

July 31, 2015

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101-2147

RE: **Comments of the Minnesota Department of Commerce, Division of Energy Resources**
Docket No. E016/M-15-316

Dear Mr. Wolf:

Attached are the comments of the Minnesota Department of Commerce, Division of Energy Resources (Department) in the following matter:

Northwestern Wisconsin Electric Company's Minnesota Electric Distribution
Reliability Report Pursuant to Minnesota Rules, Chapter 7826.

The petition was filed on April 1, 2015 by:

David M. Dahlberg, President
Northwestern Wisconsin Electric Company
104 South Pine Street, PO Box 9
Grantsburg, Wisconsin 54840-0009

The Department recommends that the Minnesota Public Utilities Commission (Commission) accept Northwestern Wisconsin Electric Company's filing and set appropriate reliability goals for 2015, and is available to answer any questions the Commission may have.

Sincerely,

/s/ ANGELA BYRNE
Financial Analyst
651-539-1820

AB/lt
Attachment

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

COMMENTS OF THE
MINNESOTA DEPARTMENT OF COMMERCE
DIVISION OF ENERGY RESOURCES

DOCKET No. E016/M-15-316

I. BACKGROUND

Minnesota Rules, Chapter 7826 (effective January 28, 2003) were developed as a means for the Minnesota Public Utilities Commission (Commission) to establish safety, reliability and service quality standards for electric distribution utilities and to monitor their performance as measured against those standards. There are three main annual reporting requirements set forth in the rule. These are:

- 1) the annual safety report (Minnesota Rules, part 7826.0400),
- 2) the annual reliability report (Minnesota Rules, part 7826.0500, subp. 1 and 7826.0600, subp. 1), and
- 3) the annual service quality report (Minnesota Rules, part 7826.1300).

On March 4, 2011, the Commission issued its “Notice Clarifying Information Sought in Smart Grid Reports” in Docket No. E999/CI-08-948 (08-948 Docket). The Commission requested that rate regulated utilities file their smart grid reports in both their annual Safety, Reliability, and Service Quality Report and in the 08-948 Docket. Northwestern Wisconsin Electric Company (NWECC or the Company) has not filed a Smart Grid Report since its March 8, 2011 letter indicating that the Company does not have any Smart Grid applications or equipment in Minnesota.

In its December 31, 2014 *Order Closing Docket*, the Commission stated,

While [the annual smart grid reports and stakeholder workshops] have served their informational purpose well, the Commission believes that the time has come to close this docket and to consider, in a more focused way, how the

Commission can most effectively facilitate the development of an integrated, dynamic grid.

As a result, the regulated utilities are no longer required to file smart grid reports in their annual service quality reports.

On April 1, 2015, NWECC filed its annual safety, reliability, and service quality report (2015 Annual Report) to comply with the Commission's December 12, 2014 Order and the requirements of Minnesota Rules, Chapter 7826.

II. SUMMARY OF REPORT AND DEPARTMENT ANALYSIS

The Minnesota Department of Commerce, Division of Energy Resources (Department) reviewed NWECC's 2015 Annual Report to assess compliance with Minnesota Rules, Chapter 7826 and the December 12, 2014 Commission Order. The Department used information from past annual reports to facilitate the identification of issues and trends regarding NWECC's performance.

A. ANNUAL SAFETY REPORT

NWECC stated that there were no reports filed with the United States Occupational Safety and Health Administration or the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry during 2014. The Company reported that there were no injuries in Minnesota requiring medical attention or property damage resulting in compensation occurring as a result of downed wires or other electrical system failures in 2014. The Department acknowledges NWECC's fulfillment of the requirements of Minnesota Rules, part 7826.0400.

B. ANNUAL RELIABILITY REPORT

Minnesota Rules, part 7826.0500 requires each utility to file an annual report that includes the following information:

- 1) reliability performance,
- 2) storm-normalization method,
- 3) action plan for remedying any failure to comply with reliability goals,
- 4) bulk power supply interruptions,
- 5) major service interruptions,
- 6) circuit interruption data (identify worst-performing circuit),
- 7) known instances in which nominal voltages did not meet American National Standards Institute (ANSI) standards,
- 8) work center staffing levels, and
- 9) any other relevant information.

1. *Reliability Performance*

In its Order dated December 12, 2014,¹ the Commission set NWECC's reliability goals as follows:²

SAIDI (average number of minutes a customer was without power) = 212.55
SAIFI (average number of times a customer was without power) = 1.52
CAIDI (average minutes per outage for customers that lose power) = 154.88

NWECC's reliability report shows that the Company met its SAIDI, SAIFI, and CAIDI goals in the current reporting year. The Company reports the following 2014 reliability performance:

SAIDI = 123.14
SAIFI = 0.92
CAIDI = 133.62

The Department acknowledges NWECC's fulfillment of the reporting requirements of Minnesota Rules, part 7826.0500, subp. 1A through 1C. The following is a brief discussion of NWECC's historical reliability performance and proposed goals for 2015.

NWECC's historical reliability performance is as follows:

Table 1: NWECC's Historical Reliability Performance

	SAIDI	SAIFI	CAIDI
2005	621.09	4.565	136.05
2006	362.63	2.98	121.75
2007	52.79	1.05	50.15
2008	231.70	1.42	163.55
2009	148.80	1.76	84.53
2010	261.11	1.03	253.43
2011	69.09	0.63	110.32
2012	274.40	1.24	221.29
2013	309.36	2.95	104.85
2014	123.14	0.92	133.62

¹ Docket No. E016/M-14-666.

² For ease of reference, the Department attaches to these comments Minnesota Rules Chapter 7826. Minnesota Rules, part 7826.0200 defines SAIDI, SAIFI and CAIDI. The Department notes that SAIDI = SAIFI * CAIDI.

Table 2: NWECC Minnesota Outage Detail

Year	# of Outages	Total Customers Affected	Total Customer Minutes	Duration of Longest Outage (Hours)	# of Customers Affected by Longest Outage	Average Duration of All Outages (Minutes)
2005	10	420	57,140	5.5	75	128
2006	10	277	33,725	9.0	17	124
2007	5	100	5,015	3.0	3	94
2008	8	136	22,243	6.5	17	139
2009	11	169	14,285	2.0	80	70
2010	6	102	25,850	14.0	20	219
2011	5	62	6,840	4.0	1	139
2012	7	124	27,440	11.0	20	237
2013	9	298	31,245	2.5	20	96
2014	8	94	12,560	3.7	20	106

Due to the nature of NWECC's system in Minnesota (two distribution lines serving 102 customers), large variations in reliability performance measures occur depending largely on which line is affected most often.

NWECC did not propose any change to its reliability goals for 2015. However, the Department recommends that the Commission set NWECC's 2015 reliability goals based on a 5-year (2010 through 2014) performance average as follows:

SAIDI = 207.42
 SAIFI = 1.35
 CAIDI = 153.25

Based on NWECC's 2014 performance, the Department concludes that it is reasonable to set 2015 goals based on a 5-year performance average as has been done in previous years. These goals are all higher (easier to achieve) than NWECC's actual performance in 2014 but lower (harder to achieve) than the Company's 2014 goals.

2. Storm-Normalization Method

NWECC reported that it did not apply a storm-normalization method to its outage data, as there were no major storms that affected the Company's Minnesota service area in 2014.

3. Action Plan to Improve Reliability

NWECC met its SAIDI, SAIFI, and CAIDI goals for 2014. Therefore, no action plan to improve reliability is required.

4. *Bulk Power Supply Interruptions*

NWEC stated that there were no bulk power supply interruptions that affected its Minnesota customers in 2014.

5. *Major Service Interruptions*

NWEC stated that it did not file any reports pursuant to Minnesota Rules, part 7826.0700 in 2014.

6. *Worst-Performing Circuit*

As previously noted, NWEC has only two distribution lines in Minnesota. The St. Croix State Park circuit was the worst performing circuit in all metrics. The Company stated that performance on the St. Croix circuit was mainly due to the failure of a substation transformer, which has now been replaced.

Table 3: NWEC Reliability Performance by Distribution Line

	ARNA	ST. CROIX
SAIDI	15.37	565.00
SAIFI	0.17	4.00
CAIDI	90.00	141.25

7. *Compliance with ANSI Voltage Standards*

NWEC stated that there were no instances in which nominal electric service voltages on the Company's side of the meter failed to meet ANSI Standards.

8. *Work Center Staffing Levels*

NWEC reported the following staffing levels for 2014:

Danbury, Wisconsin	1 Foreman and 3 Linemen
Frederic, Wisconsin	1 Foreman and 4 Linemen
Grantsburg, Wisconsin	1 Foreman, 4 Linemen, 2 Brushing Crew, 1 Line Supt., and 1 Asst. Line Supt.

These levels decreased in Frederic and Grantsburg but are similar to those reported in the past.

C. *ANNUAL SERVICE QUALITY REPORT*

Minnesota Rules, part 7826.1300 requires each utility to file information regarding meter reading performance, involuntary disconnections of service, service extension request response times, call center response time, emergency medical account status applications, customer deposits, and customer complaints.

1. *Meter-Reading Performance*

NWEC reported that 80 percent of its Minnesota meters are read by utility personnel (those meters served by the line from Tower Road to Arna Township) and 20 percent are read by the customer. One meter reader is assigned NWEC's Arna Township's meters. This is unchanged from last year's report.

Through previous telephone contact, NWEC clarified that all of the Company-read meters are read monthly. Customers with self-read meters are sent cards on which they record their usage and mail back to NWEC. A Company employee reads the customer-read meters once every six months.

2. *Involuntary Disconnections*

NWEC reported that 7 customers received disconnection notices in 2014; one customer was disconnected involuntarily. The Company stated that no customers sought Cold Weather Rule protection in 2014 and no customers entered into a payment plan.

3. *Service Extension Requests*

NWEC reported that no customers requested service to a location not previously served. NWEC reported that one customer requested service at an existing location.

4. *Call Center Response Time*

NWEC does not have the capability to measure telephone response time on calls made to its business office. The Company uses a call answering service for calls made after business hours. Therefore, NWEC's Minnesota customers are always able to reach a "live" person when trying to contact the Company. NWEC reported that it has not received any complaints from customers regarding its call answering service.

NWEC was granted a permanent variance (Docket No. E016/M-04-510) from Minnesota Rules, part 7826.1700 to eliminate the need for the Company to establish a mechanism to measure telephone response times.

5. *Emergency Medical Accounts*

NWEC reported that one Minnesota customer is on Emergency Medical Account Status. This is unchanged from 2013.

6. *Customer Deposits*

NWEC reported that no customer was required to make a deposit as a condition of receiving service in 2014. This is unchanged from 2013.

7. *Customer Complaints*

NWEC reported that no customer complaints were received in 2014. This is unchanged from 2013.

The Department concludes that NWEC has minimally fulfilled the requirements of Minnesota Rules, part 7826.1300, as varied by the Commission.

III. RECOMMENDATIONS

The Department recommends that the Commission accept NWEC's filing in fulfillment of the requirements of Minnesota Rules, Chapter 7826 and the Commission's December 12, 2014 Order.

The Department also recommends that the Commission set the Company's 2015 reliability goals based on a 5-year performance average as follows:

SAIDI = 207.42
SAIFI = 1.35
CAIDI = 153.25

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- 7826.0100 APPLICABILITY.
- 7826.0200 DEFINITIONS.

SAFETY

- 7826.0300 SAFETY STANDARDS.
- 7826.0400 ANNUAL SAFETY REPORT.

RELIABILITY

- 7826.0500 RELIABILITY REPORTING REQUIREMENTS.
- 7826.0600 RELIABILITY STANDARDS.
- 7826.0700 REPORTING MAJOR SERVICE INTERRUPTIONS.

SERVICE

- 7826.0800 CUSTOMER NOTICE OF PLANNED SERVICE INTERRUPTIONS.
- 7826.0900 METER READING FREQUENCY; CUSTOMER ACCOMMODATION.
- 7826.1000 REPLACING MALFUNCTIONING METERS.
- 7826.1100 KEEPING SERVICE CALLS.
- 7826.1200 CALL CENTER RESPONSE TIME.
- 7826.1300 ANNUAL SERVICE QUALITY REPORT FILING.

REPORTING

- 7826.1400 REPORTING METER-READING PERFORMANCE.
- 7826.1500 REPORTING INVOLUNTARY DISCONNECTIONS.
- 7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.
- 7826.1700 REPORTING CALL CENTER RESPONSE TIMES.
- 7826.1800 REPORTING EMERGENCY MEDICAL ACCOUNT STATUS.
- 7826.1900 REPORTING CUSTOMER DEPOSITS.
- 7826.2000 REPORTING CUSTOMER COMPLAINTS.

CHAPTER 7826

PUBLIC UTILITIES COMMISSION

ELECTRIC UTILITY STANDARDS

7826.0100 APPLICABILITY.

This chapter applies to all persons, corporations, or other legal entities engaged in the retail distribution of electric service to the public, with the following exceptions:

- A. cooperative electric associations;
- B. municipal utilities;
- C. persons distributing electricity only to tenants or cooperative or condominium owners in buildings owned, leased, or operated by those persons;
- D. persons distributing electricity only to occupants of a manufactured home or trailer park owned, leased, or operated by those persons; and
- E. persons distributing electricity to fewer than 25 persons.

Statutory Authority: *MS s 216B.81*

History: 27 SR 1174

Posted: February 13, 2003

7826.0200 DEFINITIONS.

Subpart 1. **Scope.** The terms used in this chapter have the meanings given them in this part.

Subp. 2. **Bulk power supply facility.** "Bulk power supply facility" means the interconnected system that encompasses the electric generation resource, transmission lines, transmission substations, and associated equipment that, upon a total, simultaneous, and sustained interruption, disrupts service to all distribution feeders exiting that substation when those distribution feeders do not have service restoration interconnections with alternate sources.

Subp. 3. **Cold weather rule.** "Cold weather rule" means the set of protections against disconnection during the heating season set forth in Minnesota Statutes, sections 216B.096 and 216B.097.

Subp. 4. **Customer average interruption duration index or CAIDI.** "Customer average interruption duration index" or "CAIDI" means the average customer-minutes of interruption per customer interruption. It approximates the average length of time required to complete service restoration. It is determined by dividing the annual sum of all customer-minutes of interruption durations by the annual number of customer interruptions, using storm-normalized data.

Subp. 5. **Customer complaint.** "Customer complaint" means any call center communication by a utility customer in which the customer states a grievance related to the utility's provision of service to that customer.

Subp. 6. **Interruption.** "Interruption" means an interruption of service to a customer with a duration greater than five minutes.

Subp. 7. **Major service interruption.** "Major service interruption" means an interruption of service at the feeder level or above and affecting 500 or more customers for one or more hours.

Subp. 8. **Resolved.** "Resolved," used in regard to customer complaints, means that the utility has examined the complainant's claims, conducted any necessary investigation, and done one of the following:

- A. taken the action the customer requests;
- B. taken an action the customer and the utility agree is an acceptable compromise;
- C. provided the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility; or
- D. refused to take the action the customer requested and communicated that refusal to the customer.

Subp. 9. **Storm-normalized data.** "Storm-normalized data" means data that has been adjusted to neutralize the effects of outages due to major storms.

Subp. 10. **System average interruption duration index or SAIDI.** "System average interruption duration index" or "SAIDI" means the average customer-minutes of interruption per customer. It is determined by dividing the annual sum of customer-minutes of interruption by the average number of customers served during the year, using storm-normalized data.

Subp. 11. **System average interruption frequency index or SAIFI.** "System average interruption frequency index" or "SAIFI" means the average number of interruptions per customer per year. It is determined by dividing the total annual number of customer interruptions by the average number of customers served during the year, using storm-normalized data.

Subp. 12. **Utility.** "Utility" means any person, corporation, or other legal entity engaged in the retail distribution of electric service to the public, with the following exceptions:

- A. cooperative electric associations;
- B. municipal utilities;
- C. persons distributing electricity only to tenants or cooperative or condominium owners in buildings owned, leased, or operated by those persons;
- D. persons distributing electricity only to occupants of a manufactured home or trailer park owned, leased, or operated by those persons; and
- E. persons distributing electricity to fewer than 25 persons.

Subp. 13. **Work center.** "Work center" means a portion of a utility's assigned service area that it treats as an administrative subdivision for purposes of maintaining and repairing its distribution system.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174; L 2009 c 110 s 37*

Posted: *June 2, 2009*

SAFETY

7826.0300 SAFETY STANDARDS.

Subpart 1. **National Electrical Safety Code.** When constructing new facilities or reinvesting capital in existing facilities, utilities shall comply with the requirements stated at the time the work is done in the then most recently published edition of the National Electrical Safety Code, as published by the Institute of Electrical and Electronics Engineers, Inc. and approved by the American National Standards Institute. This code is incorporated by reference, is not subject to frequent change, and is conveniently available to the public through the statewide interlibrary loan system.

Subp. 2. **Standards and recommended practices of the Institute of Electrical and Electronics Engineers, Inc. and the American National Standards Institute.** Utilities are encouraged to follow the recommended practices of the Institute of Electrical and Electronics Engineers, Inc. and the American National Standards Institute on electricity metering and standard voltage ratings for electric power systems and equipment. Utility compliance with these recommended practices creates a rebuttable presumption that a practice is reasonable.

Subp. 3. **Occupational Safety and Health Administration rules.** When constructing, installing, refurbishing, or maintaining facilities, utilities shall comply with all regulations promulgated by the United States Occupational Safety and Health Administration and by the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry.

Statutory Authority: *MS s 216B.81*

History: 27 SR 1174

Posted: February 13, 2003

7826.0400 ANNUAL SAFETY REPORT.

On or before April 1 of each year, each utility shall file a report on its safety performance during the last calendar year. This report shall include at least the following information:

A. summaries of all reports filed with the United States Occupational Safety and Health Administration and the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry during the calendar year; and

B. a description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electrical system failures and all remedial action taken as a result of any injuries or property damage described.

Statutory Authority: *MS s 216B.81*

History: 27 SR 1174

Posted: February 13, 2003

RELIABILITY

7826.0500 RELIABILITY REPORTING REQUIREMENTS.

Subpart 1. **Annual reporting requirements.** On or before April 1 of each year, each utility shall file a report on its reliability performance during the last calendar year. This report shall include at least the following information:

A. the utility's SAIDI for the calendar year, by work center and for its assigned service area as a whole;

B. the utility's SAIFI for the calendar year, by work center and for its assigned service area as a whole;

C. the utility's CAIDI for the calendar year, by work center and for its assigned service area as a whole;

D. an explanation of how the utility normalizes its reliability data to account for major storms;

E. an action plan for remedying any failure to comply with the reliability standards set forth in part 7826.0600 or an explanation as to why noncompliance was unavoidable under the circumstances;

F. to the extent feasible, a report on each interruption of a bulk power supply facility during the calendar year, including the reasons for interruption, duration of interruption, and any remedial steps that have been taken or will be taken to prevent future interruption;

G. a copy of each report filed under part 7826.0700;

H. to the extent technically feasible, circuit interruption data, including identifying the worst performing circuit in each work center, stating the criteria the utility used to identify the worst performing circuit, stating the circuit's SAIDI, SAIFI, and CAIDI, explaining the reasons that the circuit's performance is in last place, and describing any operational changes the utility has made, is considering, or intends to make to improve its performance;

I. data on all known instances in which nominal electric service voltages on the utility's side of the meter did not meet the standards of the American National Standards Institute for nominal system voltages greater or less than voltage range B;

J. data on staffing levels at each work center, including the number of full-time equivalent positions held by field employees responsible for responding to trouble and for the operation and maintenance of distribution lines; and

K. any other information the utility considers relevant in evaluating its reliability performance over the calendar year.

Subp. 2. **Initial reporting requirements.** By March 30, 2003, each utility shall file its SAIDI, SAIFI, and CAIDI for each of the past five calendar years, by work center and for its assigned service area as a whole. If this information is not available, the utility shall file an explanation of how it has been tracking reliability for the past five years, together with reliability data for that period of time. If the utility has implemented a new reliability tracking system that makes comparisons between historical data and current data unreliable, the utility shall explain this situation in its filing.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.0600 RELIABILITY STANDARDS.

Subpart 1. **Annually proposed individual reliability standards.** On or before April 1 of each year, each utility shall file proposed reliability performance standards in the form of proposed numerical values for the SAIDI, SAIFI, and CAIDI for each of its work centers. These filings shall be treated as "miscellaneous tariff filings" under the commission's rules of practice and procedure, part 7829.0100, subpart 11.

Subp. 2. **Annually set, utility-specific, reliability standards.** The commission shall set reliability performance standards annually for each utility in the form of numerical values for the SAIDI, SAIFI, and CAIDI for each of its work centers. These standards remain in effect until the commission takes final action on a filing proposing new standards or changes them in another proceeding.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.0700 REPORTING MAJOR SERVICE INTERRUPTIONS.

Subpart 1. **Contemporaneous reporting.** A utility shall promptly inform the commission's Consumer Affairs Office of any major service interruption. At that time, the utility shall provide the following information, to the extent known:

- A. the location and cause of the interruption;
- B. the number of customers affected;
- C. the expected duration of the interruption; and
- D. the utility's best estimate of when service will be restored, by geographical area.

Subp. 2. **Written report.** Within 30 days, a utility shall file a written report on any major service interruption in which ten percent or more of its Minnesota customers were out of service for 24 hours or more. This report must include at least a description of:

- A. the steps the utility took to restore service; and
- B. any operational changes the utility has made, is considering, or intends to make, to prevent similar interruptions in the future or to restore service more quickly in the future.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

SERVICE

7826.0800 CUSTOMER NOTICE OF PLANNED SERVICE INTERRUPTIONS.

Utilities shall give customers the most effective actual notice possible of any planned service interruption expected to last longer than 20 minutes. For any planned interruption expected to exceed four hours, the utility shall provide, if feasible, mailed notice one week in advance and notice by telephone or door-to-door household visits 12 to 72 hours before the interruption. Planned service interruptions must be scheduled at times to minimize the inconvenience to customers. When planned service interruptions exceeding four hours are canceled, utilities shall notify, if feasible, the customers who received notice that service would be interrupted.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.0900 METER READING FREQUENCY; CUSTOMER ACCOMMODATION.

Subpart 1. **Meter reading performance standard.** Utilities shall attempt to read all meters on a monthly basis unless otherwise authorized by the commission. Utilities are assumed to be in compliance with this standard if they read at least 90 percent of all meters during the months of April through November and at least 80 percent of all meters during the months of December through March. Utilities shall contact any customer whose bill has been estimated for two consecutive months and attempt to schedule a meter reading.

Subp. 2. **Evening and weekend meter reading.** Utilities shall read meters during the evening or on Saturday or Sunday for customers whose meters are inaccessible and whose work or other schedule makes meter reading during regular business hours a hardship. When a utility contacts a customer on an individual basis to schedule a meter reading, the utility shall inform the customer of the available alternatives that the utility provides, such as the customer's option to provide a self-read. If alternative arrangements are not acceptable to the customer, the utility shall inform the customer that the utility provides evening and weekend meter reading for customers whose work schedule or other schedule makes meter reading during regular business hours a hardship.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.1000 REPLACING MALFUNCTIONING METERS.

Utilities shall replace a malfunctioning meter within ten calendar days of receiving a report from a customer questioning its accuracy or within ten calendar days of learning in some other way that it may be inaccurate.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.1100 KEEPING SERVICE CALLS.

Utilities shall keep service call appointments and shall provide as much notice as possible when an appointment cannot be kept. A service call appointment is kept if the worker arrives within a four-hour period set by the utility and clearly communicated to the customer.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.1200 CALL CENTER RESPONSE TIME.

Subpart 1. **Calls to business office.** On an annual basis, utilities shall answer 80 percent of calls made to the business office during regular business hours within 20 seconds. "Answer" means that an operator or representative is ready to render assistance or accept the information to handle the call. Acknowledging that the customer is waiting on the line and will be served in turn is not an answer. If the utility uses an automated call-processing system, the 20-second period begins when the customer has selected a menu option to speak to a live operator or representative. Utilities using automatic call-processing systems must provide that option, and they must not delay connecting the caller to a live operator or representative for purposes of playing promotional announcements.

Subp. 2. **Calls regarding service interruptions.** On an annual basis, utilities shall answer 80 percent of calls directed to the telephone number for reporting service interruptions within 20 seconds. "Answer"

may mean connecting the caller to a recording providing, to the extent practicable, at least the following information:

- A. the number of customers affected by the interruption;
- B. the cause of the interruption;
- C. the location of the interruption; and
- D. the utility's best estimate of when service will be restored, by geographical area.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.1300 ANNUAL SERVICE QUALITY REPORT FILING.

On or before April 1 of each year, each utility shall file a report on its service quality performance during the last calendar year. These filings must be treated as "miscellaneous tariff filings" under the commission's rules of practice and procedure, part 7829.0100, subpart 11. This report must include at least the information set forth in parts 7826.1400 to 7826.2000.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

REPORTING

7826.1400 REPORTING METER-READING PERFORMANCE.

The annual service quality report must include a detailed report on the utility's meter-reading performance, including, for each customer class and for each calendar month:

- A. the number and percentage of customer meters read by utility personnel;
- B. the number and percentage of customer meters self-read by customers;
- C. the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read; and
- D. data on monthly meter-reading staffing levels, by work center or geographical area.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.1500 REPORTING INVOLUNTARY DISCONNECTIONS.

The annual service quality report must include a detailed report on involuntary disconnections of service, including, for each customer class and each calendar month:

- A. the number of customers who received disconnection notices;
- B. the number of customers who sought cold weather rule protection under Minnesota Statutes, sections 216B.096 and 216B.097, and the number who were granted cold weather rule protection;
- C. the total number of customers whose service was disconnected involuntarily and the number of these customers restored to service within 24 hours; and
- D. the number of disconnected customers restored to service by entering into a payment plan.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174; L 2009 c 110 s 37*

Posted: *June 2, 2009*

7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.

The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:

- A. the number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; and
- B. the number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.1700 REPORTING CALL CENTER RESPONSE TIMES.

The annual service quality report must include a detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.1800 REPORTING EMERGENCY MEDICAL ACCOUNT STATUS.

The annual service quality report must include the number of customers who requested emergency medical account status under Minnesota Statutes, section 216B.098, subdivision 5, the number whose applications were granted, and the number whose applications were denied and the reasons for each denial.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.1900 REPORTING CUSTOMER DEPOSITS.

The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

7826.2000 REPORTING CUSTOMER COMPLAINTS.

The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:

- A. the number of complaints received;
- B. the number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints;
- C. the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days;
- D. the number and percentage of all complaints resolved by taking any of the following actions:
 - (1) taking the action the customer requested;
 - (2) taking an action the customer and the utility agree is an acceptable compromise;
 - (3) providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility; or
 - (4) refusing to take the action the customer requested; and
- E. the number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Posted: *February 13, 2003*

CERTIFICATE OF SERVICE

I, Sharon Ferguson, hereby certify that I have this day, served copies of the following document on the attached list of persons by electronic filing, certified mail, e-mail, or by depositing a true and correct copy thereof properly enveloped with postage paid in the United States Mail at St. Paul, Minnesota.

**Minnesota Department of Commerce
Comments**

Docket No. E016/M-15-316

Dated this 31st day of July 2015

/s/Sharon Ferguson

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