



414 Nicollet Mall
Minneapolis, MN 55401

October 17, 2023

—Via Electronic Filing—

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

RE: PETITION FOR PROPOSED LOW INCOME, LOW USAGE PROGRAM
COMPLIANCE FILING AND
2021 ELECTRIC RATE CASE - DOCKET NO. E002/GR-21-630

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, submits this Petition for approval of a proposed Low Income, Low Usage Discount Program and Compliance Filing pursuant to the Minnesota Public Utilities Commission's FINDINGS OF FACT, CONCLUSIONS, AND ORDER (Order) issued July 17, 2023 in the above-referenced docket.

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 Pamela Gibbs at 612-330-2889 or pamela.k.gibbs@xcelenergy.com or contact me at 612-337-2096 or bridget.dockter@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET N. DOCKTER
MANAGER, POLICY AND OUTREACH

Enclosures
cc: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben	Chair
Valerie Means	Commissioner
Matthew Schuerger	Commissioner
Joseph K. Sullivan	Commissioner
John A. Tuma	Commissioner

IN THE MATTER OF NORTHERN STATES
POWER COMPANY ELECTRIC RATE CASE
COMPLIANCE AND PETITION FOR
APPROVAL OF PROPOSED LOW INCOME,
LOW USAGE PROGRAM TARIFF

DOCKET NO. E002/GR-21-630

**PETITION
COMPLIANCE FILING**

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits this Petition for approval of proposed program details and tariff language in support of the Low Income, Low Usage Discount Program (LILU Program or Program) and Compliance Filing pursuant to the Minnesota Public Utilities Commission's (Commission) FINDINGS OF FACT, CONCLUSIONS, AND ORDER (Order) issued July 17, 2023 in the above-referenced docket.

I. DESCRIPTION AND PURPOSE OF FILING

A. Background

In the current Docket, Energy CENTS Coalition (ECC) proposed a discount program to help low-income residential customers who are low energy users¹. The Company worked with ECC to provide the information necessary to frame the overall program structure. The Commission approved the discount program, and Order Points 63 and 64 require the Company to: 1) implement the LILU Program as proposed by ECC; and 2) make the Program available to customers on the later of the effective date of final rates or October 1, 2023. The Company is required to file a Program status update on December 1, 2023, and annually thereafter with its electric low-income

¹ Docket No. E002/GR-21-630, Direct Testimony of Catherine A. Fair, filed October 3, 2022.

annual report. In this compliance filing, we expand on that Program framework and provide Program implementation details in the sections that follow.

B. Program Design and Eligibility

The LILU Program is designed to help residential customers at or below 50 percent of the state median income guideline, with an annual average monthly usage of 300 kWh or less. For qualifying customers, the Program provides a 35 percent discount on their electric energy charge per kWh. Customers with qualifying income and historical usage will be enrolled either through auto-enrollment if they receive Low-Income Home Energy Assistance Program (LIHEAP) funds, or through a self-declaration process as described in the next section. At this time, we estimate that approximately 87,000 customers will receive a discount, with a total estimated discount amount of \$8.3 million. The discount will be recovered through our Low-Income Energy Discount Rider.

To identify eligible customers, the Company will first determine the population of low usage customers through a query of twelve months of historical usage. For customers who may have less than twelve months of historical usage, the Company will calculate usage based on the available history, with a minimum of three months usage required. For all customers on the Program, kWh usage will be reassessed annually to ensure they still qualify for the Program. Customers with historical average annual monthly usage of 300 kWh or less are usage-qualified customers for purposes of the Program. Next, usage-qualified customers who receive LIHEAP will automatically be enrolled in the Program. The remaining usage-qualified customers will be targeted using focused outreach efforts for enrollment in the Program through the self-declaration process, as explained in more detail below.

Monthly bill credits provided to customers will be reflected in their next month's bill.

C. Enrollment Process

We have identified approximately 290,000 customers who have 12 months of historical average monthly usage of 300 kWh or less. Approximately 16,000 of these customers are enrolled in LIHEAP and will be automatically enrolled in the LILU Program, thereby receiving the benefits of both programs. Upon enrollment, each customer will receive a letter informing them of the LILU Program discount; see Attachment A for a sample customer enrollment letter.

Those customers not currently enrolled in LIHEAP, but who fall within the qualified usage parameters, will receive a letter from the Company describing the LILU Program and providing instructions on how to enroll along with an income Self-Declaration form. Qualified customers must complete a simple Self-Declaration form to indicate their income qualifications by choosing from a list of income qualified programs. The LILU customer letter and Self-Declaration form is included as Attachment B. A sample of customers that have enrolled through the Self-Declaration process may be subject to periodic income verification. We have also included sample customer letters that reflect a customer's need to have at least three billing cycles to determine eligibility as Attachment C and a denial letter for those who do not qualify for either energy usage or income purposes as Attachment D.

D. Customer Outreach

For the customers who meet the usage parameters but are not enrolled in LIHEAP, we will conduct outreach efforts to communicate the availability, parameters, and enrollment process of the Program. Our outreach will include a variety of efforts such as bill messages, bill inserts, direct mail, e-mail, and in-person or automated calls and will remain within the allocated five percent administrative cap. We will also utilize social media marketing, and collaborative marketing with community partners to identify income-eligible, low-usage customers. Our affordability program materials are being updated to include information on this program in Spanish, Somali, and Hmong.

Call campaigns as currently planned will include both in-person and automated dialing to customers identified as meeting the usage requirements. Since we do not know income thresholds for this group, the call campaign will help educate potentially eligible customers about our new program and the enrollment process. The automated dial campaign call script is currently in development to specifically address this customer base and will be included in the call script currently in use for other low-income programming customer outreach.

E. Program Timing

Commission Order Point 64 requires the Company to begin actual customer enrollment into the LILU Program the later of October 1, 2023, or the implementation of final rates. Due to the timing of the pending electric rate case Order, the Program will begin with the implementation of final rates.

The Company will be prepared to start full outreach efforts once final approval of this filing is received so customers may take advantage of the LILU Program immediately

upon the effective start date. Once the Program goes into effect, any usage-qualified customer who receives LIHEAP will be automatically enrolled in the Program and begin receiving the discounts. Usage-qualified customers who do not receive LIHEAP but self-declare their income will be enrolled beginning with the billing month following the date we receive their Self-Declaration form, once the Program is effective.

To determine continued eligibility in the Program, the Company will review customer usage annually. Eligible customers will receive the discount for a one-year time period. The latter part of the summer is typically when enrollment for LIHEAP has concluded for the prior heating season at that time, LIHEAP qualified and usage qualified customers will be automatically re-enrolled in the Program. For customers on the program that do not receive LIHEAP within that fiscal year, they will be sent a reminder notice to re-certify their income utilizing the Self-Declaration process.

F. Reporting

Consistent with the other programs in our Low Income Electric Affordability portfolio, the Company will provide LILU Program updates in its Low Income Discount Reports, filed annually on December 1. With each annual report we will include:

- a narrative update on the LILU Program;
- a cumulative five-year outlook showing program year participation (as it progresses);
- average annual discount;
- program disbursements;
- administrative costs;
- customer enrollment breakdown through LIHEAP and self-declaration;
- program participant disconnections;
- monthly class surcharges;
- a program tracker; and,
- a status summary sheet provided as an attachment in each annual report for all programs.

G. Tariff Modifications

The Low Income Energy Discount Rider tariff under Section 5 of our Minnesota Electric Rate Book, Sheets 95 and 96 have been modified to incorporate the LILU Program as well as other general formatting changes. The update to formatting of the

program descriptions that fall under this tariff are intended to provide consistency as only relevant pieces have been updated at any given time. No changes have been made to any of the programs themselves, including eligibility. The updated sheets 95 and 96 are included in both redline and clean format as Attachment E to this filing.

CONCLUSION

Xcel Energy appreciates the opportunity to provide details about the Low Income Low Use Program and requests approval of our associated Program tariff under Section 5 of our Minnesota Electric Rate Book, Sheets 95 and 96.

Dated: October 17, 2023

Northern States Power Company

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben	Chair
Valerie Means	Commissioner
Matthew Schuerger	Commissioner
Joseph K. Sullivan	Commissioner
John A. Tuma	Commissioner

IN THE MATTER OF NORTHERN STATES
POWER COMPANY ELECTRIC RATE CASE
COMPLIANCE AND PETITION FOR
APPROVAL OF PROPOSED LOW INCOME,
LOW USAGE PROGRAM TARIFF

DOCKET NO. E002/GR-21-630

**PETITION
COMPLIANCE FILING**

SUMMARY OF FILING

Please take notice that on October 17, 2023, Northern States Power Company doing business as Xcel Energy filed with the Minnesota Public Utilities Commission a Petition requesting approval of proposed program details and tariff language in support of the Low Income, Low Usage Discount Program (LILU Program or Program) and Compliance Filing pursuant to the Minnesota Public Utilities Commission's (Commission) FINDINGS OF FACT, CONCLUSIONS, AND ORDER (Order) issued July 17, 2023 in the above-referenced docket.



October 9, 2023

>>Customer Name<<
>>Mail to Address<<
>>Mail to City<< >>Mail to State<< >>Mail to ZIP<<

Subject: **You've been enrolled in the Low-Income, Low-Usage Energy Affordability Program!**

Dear >>First Name<< >>Last Name<<,

We are writing to inform you that you are now enrolled in the Low-Income, Low-Usage program. You are enrolled in this program because you receive Low-Income Home Energy Assistance Program (LIHEAP) funding through your local Community Action Program (CAP) or have self-verified your income through the Self-Declaration form.

As part of Xcel Energy's commitment to keep bills low and affordable for our customers, we have an additional energy affordability program available to residential electric customers called the Low-Income, Low-Usage Program. This program provides a 35% discount on the energy you use. Eligible customers for this Program must meet income criteria and use an annual average of 300 kilowatt hours (kWh) or less per month.

- Here's what you can expect as a participant in the program: We will apply a 35% monthly discount on your monthly electric usage. The discount will be credited in the next month's bill to account for your actual electric usage.
- You will need to recertify in August each year either through LIHEAP participation or by completing a new Self-Declaration form; your average monthly usage will be re-calculated to determine your continued eligibility for the following year. You may be asked to verify self-declared income periodically to remain on the program.
- We will send you an annual reminder to re-certify to remain on the program.

We are committed to providing you with the best possible service and support. If you have any questions about the program or your eligibility, please do not hesitate to contact us.

If you have any questions, please call our **Personal Accounts Representatives Department at 866-975-7327** or email us at **PEAP.EAP@xcelenergy.com**.

Thank You,

Xcel Energy Customer Care



October 11, 2023

>>Customer Name<<
>>Mail to Address<<
>>Mail to City<< >>Mail to State<< >>Mail to ZIP<<

Dear >>First name<< >>Last Name<<,

As part of Xcel Energy's commitment to keep bills low and affordable for our customers, we have an additional energy affordability program available to residential electric customers called the Low-Income, Low-Usage Program. This program provides a 35% discount on the energy you use. Eligible customers for this Program must meet income criteria and use an annual average of 300 kilowatt hours (kWh) or less per month.

Those usage-qualified customers who also receive Low-Income Home Energy Assistance Program (LIHEAP) benefits will be automatically enrolled in the discount. You can also self-verify program eligibility through participation in other State of Minnesota assistance programs by completing and returning the attached Self-Declaration form.

If you choose to fill out the attached Self-Declaration form, you must complete and sign all fields to be considered for the program.

We are committed to helping our customers during financial challenges.

If you have any questions, please call our **Personal Accounts Representatives Department** at **866-975-7327** or email **PEAP.EAP@xcelenergy.com**.

Thank You,

Xcel Energy Customer Care

Low-Income Low-Usage (LILU) Application

Minnesota

Minnesota Residential Low-Income Low-Usage (LILU) Program

The LILU program is offered and administered by Xcel Energy (the Company). The Company reserves the right to verify eligibility for this program. This provision is not available for residential seasonal or alternative properties.

Please complete, sign and return this form in full to apply for the LILU program. Households that have received any of the following are eligible for the LILU program through their current participation in programs such as: Supplemental Nutrition Assistance Program (SNAP); Minnesota Family Investment Program; Special Supplemental Nutrition Program for Women, Infants and Children; Supplemental Security Income; Minnesota Care; reduced/free lunch) or an income at or below 50% of state median income (see below for details).

Section I. Requestor Information

Please check the appropriate box for service provided by Xcel Energy: ☐ Electricity ☐ Gas ☐ Both

Name on the account _____

Primary phone _____ Cell phone _____

Email _____

Address _____ Apartment/unit number _____

City _____ State _____ ZIP _____

Xcel Energy account number _____

Your account number can be found at the top of your bill. We are unable to process applications without an account number. If you don't know your account number or have questions, please contact us at 866-975-7327 or email PEAP.EAP@xcelenergy.com.

Section II. Eligibility Information

Please check all boxes that apply for all household members.

Type of benefits received (check all that apply)

Social Security benefits (SSDI, SDI, SSA) Yes ☐ No ☐

Supplemental Security benefits (SSI) Yes ☐ No ☐

Temporary Assistance to Needy Families (TANF) Yes ☐ No ☐

Supplemental Nutrition Assistance Program (SNAP)..... Yes ☐ No ☐

Minnesota Family Investment Program..... Yes ☐ No ☐

Special Supplemental Nutrition Program for Women, Infants and Children Yes ☐ No ☐

Minnesota Care (reduced/free lunch)..... Yes ☐ No ☐

Medicare..... Yes ☐ No ☐

MN Medicaid Yes ___ No ___
MN Child Yes ___ No ___
MN Children's Special Health Care Services Yes ___ No ___

Customers who meet 50% of state median income qualify if their income does not exceed the guidelines shown in the table at this link [Minnesota Department of Commerce](#) or as listed below.

Household size	Annual Income	1 Month Max. Guidelines
1	\$32,667	\$2,722
2	\$42,719	\$3,559
3	\$52,770	\$4,397
4	\$62,822	\$5,235
5	\$72,874	\$6,072

Current guidelines as of October 2023. These guidelines are subject to change.

How many people are in your household? _____

What is your current average income? _____ Weekly ___ Monthly ___ Annually ___

Section III. Signature

Signature _____ Date _____

By signing this document, I am giving Xcel Energy permission to obtain information about me. I am also agreeing to the following:

- I understand Xcel Energy may require proof of program benefits received for continued participation in the LILU program.
- I agree to allow Xcel Energy to use payment information in the evaluation of the program.
- I agree to allow Xcel Energy to use benefit information necessary to process this application.
- I understand the program stops if I no longer receive utility service from Xcel Energy.
- I agree to notify Xcel Energy if I move.
- I consent to receive marketing communications from Xcel Energy about this program and similar program offerings.

Questions? Call our **Personal Account Representatives** at **866-975-7327**.

Submit your application by:

Email: PEAP.EAP@xcelenergy.com

Mail:

Attn: PAR Dept.
Xcel Energy
3115 Centre Point Dr.
St. Paul, MN 55113

Additional income qualification guidelines available at mn.gov/commerce/energy/consumer-assistance/energy-assistance-program/guidelines.jsp.



October 6, 2023

>>Customer Name<<
>>Mail to Address<<
>>Mail to City<< >>Mail to State<< >>Mail to ZIP<<

Subject: Pending Your Application

Dear >>First Name<< >>Last Name<<,

Thank you for applying to our program. Unfortunately, we regret to inform you that we are unable to calculate your eligibility for the program at this time.

To determine eligibility, we need an account to be active for a minimum of three months to determine if your average usage is within our program criteria of an average of 300 kilowatt hours (kWh) per month. Please note that Xcel Energy will keep your application on file. Once you have a minimum of 90 days, or three complete billing cycles at your location, Xcel Energy will review your usage history to determine if you meet the average 300 kWh or less criteria for the program.

We appreciate your patience in this matter. If you have any questions, please call our **Personal Accounts Representatives Department at 866-975-7327** or email: **PEAP.EAP@xcelenergy.com**.

Thank You,

Xcel Energy Customer Care



October 10, 2023

>>Customer Name<<
>>Mail to Address<<
>>Mail to City<< >>Mail to State<< >>Mail to ZIP<<

Dear >>First name<< >>Last Name<<,

We would like to thank you for your application for the MN Low-Income, Low-Usage program and regret to inform you that you do not meet the criteria for the program either due to your income or your average electric usage at your home.

If you feel that this is an error, or you have additional questions, please reach out to our **Personal Accounts Representatives Department** at **866-975-7327** or email **PEAP.EAP@xcelenergy.com**.

Sincerely,

Xcel Energy Customer Care

Redline

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

LOW INCOME ENERGY DISCOUNT RIDER

Section No. 5

~~10th~~ 11th Revised Sheet No. 95

PROGRAMS

Low Income Discount (LID) Program~~DISCOUNT PROGRAM~~

~~Eligible Senior and / or Disabled~~ customers receive a \$15 discount in each monthly billing period. Eligibility is determined by receipt of energy assistance during the current Low Income Home Energy Assistance Program (LIHEAP) season and the customer is 62 years or older and/or disabled. The LID is retroactive to October 1 and ends September 30 of each year. Customers must be certified annually by an authorized agency as receiving assistance from the Low Income Home Energy Assistance Program.

PowerOn PROGRAM~~PowerON Program~~

~~Eligible Seniors and / or Disabled, and Customers Under 62 Years of Age with no Disability.~~
~~A customer using more than 3% of their annual household income for electric use may be eligible for the Company's PowerOn affordability program. Customers must be certified annually by an authorized agency as receiving assistance from the Low Income Home Energy Assistance Program. The Company will offer customers with the lowest income an affordable monthly bill. For a customer to be eligible for a supplemental reduction in their electric bill, the customer must agree to affordable monthly payments. Eligibility is determined by customer receipt of energy assistance during the current (LIHEAP) season and agreement to a monthly payment plan that is based on no more than 3% off their annual income.~~

Medical Affordability PROGRAM~~Program (MAP)~~

~~Available to customers with certified medical circumstances and an income level up to 50 percent of the state median income guidelines. Availability will be extended to medically certified customers with income up to 60 percent of the state median income guidelines if funds are available. Availability is on a first come/first served basis until the budget is exhausted. Eligibility is determined by the customer's valid medical form on file with the Company, an income no greater than 60% of the state median and agree to a monthly payment plan based on a percentage of their income.~~

Program Parameters

- Affordability Credit: Participating customers will receive an affordability credit limiting their bill to 3% of household annual income.
- Arrearage Credit: Participating customers will receive an arrearage credit. Receipt of the arrearage forgiveness credit will require a customer copayment that does not exceed 3% of the ~~household's~~ customer's annual income. The arrearage credit is designed to eliminate customer arrears over a period of 12 to 24 months.
- Customer Payment Requirements: Participating customers that miss two consecutive monthly payments will be removed from the ~~p~~PProgram and subject to regular collection practices, including service disconnection.

Low Income Low Usage (LILU) Program

Eligible customers will receive a 35% discount on the base energy rate portion of their bill each month and paid in the following month. Eligibility will be determined on a customer's annual average monthly energy usage of 300 kWh or less and either a receipt of energy assistance during the current LIHEAP season or a valid program self-declaration of income form, as provided by the customer to the Company. Customers must have received a minimum of three billing statements.

(Continued on Sheet No. 5-96)

Date Filed: ~~11-11-22~~ 10-17-23

By: Christopher B. Clark

Effective Date: ~~09-11-23~~

President, Northern States Power Company, a Minnesota corporation

Docket No. E002/~~M-13-867 & E002/M-21-695~~ GR-21-630

Order Date: ~~08-11-23~~

Northern States Power Company, a Minnesota corporation
Minneapolis, Minnesota 55401

MINNESOTA ELECTRIC RATE BOOK - MPUC NO. 2

LOW INCOME ENERGY DISCOUNT RIDER

Section No. 5

~~10th~~11th Revised Sheet No. 95

TERMS AND CONDITIONS OF SERVICE

1. The company will review current billing information, approved LIHEAP benefits and household income to make payment arrangements with the customer. A mutually agreed to payment plan will be offered to the customer and a payment schedule provided.
2. Customer must maintain an active account registered under customer's name with the Company to be eligible for this discount Rider.
3. Customers receiving assistance from LIHEAP with electric service through one meter for domestic and non-domestic purposes jointly may be eligible for this Discount Rider subject to Company's verification and approval. The Company shall determine the kWh use that is for domestic purposes. This Discount Rider only applies to kWh use for domestic purposes.

(Continued on Sheet No. 5-96)

Date Filed: ~~11-11-22~~10-17-23

By: Christopher B. Clark

Effective Date: ~~09-11-23~~

President, Northern States Power Company, a Minnesota corporation

Docket No. E002/~~M-13-867 & E002/M-21-695~~GR-21-630

Order Date: ~~08-11-23~~

LOW INCOME ENERGY DISCOUNT RIDER
(Continued)

Section No. 5
~~12th~~13th Revised Sheet No. 96

TERMS AND CONDITIONS OF SERVICE (Continued)

4. Qualified customers are only eligible to receive an energy discount under this Rider at one residential location at any one time and the discount only applies to a qualified customer's permanent primary residence. This Rider will not be available when, in the opinion of the Company, the customer's accommodation or occupancy is of a temporary nature. I
5. The discount shall be prospective and may not be applicable to past due bills or non-electric services.
6. An annual application and eligibility declaration is required for each request for service under this Rider. Without declaration of continuing eligibility, the discount will end ~~ends in the September calendar month of each year.~~ C
7. It is the customer's responsibility to notify the Company if there is a change of address or eligibility status.
8. Discounts will be credited to the eligible customer bills one billing month after Company's receipt of notification of LIHEAP certification. ~~The applicable discount~~ The Low Income Discount Program under this Rider will be retroactive to the October billing month during that same LIHEAP fiscal year. C
9. Refusal or failure of a customer or agencies to provide documentation of eligibility acceptable to the Company may result in removal from this Rider.
10. Customers may be rebilled for periods of ineligibility under the applicable rate schedule.
11. This Rider shall meet the conditions of Minnesota Statutes, Chapter 216B.16, Subd. 14 on low income discount rates.

PROGRAM SURCHARGE

Rider program costs shall be recovered in the following per month amounts, with the total surcharge as a separate line item on customer billing statements:

Service Category	Base	<u>LILU</u>	PowerON	Medical Affordability	Total	<u>NT</u>
Residential	\$0.58	<u>\$0.47</u>	\$0.21	\$0.19	<u>\$0.981.45</u>	<u>RN</u>
C&I Non-Demand	\$0.78	<u>\$0.47</u>	\$0.26	\$0.23	<u>\$1.271.74</u>	<u>RN</u>
C&I Demand	\$2.34	<u>\$2.04</u>	\$0.66	\$0.60	<u>\$3.605.64</u>	<u>RN</u>

Xcel Energy customers who receive LIHEAP assistance in the current LIHEAP year (October 1–September 30) and Lighting class service customers are exempt from paying the program surcharge.

Date Filed:	10-01-18 <u>10-17-23</u>	By: Christopher B. Clark	Effective Date:	01-01-19
		President, Northern States Power Company, a Minnesota corporation		
Docket No.	E002/ M-04-1956 & E002/GR-15-826 <u>GR-21-630</u>		Order Date:	09-26-14 & 06-12-17

Clean

LOW INCOME ENERGY DISCOUNT RIDER

Section No. 5
11th Revised Sheet No. 95

PROGRAMS

Low Income Discount (LID) Program

Eligible customers receive a \$15 discount in each monthly billing period. Eligibility is determined by receipt of energy assistance during the current Low Income Home Energy Assistance Program (LIHEAP) season and the customer is 62 years or older and/or disabled. The LID is retroactive to October 1 and ends September 30 of each year.

PowerON Program

Eligibility is determined by customer receipt of energy assistance during the current (LIHEAP) season and agreement to a monthly payment plan that is based on no more than 3% off their annual income.

Medical Affordability Program (MAP)

Eligibility is determined by the customer's valid medical form on file with the Company, an income no greater than 60% of the state median and agree to a monthly payment plan based on a percentage of their income.

Program Parameters

- **Affordability Credit:** Participating customers will receive an affordability credit limiting their bill to 3% of household annual income.
- **Arrearage Credit:** Participating customers will receive an arrearage credit. Receipt of the arrearage forgiveness credit will require a customer copayment that does not exceed 3% of the household's annual income. The arrearage credit is designed to eliminate customer arrears over a period of 12 to 24 months.
- **Customer Payment Requirements:** Participating customers that miss two consecutive monthly payments will be removed from the Program and subject to regular collection practices, including service disconnection.

Low Income Low Usage (LILU) Program

Eligible customers will receive a 35% discount on the base energy rate portion of their bill each month and paid in the following month. Eligibility will be determined on a customer's annual average monthly energy usage of 300 kWh or less and either a receipt of energy assistance during the current LIHEAP season or a valid program self-declaration of income form, as provided by the customer to the Company. Customers must have received a minimum of three billing statements.

TERMS AND CONDITIONS OF SERVICE

1. The company will review current billing information, approved LIHEAP benefits and household income to make payment arrangements with the customer. A mutually agreed to payment plan will be offered to the customer and a payment schedule provided.
2. Customer must maintain an active account registered under customer's name with the Company to be eligible for this discount Rider.
3. Customers receiving assistance from LIHEAP with electric service through one meter for domestic and non-domestic purposes jointly may be eligible for this Discount Rider subject to Company's verification and approval. The Company shall determine the kWh use that is for domestic purposes. This Discount Rider only applies to kWh use for domestic purposes.

(Continued on Sheet No. 5-96)

Date Filed: 10-17-23

By: Christopher B. Clark

Effective Date:

President, Northern States Power Company, a Minnesota corporation

Docket No. E002/GR-21-630

Order Date:

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LOW INCOME ENERGY DISCOUNT RIDER
(Continued)

Section No. 5
13th Revised Sheet No. 96

TERMS AND CONDITIONS OF SERVICE (Continued)

4. Qualified customers are only eligible to receive an energy discount under this Rider at one residential location at any one time and the discount only applies to a qualified customer's permanent primary residence. This Rider will not be available when, in the opinion of the Company, the customer's accommodation or occupancy is of a temporary nature. T
5. The discount shall be prospective and may not be applicable to past due bills or non-electric services.
6. An annual application and eligibility declaration is required for each request for service under this Rider. Without declaration of continuing eligibility, the discount will end. C
7. It is the customer's responsibility to notify the Company if there is a change of address or eligibility status.
8. Discounts will be credited to the eligible customer bills one billing month after Company's receipt of notification of LIHEAP certification. The Low Income Discount Program under this Rider will be retroactive to the October billing month during that same LIHEAP fiscal year. C
9. Refusal or failure of a customer or agencies to provide documentation of eligibility acceptable to the Company may result in removal from this Rider.
10. Customers may be rebilled for periods of ineligibility under the applicable rate schedule.
11. This Rider shall meet the conditions of Minnesota Statutes, Chapter 216B.16, Subd. 14 on low income discount rates.

PROGRAM SURCHARGE

Rider program costs shall be recovered in the following per month amounts, with the total surcharge as a separate line item on customer billing statements:

Service Category	Base	LILU	PowerON	Medical Affordability	Total	
Residential	\$0.58	\$0.47	\$0.21	\$0.19	\$1.45	NT
C&I Non-Demand	\$0.78	\$0.47	\$0.26	\$0.23	\$1.74	RN
C&I Demand	\$2.34	\$2.04	\$0.66	\$0.60	\$5.64	RN

Xcel Energy customers who receive LIHEAP assistance in the current LIHEAP year (October 1–September 30) and Lighting class service customers are exempt from paying the program surcharge.

CERTIFICATE OF SERVICE

I, Marie Horner, 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. E002/GR-21-630

Dated this 17th day of October 2023

/s/

Marie Horner
Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Kevin	Adams	kadams@caprw.org	Community Action Partnership of Ramsey & Washington Counties	450 Syndicate St N Ste 35 Saint Paul, MN 55104	Electronic Service	No	OFF_SL_21-630_Official
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First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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	Yes	OFF_SL_21-630_Official
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First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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