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Xcel Energy Information Request No. 6

Docket No.: E002/M-24-27

Response To: Minnesota Public Utilities Commission Requestor: Sally Anne McShane, Hanna Terwilliger

Date Received: September 5, 2024

Question:

How many complaints or inquiries has the company received from customers or their contractors regarding the length of time to complete a service extension from 2022-2024?

Response:

For complaints regarding the length of time to complete a service extension forwarded to the Company from the Commission's Consumer Affairs Office, we note 23 in 2022, 19 in 2023 and 13 from January through July of 2024.

For such complaints received in our Customer Contact Center, we note nine in 2022, nine in 2023 and zero from January through July of 2024.

Preparer: Matthew Morse

Title: Principal Rate Analyst
Department: NSPM Regulatory

Telephone: 612-216-8167

Date: September 26, 2024