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Xcel Energy Information Request No. 1
Docket No.: E002/M-24-27
Response To: Minnesota Public Utilities Commission
Requestor: Sally Anne McShane
Date Received: April 26, 2024

Question:

In which state are Xcel Energy’s customer service teams located that answer calls from Minnesota customers? If the customer service teams are located in states other than Minnesota, are they trained on Minnesota Statutes, Rules, policies, and procedures? If so, describe the trainings.

Response:

Xcel Energy’s Customer Service Representatives are primarily located in Minnesota, Wisconsin, and Texas, and they are trained on Minnesota Statutes, Rules, policies, and procedures. When our Customer Service Representatives begin their careers at Xcel Energy, they participate in a rigorous eight-week training class. In that class, they are trained to handle calls for customers within all jurisdictions the Company serves. This training includes state-specific Rules, Statutes, policies, and procedures and consists of a combination of lecture, role play, independent learning, and job shadowing. After training, our Customer Service Representatives have access to a knowledge base tool that provides state-specific information and that they use as an as-needed reference resource.

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Date: May 17, 2024