like to seek one, a representative would transfer the call to an Xcel Energy staffed Specialist who would continue the negotiation. In most cases customers agree to a plan and no appeal form is necessary but if the Specialist and the customer cannot reach an agreement, the customer would then be informed about the Minnesota Appeals process. A form request would be submitted to the Company's Customer Advocate team, who then mails it to the customer.

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