



414 Nicollet Mall  
Minneapolis, Minnesota 55401

March 31, 2020

—Via Electronic Filing—

Will Seuffert  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101

RE: ANNUAL REPORT  
GAS AFFORDABILITY PROGRAM  
DOCKET NO. G002/M-20-\_\_\_\_\_

Dear Mr. Seuffert:

Enclosed for filing is our Gas Affordability Program Annual Report for 2019. We submit this Report pursuant to our Natural Gas Low Income Energy Discount Rider Tariff and various Commission Orders in Docket Nos. G002/GR-06-1429 and G002/M-16-493. We are submitting this report as a new miscellaneous tariff filing as requested by the Commission's November 26, 2014 Order in Docket No. G002/GR-06-1429.

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

Please contact Martha Hoschmiller at [martha.e.hoschmiller@xcelenergy.com](mailto:martha.e.hoschmiller@xcelenergy.com) / 612-330-5973 or me at [bridget.dockter@xcelenergy.com](mailto:bridget.dockter@xcelenergy.com) / 612-337-2096 if you have any questions regarding this filing.

SINCERELY,

/s/

BRIDGET DOCKTER  
MANAGER, POLICY AND OUTREACH

Enclosures  
c: Service List

STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben	Chair
Valerie Means	Commissioner
Matthew Schuenger	Commissioner
John Tuma	Commissioner

IN THE MATTER OF NORTHERN STATES  
POWER COMPANY'S 2019 ANNUAL GAS  
AFFORDABILITY PROGRAM REPORT

DOCKET NO. G002/M-20-\_\_\_\_\_

**ANNUAL REPORT**

**INTRODUCTION**

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report regarding our Gas Affordability Program (GAP) for 2019. We submit this Report pursuant to our Natural Gas Low Income Energy Discount Rider Tariff and various Commission Orders issued in Docket No. G002/GR-06-1429, as well as the May 22, 2017 and September 28, 2018 Orders issued in Docket No. G002/M-16-493. We respectfully request the Commission accept our 2019 Annual Report.

**ANNUAL REPORT**

Our Annual Report is structured as follows:

- I. Program Description
- II. Program Funding and Administration Costs
- III. Customer Payments, Disconnections, and Arrears
- IV. Retention, Satisfaction, and Collection Activity

We provide the 2019 GAP Tracker as Attachment A to this Report.

**I. PROGRAM DESCRIPTION**

The Program is designed to lower the percentage of income that low income households must devote to meet current energy bills and to increase the number of customer payments while also providing a mechanism for assisting customers in paying off arrearage balances. In this effort, the Company partners with Energy CENTS Coalition (ECC) on both outreach and administration of the Program.

We proposed our Program in November 2006 in our natural gas general rate case in compliance with Minn. Stat. § 216B.16, subd. 15. The Program was approved by the Commission in the September 10, 2007 Order in Docket No. G002/GR-06-1429. We implemented the Program on February 1, 2008 in conjunction with final rates.

Effective December 26, 2009, we reduced the household income threshold devoted to utility costs of our Program from six to four percent, in accordance with the Commission's November 18, 2009 Order.

The Commission's January 20, 2012 Order approved use of excess Tracker funds to supplement benefits in that year unless otherwise ordered by the Commission, and we updated our GAP tariff to specifically allow for use of excess Tracker funds in future Program years.

On June 1, 2012, we submitted our Evaluation Report of the first four years of the pilot Program. In its October 26, 2012 Order, the Commission accepted our evaluation and extended the pilot Program for four years (until December 31, 2016) with some Program changes and additional reporting requirements.

We submitted our next four-year Evaluation Report on May 31, 2016 in Docket No. G002/M-16-493. The Commission's May 22, 2017 Order in that docket accepted our evaluation, removed the expiration date from the program, and approved our request to return the monthly GAP surcharge to its former level of \$0.00445 per therm. In compliance with the Order, this report reflects both the non-GAP LIHEAP and pre-program baseline methodologies for measuring the Program's disconnections, payment frequency, and arrears. The September 28, 2018 Order in the evaluation docket approved a streamlined reporting format as proposed by the Utility Stakeholder Group.

We submitted our most recent four-year Evaluation Report on May 31, 2019 in Docket No. G002/M-19-380. The Commission's January 17, 2020 Order in that docket accepted our evaluation and required our next evaluation report be filed on May 31, 2022.

#### **A. Program Eligibility**

The GAP is available to any Minnesota Xcel Energy residential natural gas customer who is certified and receiving assistance from the Low Income Home Energy Assistance Program (LIHEAP) during the Program year.

Certified customers must agree to be placed on a levelized payment plan and schedule. Participants are automatically removed from the Program after a non-payment period of 60 days. In an effort to prevent this scenario, we proactively call participants after 30 days of non-payment to remind them that they will be removed from the Program if they exceed 60 days in arrears. If participants are removed from the Program for non-payment, they are not eligible for re-enrollment until the next Program year.

## **B. Discount Structure**

The Program includes an *Affordability* component that limits enrolled customers' payments to four percent of their household income. The Program also has an *Arrearage Forgiveness* component that applies a monthly matching credit to the customer's balance after payment is received.

### *1. Affordability*

The Affordability component consists of bill credits that are determined by calculating the difference between the Company's estimate of the customer's annual natural gas bill, and four percent of the customer's household income. We apply one twelfth of this amount to the customer's account each month of the Program year.

### *2. Arrearage Forgiveness*

The Arrearage Forgiveness component is a credit that we apply to the customer's account each month after receiving the customer's payment. We calculate the arrearage forgiveness credit by dividing the total arrears by up to 24 months, with a goal of retiring pre-program arrears over the period.

The Affordability and Arrearage Forgiveness credits are both Program costs that are included in the GAP Tracker (see Attachment A for details).

## **C. Customer Payments**

To determine the levelized Program payment amount for participants, ECC uses current billing amounts and consumption, approved LIHEAP benefits, and household income information. The determined levelized payment amount includes the participant's current month's bill (one-twelfth of the levelized payment plan) and a portion of the participant's pre-Program arrears.

As discussed in Section III below, Program participants paid a total of \$10,573,202 toward their energy costs during the 2019 Program year.<sup>1</sup> The average per participant payment amount was \$91 per month. We calculated this number by dividing total participant payments of \$10,573,202 by the overall participation count of 9,675. This equals \$1,093 annually per participant, which divided by 12 months, equals an average of \$91 per GAP participant per month. The average monthly GAP participant payment amount increased compared to 2018, when the average monthly GAP participant payment amount was \$82. There was an increase in disbursements for GAP participants in 2019 because GAP credits are based on a customer's payment frequency and amount.

#### **D. Program Year Enrollment**

In 2019, we managed participation in the Program based on the tracker balance available, and ramped up spending for customers who have been consistently making payments, which resulted in an increase in disbursements compared to 2018. A total of 9,675 Xcel Energy customers participated in GAP at some point during the 2019 Program year, compared to 11,284 in 2018.

## **II. PROGRAM FUNDING AND ADMINISTRATION COSTS**

We provide as Attachment A to this filing our GAP Tracker, which we also summarize in Table 1 below:

<b>Item</b>	<b>Amount</b>
Tracker Balance as of December 31, 2018	\$1,334,120
Affordability & Arrearage Forgiveness Credits	\$2,815,093
Administrative Program Costs	\$126,508
Program Collections (per therm charge)	\$3,037,138
Tracker Balance as of December 31, 2019	\$1,429,657

#### **A. Program Funding**

The Program is funded by a per therm charge collected from all residential and most business customers. For 2019, the per therm charge was set at \$0.00445. In 2019, the

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<sup>1</sup> This number reflects participant payments only and does not include any additional payments received by the Company from LIHEAP on behalf of the participant.

average cost for a residential customer using 900 therms of gas per year was approximately \$4.01, or \$0.33 per month.<sup>2</sup>

## **B. Program Administration Costs**

As shown in Table 1, our total Program costs for 2019 were \$2,941,601 (the Affordability and Arrearage Forgiveness Credits plus the Program Administrative Costs). Our total Program Administration costs for the 2019 Program year were \$126,508 under the allowed 5 percent cap.

## **C. Tracker Balance**

Because the funding for this program is volumetric, the colder than usual weather we experienced in early 2019 means that we collected more dollars than is typical. These higher collections contribute to the higher tracker balance at the end of 2019. So far in 2020, we have seen more aggressive outreach result in increased program participation and higher spending. Also, the first two months of 2020 were warmer than normal, leading to collecting fewer dollars. We expect to draw down the balance throughout 2020.

# **III. PAYMENT FREQUENCY, DISCONNECTIONS AND ARREARS**

Below we provide the information required by Order Point No. 4 of the Commission's November 18, 2009 Order in Docket No. G002/GR-06-1429. Per Order Point No. 2 of the Commission's May 22, 2017 Order in Docket No. G002/M-16-493, we present the required information relating to customer payments, arrears and disconnection rates using both the non-GAP LIHEAP baseline approach and the pre-Program baseline approach. We summarize the 2019 results in Attachment B.<sup>3</sup>

## **A. Customer Payment Frequency**

Table 2 below shows a comparison of the payment frequency for our 2019 GAP participants to their payment frequency while they were enrolled in the Program. We note that because we have combination electric and natural gas customers in our

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<sup>2</sup> On average, an Xcel Energy residential natural gas customer in 2019 used 963 therms of natural gas, which means the program cost per customer was \$4.28 annually, or \$0.36 per month.

<sup>3</sup> A new summary report format was proposed by the Utility Stakeholder Workgroup and approved in the Commission's September 28, 2018 Order in Docket No. G002/M-16-492. We note that this new report format replaces the attachment format originally required pursuant to the Commission's September 25, 2013 Order in Docket No. G002/GR-06-1429.

Program, our partial payment categories reflect all Program participant payments that were less than the total amount due for both electric and natural gas service during the billing period.

Our reported amounts include any participant partial- or late-payments received up to 60 days from their due dates:

<b>Table 2: 2019 Customer Payment Frequency Comparison</b>						
<b>2019</b>	<b>Amount Paid</b>	<b>Amount Requested</b>	<b>Percentage Paid of Requested</b>	<b># of Payments Made</b>	<b># of Payments Requested</b>	<b>Percentage Made of Requested</b>
<b>GAP Program Participants</b>	\$10,573,202	\$10,855,321	97%	82,781	101,979	81%
<b>Non-Participants on LIHEAP</b>	\$17,692,587	\$17,463,498	101% <sup>4</sup>	105,729	135,870	78%
<b>Active Residential non GAP or LIHEAP</b>	\$697,268,277	\$707,976,040	98%	4,352,261	4,798,303	91%

For comparison, Table 3 below shows the customer payment frequency data for 2018.

<b>Table 3: 2018 Customer Payment Frequency Comparison</b>						
<b>2018</b>	<b>Amount Paid</b>	<b>Amount Requested</b>	<b>Percentage Paid of Requested</b>	<b># of Payments Made</b>	<b># of Payments Requested</b>	<b>Percentage Made of Requested</b>
<b>GAP Program Participants</b>	\$11,038,010	\$11,236,258	98%	86,648	96,056	90%
<b>Non-Participants on LIHEAP</b>	\$20,548,924	\$21,587,381	95%	122,967	152,034	81%
<b>Active Residential non GAP or LIHEAP</b>	\$699,689,962	\$722,113,503	97%	4,244,842	4,591,591	92%

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<sup>4</sup> The percentages in this column contain customer payments and energy assistance, which is why the percentage can be over 100 percent in certain circumstances.

## B. Disconnections

Table 4 shows the credit-related disconnection percentages for the required customer categories using the non-GAP LIHEAP baseline approach:

<b>Customer Category</b>	<b>2019</b>	<b>2018</b>
GAP participants	3%	2%
LIHEAP recipients that do not participate in GAP	8%	7%
All Residential Natural Gas Customers (non-GAP, non-LIHEAP)	1%	1%

When comparing 2019 to 2018, we see a 1 percent increase in disconnections for GAP and LIHEAP customers and no change for residential customers.

Using the pre-Program baseline approach, we also see a decrease in disconnections. The percentage of customers disconnected pre-GAP were 7 percent and post-GAP was 2 percent.

## C. Program Credits/Benefits

In this Section, we provide a summary of Program payments to participants.

	<b>2019</b>	<b>2018</b>
Average GAP participant annual bill	\$1,024	\$1,366
Average GAP participant monthly bill	\$85	\$114
Average Annual Affordability benefit	\$155	\$180
Average Annual Arrearage Forgiveness benefit	\$390	\$200
Average Monthly Bill Credit per participant	\$24	\$23

The average annual Affordability and Arrearage Forgiveness Program credits are calculations of the total annual credits of each component. For the Affordability component, it is \$1,501,282 divided by 9,675 participants. The Arrearage Forgiveness component is \$1,313,811 divided by 3,372 participants in arrears. The increase in arrearage forgiveness credits is due to consistent customer payments during their



enrollment and the Company matching the arrears credits earlier than 24 months. It is worth noting that not all participants receive a credit each month due to various scenarios – for example, moving, closed account, or nonpayment.

#### D. Arrearage Level

Table 6 shows the average arrearage levels for the identified customer categories using the non-GAP LIHEAP baseline approach:

<b>Table 6: Average Arrearage Levels (Non-GAP LIHEAP Baseline Approach)</b>		
<b>Customer Category</b>	<b>2019</b> (As of October 31, 2019) <sup>5</sup>	<b>2018</b> (As of September 30, 2018)
GAP Participants	\$576	\$717
Natural Gas LIHEAP recipients not enrolled in GAP	\$566	\$512
All Natural Gas Residential Customers (non- GAP, non-LIHEAP)	\$357	\$304

The arrearage levels are based on a snapshot of distinct customer categories at a point in time based on whether they were active from October 1, 2018 through October 31, 2019. The average arrears levels decreased for GAP participants in 2019. The decreases can be attributed to weather, customer payment frequency, changes in usage patterns, and the timing of bill cycles.

Using the pre-Program baseline approach on the customer group who entered the GAP program during the 2019 year, we see a decrease to GAP participants' arrears levels compared to 2018, as shown in Table 7.

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<sup>5</sup> In late September, our billing system experienced a critical event that prevented the execution of daily billing operations. We were able to resume daily operations on September 30th, however the process to work through the backlog took multiple weeks. This critical event caused problems pulling data as of September 30, 2019. As a result, for this report only, we have substituted data as of October 31, 2019. We mention this billing system critical event in the following docket: *In the Matter of a Commission Investigation into the Effects on Electric and Natural Gas Utility Rates and Services of the 2017 Federal Tax Act*, Docket No. E,G999/CI-17-895, NOTIFICATION – 2019 TCJA REFUND (October 11, 2019).

<b>Table 7: Average Arrearage Levels (Pre-Program Baseline Approach)</b>		
<b>Average Arrears for GAP Participants with active Participation</b>	<b>2019</b>	<b>2018</b>
Average Arrears 12 Months Prior to GAP Enrollment	\$449	\$339
Average Arrears 12 Months Post GAP Enrollment	\$336	\$363

Table 8 below shows the change between the total numbers of customers in arrears as of September 30, 2018 and October 31, 2019<sup>6</sup> to illustrate the effect of the GAP on the number of customers in arrears.

<b>Table 8 Program Effect on Number of Customers in Arrears</b>			
	<b># of Customers in Arrears 2019</b>	<b># of Customers in Arrears 2018</b>	<b>% Change in # of Customers in Arrears</b>
GAP	3,372	3,717	-9%
Non-GAP LIHEAP	6,208	6,882	-10%
Residential	51,892	46,789	11%

#### **E. Coordination with Other Low-Income and Conservation Resources**

Because our Personal Accounts team interacts with hundreds of low-income customers and other assistance-related organizations throughout the year, consistent with the Commission’s November 18, 2009 Order in Docket No. G002/GR-06-1429, we provide a summary of our major outreach initiatives, along with ECC, rather than detailing each individual communication with these agencies:

- Dedicated internal personal account department to increase program awareness and participation;
- Updated the Xcel Energy website to allow for better access to information for Energy Assistance and Program information to households;
- Coordinated with ECC on the best approach to reach the lowest income households and highest consumption;
- ECC updated their website to accept online applications;
- Participated in quarterly MN Energy Assistance Policy Action Committee;
- Participated in Safety Net Meetings with Ramsey County throughout 2019;
- Sent mailings and outreach to eligible households identified by the Company for the Program; and

<sup>6</sup> Similar to Table 6 (as explained in footnote 5), this year we used data from a month later than normal due to a critical event with our billing system.

- Conducted a dedicated Call Campaign to GAP customers who do not make their required payment within 30 days of their invoice.

Our Personal Account Representatives (PAR) team communicates daily with customers and agencies about available programs for households, including GAP. We discuss with households their ability to maintain service, how they can seek available funding through Energy Assistance, and help match them with internal programs for which they are eligible. In 2019 the PAR department received 51,276 phone calls from Minnesota agencies and households related to assistance and our programs resulting in referrals to energy assistance and bill payment assistance programs.

#### **F. Application Processing**

The Commission’s December 29, 2011 Order in Docket No. G002/GR-06-1429 requires that we establish an application processing goal of processing 95 percent of all complete GAP applications within 30 days of our receipt. We met this goal in 2019.

### **IV. PARTICIPATION AND APPLICATION RATES, RETENTION, SATISFACTION, AND COLLECTION ACTIVITY**

#### **A. Participation and Application Rates**

To provide a look at the number of LIHEAP-eligible customers who use the Program, Table 9 shows LIHEAP participation rate and the LIHEAP application rate.

<b>Table 9: Program Participation and Application Rates</b>		
<b>Participation Rate</b>	<b>2019</b>	<b>2018</b>
Xcel Energy LIHEAP Recipients	19,963	21,094
Xcel Energy GAP Participants	9,675	11,284
Participation rate %	48%	53%
<b>Application Rate</b>	<b>2019</b>	<b>2018</b>
LIHEAP (Not Enrolled in GAP)	12,447	13,768
Total new Households applied for GAP	2,718	2,351
Application Rate %	22%	17%

The Program participation rate decreased by 5 percent in 2019 compared to 2018, while the Program application rate increased by 5 percent during that same timeframe.

The application rate increase can be attributed to the fact that some of these customers previously participated in the Program in 2019, dropped out or were removed, and then were later reinstated due to additional Program funding becoming available.

## B. Retention

In 2019, a total of 3,186 participants were removed from the Program for various reasons, as summarized below. In order to compare 2019 Program retention to 2018, Table 10 below shows the percent of total participants that left the Program for the various reasons in each of these years.

<b>Table 10: Program Retention</b>			
<b>Program Removal Reason</b>	<b>Number of Customers Removed</b>	<b>Percentage of Total Program Removals</b>	
		<b>2019</b>	<b>2018</b>
Non-Payment	1,902	60%	57%
Household Move	573	18%	18%
Ineligibility or Customer Request	711	22%	25%
<u>Credit Balance</u>	<u>0</u>	<u>0%</u>	<u>0%</u>
Total	3,186	100%	100%

Non-Payment is the primary reason participants leave the Program and this category increased by 3 percent compared to 2018. Customers are removed from the program if they do not make a monthly payment over a period of 60 days and/or two consecutive billing cycles

In 2012, we worked with ECC, the Office of the Attorney General-Utilities and Antitrust Division (OAG), and the Department of Commerce (Department) to create a new credit balance threshold that became effective with the October 26, 2012 Order in Docket No. G002/GR-06-1429. Under the 2012 agreement, we identify participants for individual review when their credit balance exceeds \$1,000. Then we bring the identified participant to the attention of ECC to develop a joint recommendation. Next, we bring the resulting recommendation to the OAG, and present the recommendation stemming from ECC, OAG, and Company involvement to the Department. When all parties have agreed on an action, we proceed with that action. In 2019, we did not pursue the removal of any customer under this agreement.

### **C. Customer Satisfaction**

We do not conduct a specific customer satisfaction survey that addresses participation in this Program. However, we are not aware of any customer complaints made to the Company, the Commission, or ECC during the 2019 Program year by Program participants.

### **D. Collection Activity**

While we do not have specific data regarding the Program's impact on collection activity, we believe it is reasonable to conclude from the lower disconnection percentage and the lower average arrearage level is attributable to GAP participants as compared to other customers receiving LIHEAP, that the Company may have experienced a reduction in collection activity as a result of this Program.

### **CONCLUSION**

Xcel Energy requests the Commission to accept our Gas Affordability Program Annual Report for 2019.

Dated: March 31, 2020

Northern States Power Company

	Beginning of year life to date	2019												Current year to date balance	Current life to date balance
		January	February	March	April	May	June	July	August	September	October	November	December		
<b>2019 Low Income Discount Program</b>															
UMC 2974 MNGVA:[*Gas Affordability	(26,383,960.50)	(495,277.41)	(511,984.31)	(515,832.59)	(301,325.37)	(179,747.94)	(91,605.45)	(63,069.67)	(55,897.65)	(56,458.12)	(114,810.50)	(245,380.91)	(404,972.41)	(3,036,362.33)	(29,420,322.83)
Manually journaled surcharge on handbilled accts	(7,947.22)	(60.79)	(50.24)	(68.95)	(71.47)	(71.69)	(56.62)	(82.38)	(67.17)	(62.73)	(59.35)	(53.96)	(70.31)	(775.66)	(8,722.88)
<b>A Total Billed</b>		<b>\$ (495,338.20)</b>	<b>\$ (512,034.55)</b>	<b>\$ (515,901.54)</b>	<b>\$ (301,396.84)</b>	<b>\$ (179,819.63)</b>	<b>\$ (91,662.07)</b>	<b>\$ (63,152.05)</b>	<b>\$ (55,964.82)</b>	<b>\$ (56,520.85)</b>	<b>\$ (114,869.85)</b>	<b>\$ (245,434.87)</b>	<b>\$ (405,042.72)</b>		
UMC 2818 Arrearage Forgiveness MNGas:[*GAP Forgiveness:	2,291,018.99	234,524.74	93,194.78	152,418.70	73,398.88	190,993.53	65,070.70	106,668.24	105,465.24	61,760.58	146,699.75	55,538.27	28,077.28	1,313,810.69	3,604,829.68
UMC 1354 Affordability Credits MNGVC:[*GAP Affordability	21,475,714.91	142,789.00	97,961.00	120,445.00	138,904.00	129,406.00	90,752.00	121,366.00	141,837.00	104,181.00	145,807.00	109,106.00	158,728.00	1,501,282.00	22,976,996.91
UMC 1354 on a GJ, not on the TAR report	68.00													-	68.00
UMC 2818 on a GJ, not on the TAR report	8.00													-	8.00
see cell notes	14,422.00													-	14,422.00
<b>B Total Disbursed</b>		<b>\$ 377,313.74</b>	<b>\$ 191,155.78</b>	<b>\$ 272,863.70</b>	<b>\$ 212,302.88</b>	<b>\$ 320,399.53</b>	<b>\$ 155,822.70</b>	<b>\$ 228,034.24</b>	<b>\$ 247,302.24</b>	<b>\$ 165,941.58</b>	<b>\$ 292,506.75</b>	<b>\$ 164,644.27</b>	<b>\$ 186,805.28</b>	2,815,092.69	26,596,324.59
<b>C Admin Program Costs</b>	1,276,555.60	<b>\$ 2,296.91</b>	<b>\$ 3,670.02</b>	<b>\$ 45,518.70</b>	<b>\$ 3,795.10</b>	<b>\$ 4,146.98</b>	<b>\$ 7,219.74</b>	<b>\$ 40,510.11</b>	<b>\$ 5,662.14</b>	<b>\$ 4,640.06</b>	<b>\$ 3,157.17</b>	<b>\$ 2,251.60</b>	<b>\$ 3,639.96</b>	126,508.49	1,403,064.09
<b>Monthly (over) under recovery</b>		<u>(115,727.55)</u>	<u>(317,208.75)</u>	<u>(197,519.14)</u>	<u>(85,298.86)</u>	<u>144,726.88</u>	<u>71,380.37</u>	<u>205,392.30</u>	<u>196,999.56</u>	<u>114,060.79</u>	<u>180,794.07</u>	<u>(78,539.00)</u>	<u>(214,597.48)</u>	<u>(95,536.81)</u>	<u>(1,429,657.03)</u>
<b>Tracker Balance Asset/(Liability)</b>	(1,334,120.22)	<b>(1,449,847.77)</b>	<b>(1,767,056.52)</b>	<b>(1,964,575.66)</b>	<b>(2,049,874.52)</b>	<b>(1,905,147.64)</b>	<b>(1,833,767.27)</b>	<b>(1,628,374.97)</b>	<b>(1,431,375.41)</b>	<b>(1,317,314.62)</b>	<b>(1,136,520.55)</b>	<b>(1,215,059.55)</b>	<b>(1,429,657.03)</b>		

Data in this Attachment is based on calendar year 2019. Where applicable, the cohort group used was 12 months prior and 12 months after program enrollment

2019	
<b>Program dates and status</b>	
Date program started	2/1/2008
Program effective date	1/1/2019
Date next evaluation report due	5/31/2022
Date last evaluation completed	5/31/2019
Last evaluation docket number	G002/M-19-380
Status of program (pilot or permanent)	Permanent
Date pilot program ends, if applicable	N/A
Date of last Evaluation Order	1/17/2020
Program administrator	Energy Cents Coalition
<b>Participant benefits</b>	
Description of affordability benefit - maximum payment as % of household income	4%
Description of arrearage forgiveness benefit - repayment period	12-24 months
Average annual income per participant	\$14,498
Average annual bill per participant	\$1,024
Average arrearage balance per participant	\$202
Average annual affordability benefit per participant	\$155
Average annual arrearage forgiveness benefit per customer	\$390
Average total benefit per participant	\$288
<b>Cost and Cost Recovery</b>	
Annual budget	\$2,500,000
Actual revenue	\$3,037,138
Annual cost	\$2,941,601
Surcharge (\$/therm)	\$0.00445
Annual cost of surcharge for average residential customer who uses 900 therms of gas per year	\$4.01
Customer classes assessed the GAP surcharge	Residential firm, commercial firm and Commercial Demand Billed Service
Tracker balance as of year-end	\$1,429,657
<b>Participation</b>	
% of LIHEAP customers that participated in GAP	48%
Number of participants enrolled as of year-end	6489
Number of participants enrolled and receiving benefits at some time during the year	9675
Whether a waiting list occurred at any time during the year	No
If so, the number of customers on the waiting list and for how long	N/A
<b>Impact on disconnection rates</b>	
Disconnection rates - non-GAP LIHEAP baseline	
GAP participants	3%
Non-GAP LIHEAP customers	8%
Non-LIHEAP residential customers	1%
Disconnection rates - pre-program baseline	
GAP participant cohort	2%
GAP participants cohort before they were enrolled in GAP	7%
<b>Impact on payment frequency</b>	
Dollars paid ÷ dollars requested	
Non-GAP LIHEAP Baseline	
GAP participants	97%
Non-GAP LIHEAP customers	101%
Non-LIHEAP residential customers	98%
Pre-Program Baseline	
GAP participant cohort	105%
GAP participant cohort before they were enrolled in GAP	91%
Number of payments made paid ÷ number of payments requested	
Non-GAP LIHEAP baseline	
GAP participants	81%
Non-GAP LIHEAP customers	78%
Non-LIHEAP residential customers	91%
Pre-program baseline	
GAP participant cohort	82%
GAP participant cohort before they were enrolled in GAP	78%
<b>Impact on arrears</b>	
% Customers in arrears	
Non-GAP LIHEAP baseline	
GAP participants	35%
Non-GAP LIHEAP customers	50%
Non-LIHEAP residential customers	12%
Pre-Program baseline	
GAP participant cohort	55%
GAP participant cohort before they were enrolled in GAP	63%
Dollar amount of arrears	
% Change in dollar amount of arrears (non-GAP LIHEAP baseline)	
GAP participants	-53%
Non-GAP LIHEAP customers	3%
Non-LIHEAP residential customers	16%
Dollar amount of arrears (pre-Program baseline)	
GAP participant cohort	\$912,359
GAP participant cohort before they were enrolled in GAP	\$1,219,270
<b>Complaints</b>	
Number of complaints	0
Nature of complaint(s)	n/a
<b>Retention</b>	
GAP participant retention rate	67%
<b>Impact on collection activity</b>	
Brief description of effect of GAP on collection activity	While we do not have specific data regarding the Program's impact on collection activity, we believe it is reasonable to conclude from the lower disconnection percentage and the lower average arrearage level attributable to GAP participants as compared to other customers receiving LIHEAP, that the Company may have experienced a reduction in collection activity as a result of this Program.
<b>Coordination with other programs</b>	
Page(s) of report where coordination efforts described	p. 9-10

**CERTIFICATE OF SERVICE**

I, Jim Erickson, 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-20-\_\_\_\_**  
**MISCELLANEOUS GAS SERVICE LIST**

Dated this 31<sup>st</sup> day of March 2020

/s/

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Jim Erickson



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
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 1400  St. Paul, MN 55101	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
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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
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Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas

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