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July 1, 2013

Burl W. Haar  
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. E002/M-13-255

Dear Dr. Haar:

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

Northern States Power Company, a Minnesota Corporation's, Annual Safety, Reliability, and Service Quality Report, and Petition for Approval of Reliability Goals.

The petition was filed on April 1, 2013 by:

Paul J. Lehman  
Manager, Regulatory Compliance & Filings  
Xcel Energy  
414 Nicollet Mall  
Minneapolis, Minnesota 55401

The Department recommends that the Minnesota Public Utilities Commission (Commission) **accept Northern States Power Company's filing and set appropriate reliability goals for 2013 upon submission of additional information.** The Department is available to answer any questions that the Commission may have.

Sincerely,

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

AB/sm  
Attachment

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

COMMENTS OF THE  
MINNESOTA DEPARTMENT OF COMMERCE  
DIVISION OF ENERGY RESOURCES

DOCKET NO. E002/M-13-255

**I. BACKGROUND**

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

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

In addition to the rule requirements, the Commission’s December 20, 2012 Order in Docket No. E002/M-12-313 directed Northern States Power Company, a Minnesota corporation (Xcel or the Company) to:

3. ...include the following in its next annual safety, reliability, and service quality reports:
  - a. a description of the policies, procedures and actions that it has implemented, and plans to implement, to assure reliability, including information demonstrating proactive management of the system as a whole, increased reliability and active contingency planning;

- b. a summary table (or summary information in some other format) that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability;
  - c. a report on the major causes of outages for major event days;
4. ...consider other factors, in addition to historical data, on which to base its reliability indices for 2013 in an effort to demonstrate its commitment toward improving reliability performance; and
  5. ...continue its efforts in the reporting of major service interruptions to the Commission's Consumer Affairs Office.

On April 1, 2013, Xcel filed a petition (2013 Annual Report) to comply with Minnesota Rules Chapter 7826 and the Commission's December 20, 2012 Order.

The Minnesota Department of Commerce (Department) notes that the Commission's June 5, 2009 Order in Docket No. E999/CI-08-948 (08-948 docket) contains the following order point:

Beginning on April 1, 2010 and annually thereafter, utilities shall file reports on past, current, and planned smart grid projects, with a description of those projects, including: total costs, cost effectiveness, improved reliability, security, system performance, and societal benefit, with their electric service quality reports.

On May 4, 2010, the Commission issued a "Notice Seeking Comments" in the 08-948 docket requesting comments on issues relating to that docket, including the annual reports filed in compliance with its June 5, 2009 Order. Therefore, the Department concluded that the 08-948 docket was the appropriate forum for comments on the utilities' annual smart grid project reports and did not address those reports in our comments relating to the utilities' 2010 Safety, Reliability, and Service Quality Reports. On March 4, 2011, the Commission issued its "Notice Clarifying Information Sought in Smart Grid Reports" in the 08-948 docket. The Commission directed rate-regulated utilities to file their smart grid reports in both their annual Safety, Reliability, and Service Quality Report and in the 08-948 docket. No request for comments has been issued to date on the 2013 smart grid reports; therefore, the Department will include a summary of Xcel's smart grid report as filed in its 2013 Annual Report.

## **II. SUMMARY OF REPORT AND DEPARTMENT ANALYSIS**

The Department reviewed Xcel's 2013 Annual Report to assess compliance with Minnesota Rules Chapter 7826 and the Commission's December 20, 2012 Order. The Department used information from past annual reports to facilitate identification of issues and trends regarding Xcel's performance.

### **A. ANNUAL SAFETY REPORT**

The annual safety report consists of two parts:

- A. a summary of all reports filed with the United States Occupational Safety and Health Administration (OSHA) and the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry (OSHD) 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.

Xcel provided a summary of 2012 data requested by the U.S. Department of Labor. This information reflects safety information on a random selection of the Company's plants and is therefore not necessarily comparable year to year.

Xcel also reported that \$1,522 was paid for injuries requiring medical attention resulting from downed wires or other electrical system failures in 2012. Xcel stated that the claimant reported she received a shock from sparks coming off of a transformer. She was treated at a nearby hospital and released after being diagnosed with an electrical shock. The Department requests that Xcel provide further information regarding what, if any, action was taken by Xcel to prevent similar incidents in the future.

Table 1 summarizes Xcel's most recent and past reports regarding property damage claims.

**Table 1: Property Damage Reimbursement**

|      | Claims | Total Amount Paid |
|------|--------|-------------------|
| 2003 | 212    | \$255,164.74      |
| 2004 | 108    | \$105,016.97      |
| 2005 | 184    | \$202,574.46      |
| 2006 | 122    | \$111,378.90      |
| 2007 | 132    | \$203,633.50      |
| 2008 | 61     | \$210,770.02      |
| 2009 | 85     | \$163,760.17      |
| 2010 | 107    | \$147,886.24      |
| 2011 | 128    | \$356,107.39      |
| 2012 | 88     | \$135,836.53      |

The Department notes that, from 2003 through 2006, property damage due to overhead conductors and overhead transformers generally resulted in the most frequent and the most costly property damage claims. From 2007 through 2011, abnormal voltage replaced overhead transformers as one of the top two most frequent and costly property damage claims. According to Xcel's 2012 Annual Report, property damage due to overhead conductors was the most frequent and costly claim category, accounting for approximately \$61,000 of the total reimbursements.

*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*

Xcel described the method it uses to calculate reliability performance and provided a table showing its 2012 reliability performance compared with the goals the Commission set in Docket No. E002/M-12-313.<sup>1</sup>

**Table 2: Xcel’s 2012 Reliability Performance Compared with Goals**

|            |       | 2012 Performance | 2012 Goals |
|------------|-------|------------------|------------|
| Metro East | SAIDI | <b>98.35</b>     | 84.99      |
|            | SAIFI | 0.91             | 0.97       |
|            | CAIDI | <b>108.36</b>    | 87.27      |
| Metro West | SAIDI | <b>103.98</b>    | 99.98      |
|            | SAIFI | 0.98             | 1.02       |
|            | CAIDI | <b>105.93</b>    | 98.29      |
| Northwest  | SAIDI | <b>106.07</b>    | 101.53     |
|            | SAIFI | 0.84             | 0.91       |
|            | CAIDI | <b>125.62</b>    | 111.97     |
| Southeast  | SAIDI | 71.54            | 86.62      |
|            | SAIFI | 0.59             | 0.81       |
|            | CAIDI | <b>120.50</b>    | 107.31     |

The numbers in bold indicate where Xcel did not meet its goals. Xcel missed SAIDI and CAIDI in all four of its work centers, except the Southeast work center where Xcel missed only its CAIDI goal. The Department discusses this issue further below under “Action Plan to Improve Reliability.”

The Department acknowledges Xcel’s fulfillment of the requirements of Minnesota Rules, part 7826.0500, subparts 1A, B, and C.

*2. Storm-Normalization Method*

Xcel reported that its reliability data is normalized to account for major storms by removing outages that start on a storm day. Xcel identifies “storm days” in the following manner:

Using the previous five years of outage history for each region, Xcel:

- calculates the number of sustained outages per day;
- calculates the average number of sustained outages per day; and
- calculates the standard deviation of the number of sustained outages per day.

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<sup>1</sup> 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.

Xcel thus defines a “storm day” as any day meeting or exceeding the average number of outages per day plus three standard deviations.

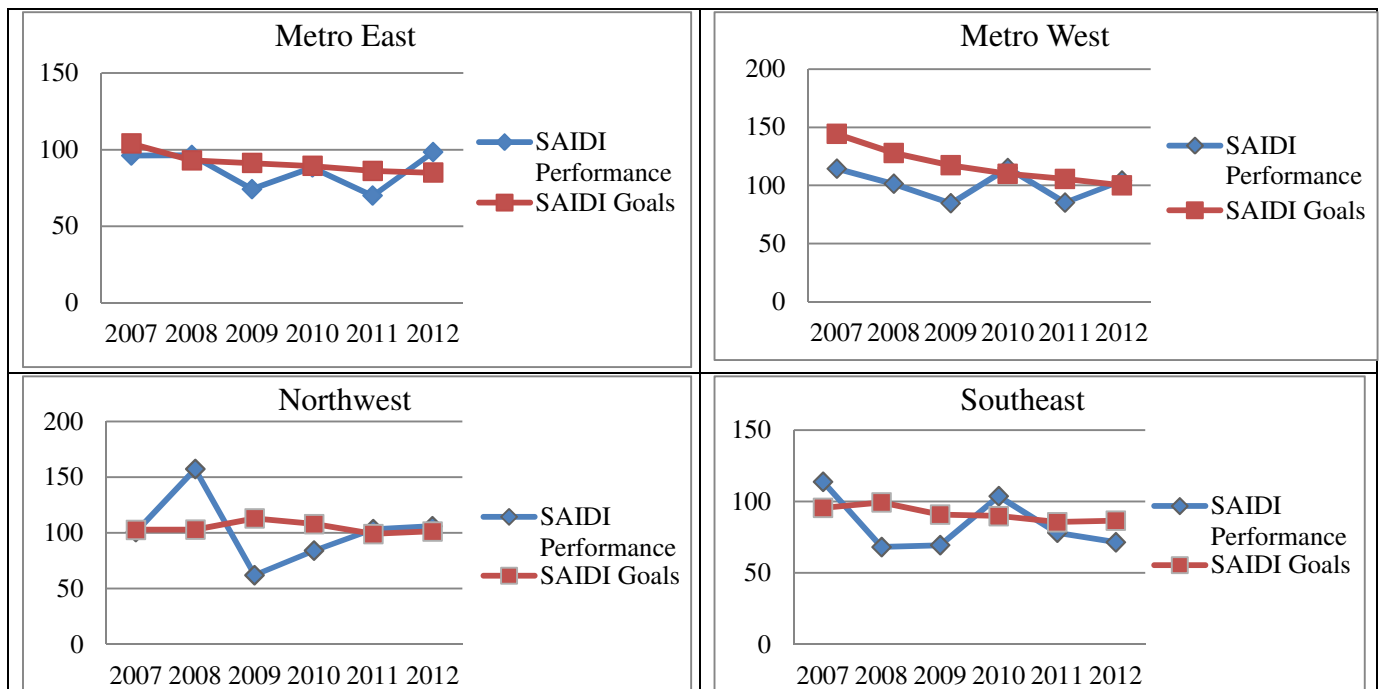
The Department acknowledges Xcel’s fulfillment of the requirements of Minnesota Rules, part 7826.0500, subp. 1D.

### 3. Action Plan to Improve Reliability

While Xcel met and exceeded some of its goals for 2012, it fell short on its SAIDI goals for the Metro East, Metro West and Northwest work centers as well as its CAIDI goals for all four work centers. Xcel concluded that the Company’s 42% achievement rate (5 out of its 12 goals were achieved) is acceptable, since the Company’s 2012 goals were based on five-year averages. Xcel stated that over the five-year reference period it achieved its targets 35 of 60 times, or 58 percent, which exceeds the 50 percent average over time. As a result, Xcel stated, “Based on these underlying facts for 2012, the Company does not believe an action plan to improve performance for any specific work center is warranted at this time.”

Xcel’s failure to meet three of its four SAIDI goals in one year is concerning; however, the Department agrees that Xcel’s recent SAIDI performance is not yet indicating a downward trend in overall service reliability. To illustrate, below is a comparison of the Company’s historical SAIDI goals and performance in its four work centers, showing that historical average goals and performance are still steady or improving. Note that performance figures that are lower than the goals indicate performance that exceeds the goals.

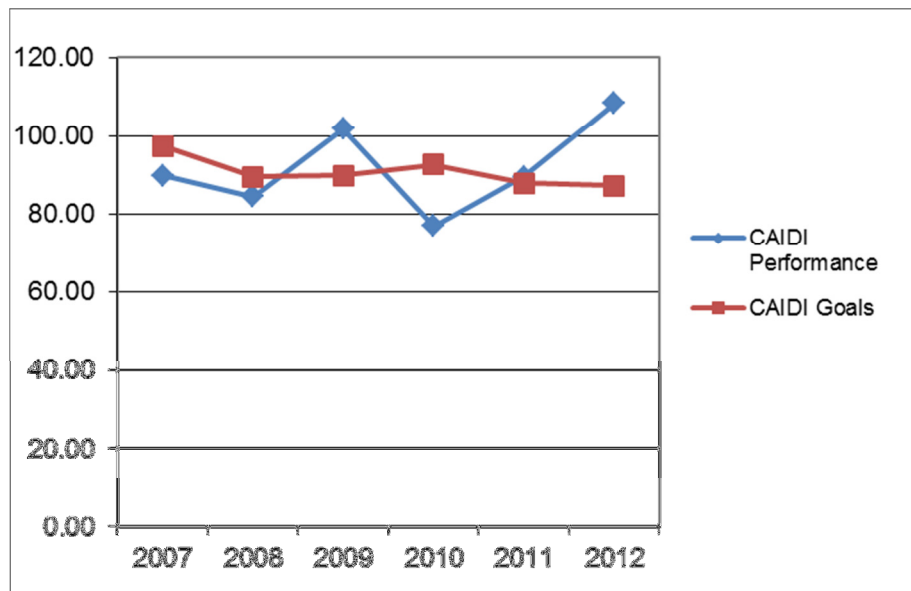
**Xcel’s Historic SAIDI Performance by Work Center**



But while Xcel's SAIDI performance appears to be steady to improving, the Company's CAIDI performance over the last three to four years is indicating that the outages Xcel's customers experience last longer, on average, than in previous years.

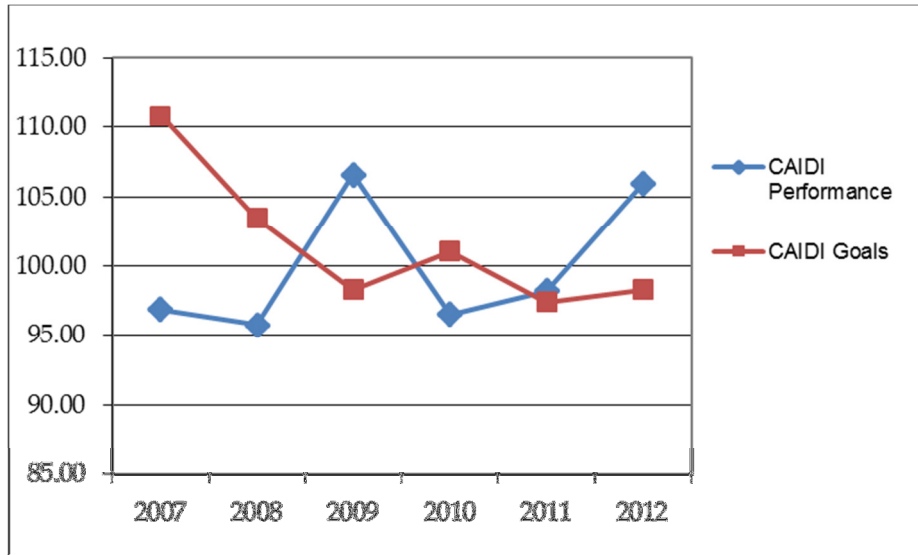
To assist the Commission in assessing whether there is cause for concern regarding Xcel's CAIDI performance, the Department compares the Company's historical goals and performance, as follows.

**Chart 1: Metro East CAIDI Goals and Performance**

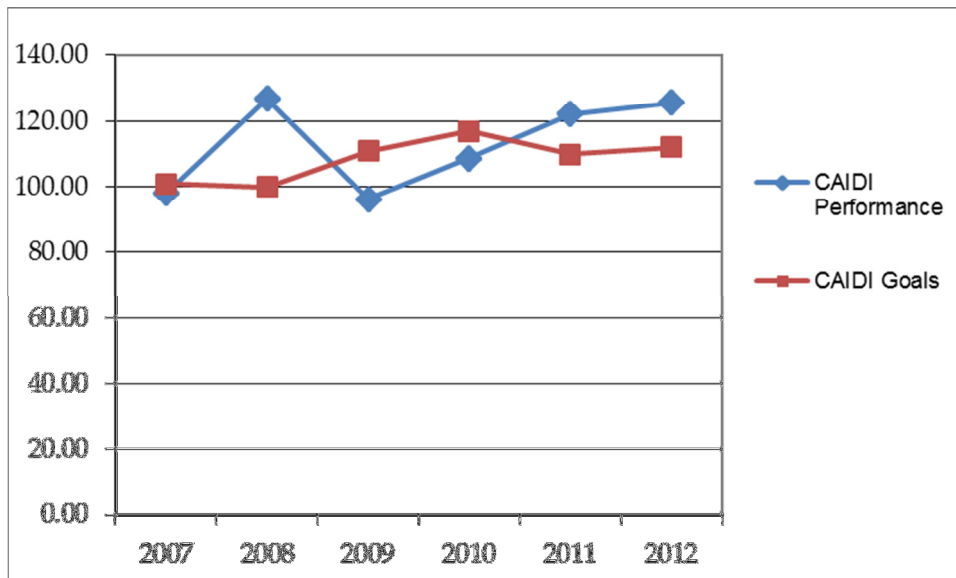




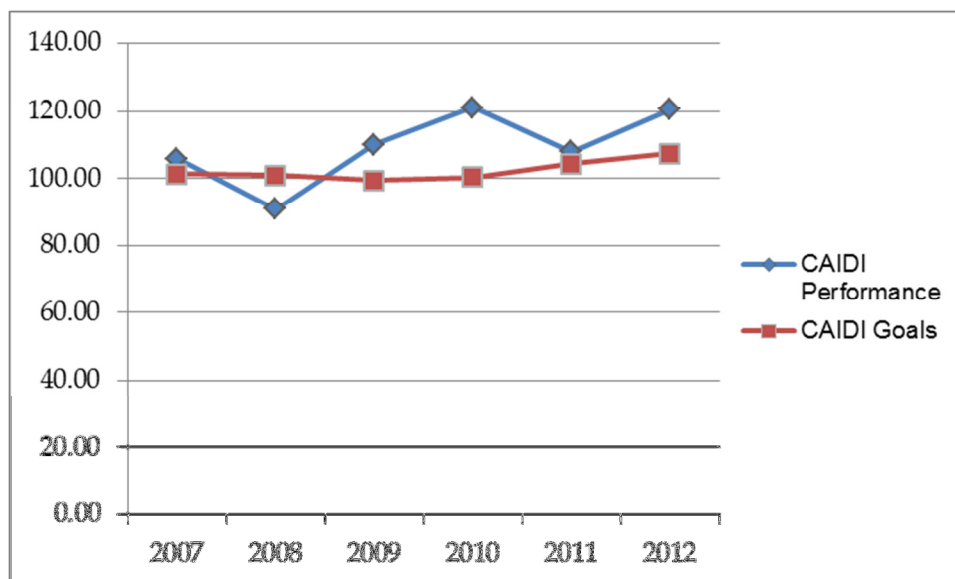
**Chart 2: Metro West CAIDI Goals and Performance**



**Chart 3: Northwest CAIDI Goals and Performance**



**Chart 4: Southeast CAIDI Goals and Performance**



Charts 1 through 4 illustrate that Xcel's CAIDI performance has been stable at best, if not worsening. On page 9 of its 2013 Annual Report regarding the Southeast work center, Xcel stated,

In our 2011 Annual Service Quality Report under the Minnesota Rules, the Department requested we develop a plan to improve our CAIDI in the Southeast work center. While we acknowledge that we did not achieve the standard set by average historical performance in 2012, we reiterate our previous comments that SAIDI is the industry indicator of reliability as it is a system measure, as opposed to CAIDI which is an individual customer indicator. We note that we achieved our SAIDI standard in 2012 for the Southeast work center by over 15 minutes. We continue to believe that our reliability in our Southeast work center is good and our SAIDI statistics prove that, meeting our goal three out of the last four years.

The Department agrees with Xcel's assessment of its recent SAIDI performance, but requests that Xcel be responsive to the rule requirement that the utility provide:

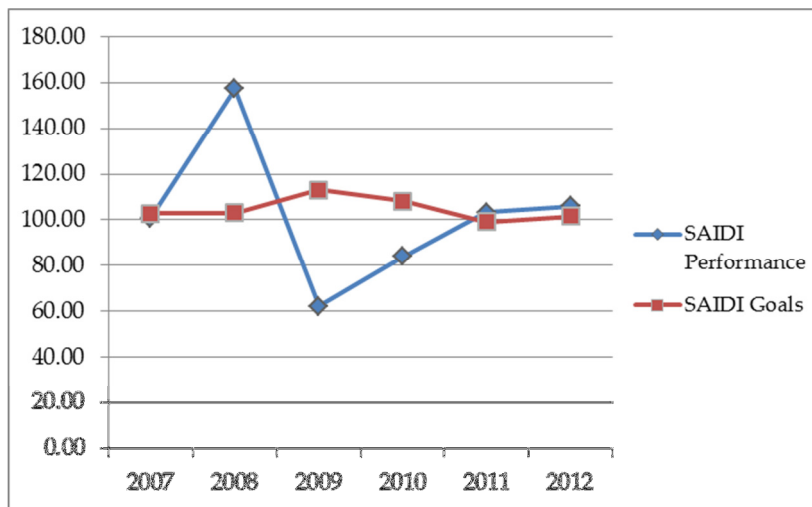
. . . an action plan for remedying any failure to comply with the reliability standards set forth in part 7826.0600 or an explanation as to why noncompliance was unavoidable under the circumstances . . .

In other words, rather than focus on why a missed CAIDI goal is not indicative of declining reliability, the Department requests that Xcel explain why the several small weather-related events in 2012 led to a missed CAIDI goal (given that the data is weather-normalized) and what could be done to improve response in similar situations going forward. Based on the upward trend of Xcel's

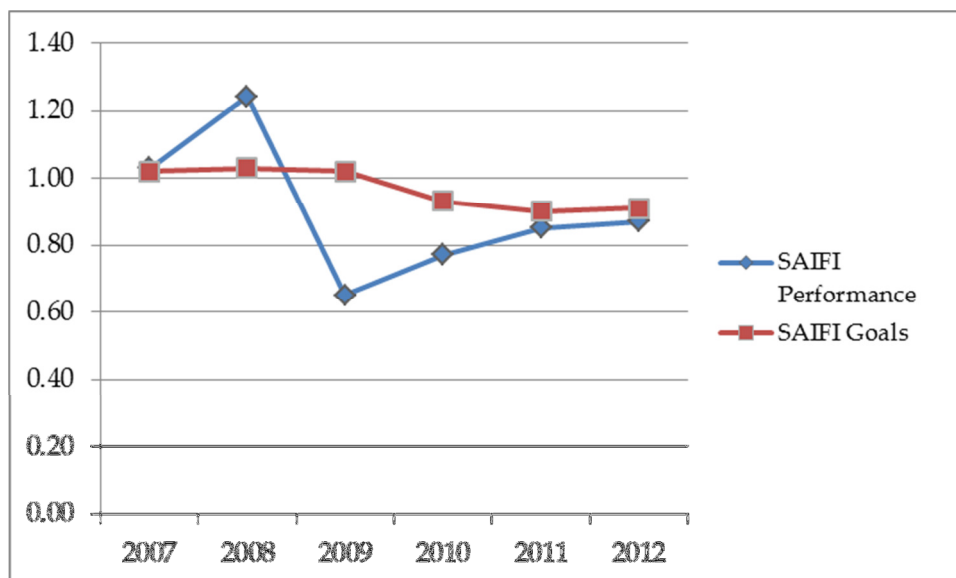
CAIDI results over recent years, the Department requests that the Company discuss in Reply Comments what factors could be driving this decline in performance and what specifically Xcel is doing to reduce the duration of outages experienced by its customers.

Regarding the Northwest work center, the Department notes a recent trend (since 2009) of declining performance in all three performance indicators. The Department compares the Company's historical goals and performance, as follows. Again, note that performance figures that are lower than the goals indicate performance that exceeds the goals.

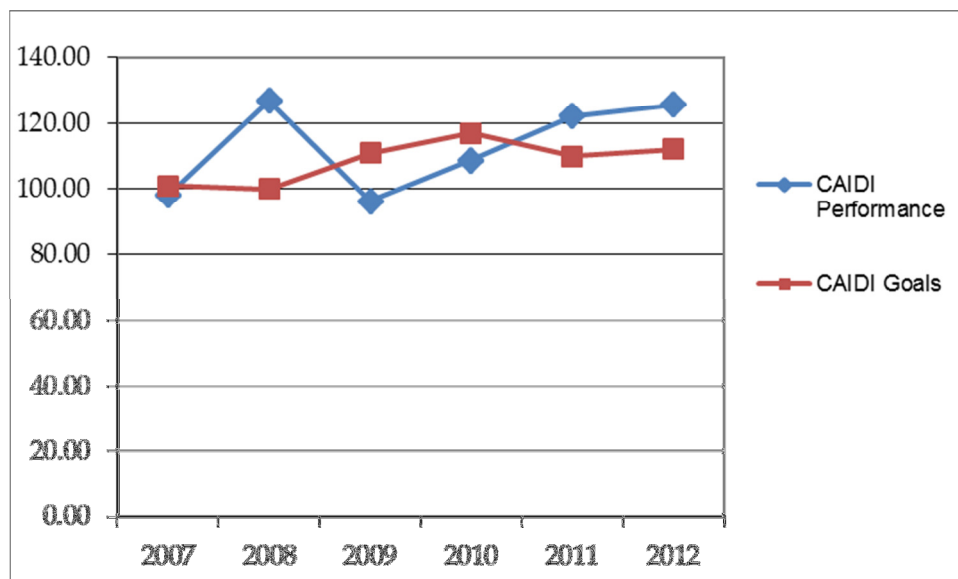
**Chart 5: Northwest SAIDI Goals and Performance**



**Chart 6: Northwest SAIFI Goals and Performance**



**Chart 7: Northwest CAIDI Goals and Performance**



While recent performance is an improvement compared to 2008, the performance results from 2008 appear to be an anomaly, as they were the worst Xcel experienced in the ten year history of service quality reporting. Relatively mild weather aided Xcel in significantly improving performance in 2009, but performance has declined in each subsequent year. Therefore, the Department requests that Xcel provide further discussion on its performance in the Northwest work center as well as any specific measures it is taking to improve performance in this work center. The Department will continue to closely monitor Xcel’s performance in the Northwest, and all other work centers, for additional signs of declining performance.

#### *4. Bulk Power Supply Interruptions*

Xcel reported that there were no generation outages on the Company’s system that caused an interruption of service to firm electric customers in 2012. Xcel provided a table listing interruptions caused by transmission outages. The table identifies the transmission line, date, time, duration, reasons for the interruption, comments, and remedial steps taken or planned.

The Department acknowledges Xcel’s fulfillment of the requirements of Minnesota rules, part 7826.0500, subp. 1F.

#### *5. Major Service Interruptions*

Xcel reported that, in 2012, there were 252 outages on its system that met the definition of “major service interruption.” As required, the Company provided copies of the notifications sent to the Commission’s Consumer Affairs Office (CAO) for these outages. Xcel stated that it continues

to monitor and improve its internal processes regarding outage notification to the CAO. The following table compiles the number of outages not reported to the CAO<sup>2</sup> and the total number of major service interruptions reported by Xcel in recent years.

**Table 3: Unreported Major Service Interruptions**

|      | Unreported Major Service Interruptions | Number of Major Service Interruptions | Percent Unreported |
|------|--|---------------------------------------|--------------------|
| 2004 | 137                                    | 235                                   | 58%                |
| 2005 | 55                                     | 448                                   | 12%                |
| 2006 | 51                                     | 196                                   | 26%                |
| 2007 | 23                                     | 373                                   | 6%                 |
| 2008 | 41                                     | 288                                   | 14%                |
| 2009 | 6                                      | 164                                   | 4%                 |
| 2010 | 15                                     | 351                                   | 4%                 |
| 2011 | 4                                      | 214                                   | 2%                 |
| 2012 | 5                                      | 252                                   | 2%                 |

The Department notes that Xcel has made additional progress towards full compliance and encourages Xcel to continue its efforts.

Xcel reported that there were no major service interruptions in which ten percent or more of its Minnesota customers were without service for 24 hours or more in 2012.

#### 6. *Worst Performing Circuit*

Xcel defines poor performing feeders as those with a SAIFI exceeding three times the average feeder SAIFI for the Company's Minnesota system or a SAIDI exceeding four times the average feeder SAIDI. For this purpose, SAIDI and SAIFI are based on non-storm-normalized data and do not include planned outages or outages caused by public damage. Poor performing circuits are identified in September (based on data from the previous September through August time period) so that Xcel can complete construction projects before the spring storm season. Using this method, Xcel identified two to five poor performing feeders in each work center. Xcel also identified 25 feeders with the highest SAIDI (based on calendar year data, and including bulk power supply and planned outages) in each of its four work centers in compliance with the Commission's April 7, 2006 Order in Docket No. E002/M-05-551.

The Department notes that two feeders identified as worst performing in 2012, one in the Metro East and one in the Southwest work centers, were also identified as worst performing in prior years. The cause identified in 2010 and 2012 for the Metro East feeder was connector failure. In its 2010 report, Xcel indicated that it replaced connections and splices, but in 2012 Report, the

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<sup>2</sup> In its 2005 and 2006 Annual Reports (reflecting 2004 and 2005 performance), Xcel stated that there were instances in which the CAO may have been notified of a major service interruption, however, the Company was unable to provide a copy of the notification.

Company noted that it rebuilt the overhead feeder to eliminate splices. The cause for poor performance in the feeder in the Southeast work center in 2006, 2008 and 2012 was vegetation and tree trimming, and in 2012 Xcel re-routed the feeder to allow better access. The Department requests that Xcel provide further discussion regarding both of these feeders and the likelihood of related issues occurring in the future. For the remaining feeders on the worst performing list, Xcel's 2013 Annual Report indicates that remedial actions were taken to improve these feeders' performance.

Xcel provided all of the required information on worst performing circuits. The Department acknowledges Xcel's fulfillment of the requirements of Minnesota Rules, part 7826.0500, subp. 1H and of the Commission's April 7, 2006 Order.

*7. Compliance with ANSI Voltage Standards*

Xcel reported that it conducted 604 voltage investigations in 2012. After investigation, approximately 37 percent of these instances were found to be caused by a specific voltage problem. In cases where the Company finds that the voltage is not within the acceptable range,<sup>3</sup> actions are taken such as swapping transformers, upgrading transformers, or checking capacitor banks.

The Department acknowledges Xcel's fulfillment of the requirements of Minnesota Rules, part 7826.0500, subp. 1I.

*8. Work Center Staffing Levels*

Xcel reported its staffing levels by work center. Table 4 contains the Company's staffing levels for the past ten years.

**Table 4: Xcel's Historical Work Center Staffing Levels**

|      | Metro East | Metro West | Northwest | Southeast | Other |
|------|------------|------------|-----------|-----------|-------|
| 2003 | 145        | 181        | 42        | 61        | 45    |
| 2004 | 138        | 170        | 39        | 63        | 44    |
| 2005 | 134        | 166        | 37        | 74        | 46    |
| 2006 | 135        | 187        | 35        | 63        | 51    |
| 2007 | 134        | 182        | 37        | 60        | 54    |
| 2008 | 136        | 183        | 37        | 65        | 57    |
| 2009 | 133        | 173        | 37        | 61        | 61    |
| 2010 | 139        | 189        | 32        | 64        | 46    |
| 2011 | 138        | 190        | 33        | 63        | 46    |
| 2012 | 134        | 190        | 34        | 58        | 44    |

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<sup>3</sup> Xcel's acceptable voltage range is slightly more restrictive than ANSI Voltage Range B.

The Department acknowledges Xcel's fulfillment of the requirements of Minnesota Rules, part 7826.0500, subp. 1J.

*C. PROPOSED RELIABILITY STANDARDS FOR 2013*

Xcel proposes the following reliability goals for 2013:

**Table 5: Xcel's Proposed 2013 Reliability Goals**

|            |       | Proposed 2013 Goals |
|------------|-------|---------------------|
| Metro East | SAIDI | 85.44               |
|            | SAIFI | 0.94                |
|            | CAIDI | 90.75               |
| Metro West | SAIDI | 97.92               |
|            | SAIFI | 0.98                |
|            | CAIDI | 100.17              |
| Northwest  | SAIDI | 102.56              |
|            | SAIFI | 0.87                |
|            | CAIDI | 117.94              |
| Southeast  | SAIDI | 78.16               |
|            | SAIFI | 0.71                |
|            | CAIDI | 109.97              |

Xcel stated that these goals were calculated using the same methodology used to set the Company's 2012 goals. That is, the SAIDI and SAIFI goals reflect the average of 5 years of actual performance, while the CAIDI goals reflect the mathematical relationship among the indices. The Department concurs with Xcel's calculation of its proposed 2013 goals and recommends that the Commission set the Company's goals as proposed.

*D. ANNUAL SERVICE QUALITY REPORT*

Minnesota Rules, part 7826.1300 requires each utility to file the following information:

- Meter Reading Performance (7826.1400),
- Involuntary Disconnection (7826.1500),
- Service Extension Response Time (7826.1600),
- Call Center Response Time (7826.1700),
- Emergency Medical Accounts (7826.1800),
- Customer Deposits (7826.1900), and
- Customer Complaints (7826.2000).

*I. Meter Reading Performance*

The following information is required for reporting on meter reading performance by customer class:

- A. the number and percentage of customer meters read by utility personnel;
- B. the number and percentage of customer meters self-read by customer;
- C. the number and percentage of customer meters that have not been read by utility personnel for period of 6 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.

Xcel reported that an annual average of 98.8 percent of customer meters were read by utility personnel and 0.002 percent were read by the customer in 2012. In each month, at least 98 percent of the Company's Minnesota meters were read, which exceeds the standard established in Minnesota Rules, part 7826.0900, subp. 1 that at least 90 percent of all meters are read during the months of April through November and at least 80 percent are read during the months of December through March.

In its comments in Docket No. G002/M-12-440, the Department requested that Xcel provide, in all future reports, the total number of meters to be read each month by customer class.<sup>4</sup> In Attachment F of its 2013 Annual Report, Xcel reported that the total number of meters installed for all classes as of December 31, 2012 was 2,258,245. The total number of meters read in December 2012 was 1,592,544, or a difference of 665,701 meters. On page 4 of its report in Docket No. G002/M-13-371,<sup>5</sup> Xcel stated that

...our reported number of *meters read* and *estimated* under this reporting requirement do not add to 100 percent because the requirement includes only the number of meters estimated for *six or more* consecutive months. Any meters estimated for a single month, up to a total of five months, are not included in the reported numbers. [Emphasis in original.]

The Department acknowledges that Minnesota Rules, part 7826.1400 only requires the reporting of company-read meters, customer-read meters, and meters that have not been read for six or more consecutive months. However, Minnesota Rules, part 7826.0900 states, in part,

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<sup>4</sup> Page 3 of the Department's *Comments* filed on July 27, 2012 in Docket No. G002/M-12-440, Xcel's 2012 Gas Service Report. Xcel responded to the Department's request in the instant docket, since the Company files combined electric and gas service quality metrics when appropriate (e.g. for its meter reading statistics) and the electric service quality report is filed one month prior to the natural gas service quality report.

<sup>5</sup> This docket is for Xcel's 2013 Gas Service Quality Report. Again, the Company provides combined electric and gas service quality metrics when appropriate, therefore, information provided regarding Xcel's meter reading statistics is relevant to both its electric and natural gas safety, reliability and service quality reports.



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.

The Department interprets Minnesota Rule 7826.0900 to mean that the percentage of meters read by the utility should be calculated by dividing the number of meters read by the utility by the number of *all meters installed*. After reviewing the Company's total number of meters installed at the end of December 2012, it appears that Xcel is calculating its percentage of meters read by dividing the number of utility reads by the *number of meters read* (either by utility or the customer). Assuming the 2,258,245 meters installed as of December 31, 2012 is representative of the average number of meters installed during the month of December, Xcel only read 1,592,544 meters, or 70.5 percent of all meters during December. The Department requests that Xcel provide a discussion addressing the Company's compliance with Minnesota Rules, part 7826.0900 in its Reply Comments, including:

- Discussion as to why there is such a large difference between the 1,592,544 meters read in December 2012 and the 2,258,245 meters installed as of December 31, 2012;
- The number of meters installed for each month of 2012 as requested by the Department in Docket No. G002/M-12-440; and
- Discussion regarding how the "Total of All Readings" numbers on Attachment F, page 1 are calculated.

Table 6 summarizes the number of meters not read by utility personnel for longer than 12 months according to Xcel's past annual and supplemental reports.

**Table 6: Meters Not Read for Longer than 12 Months**

|      | Residential | Commercial | Industrial | Other | Total |
|------|-------------|------------|------------|-------|-------|
| 2006 | 3,745       | 1,551      | 402        | 292   | 5,990 |
| 2007 | 2,970       | 1,409      | 415        | 302   | 5,096 |
| 2008 | 3,604       | 1,776      | 440        | 263   | 6,083 |
| 2009 | 3,170       | 974        | 291        | 248   | 4,683 |
| 2010 | 1,149       | 366        | 263        | 71    | 1,849 |
| 2011 | 637         | 403        | 181        | 94    | 1,315 |
| 2012 | 661         | 450        | 112        | 89    | 1,312 |

The Department notes that Xcel has continued to reduce the number of meters not read for longer than 12 months.

The Department acknowledges Xcel’s fulfillment of the requirements of Minnesota Rules, part 7826.1400.

2. *Involuntary Disconnections*

The following information is required for reporting on involuntary disconnection of service by customer class and calendar month:

- A. the number of customers who received disconnection notices,
- B. the number of customers who sought cold weather rule (CWR) protection under Chapter 7820 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.

Table 7 summarizes residential customer disconnection statistics reported by Xcel in its annual reports.

**Table 7: Residential Customer Involuntary Disconnection Information**

|      | Customers Receiving Disconnect Notice | Customers Seeking CWR Protection | Customers Granted CWR Protection | % Granted | Customers Disconnected Involuntarily | Customers Restored within 24 Hours | Customers Restored by Entering Payment Plan |
|------|---------------------------------------|----------------------------------|----------------------------------|-----------|--------------------------------------|------------------------------------|---|
| 2003 | 516,982                               | 19,745                           | 19,199                           | 97%       | 27,004                               | 6,303                              | 1,350                                       |
| 2004 | 562,455                               | 27,128                           | 26,736                           | 99%       | 28,172                               | 5,912                              | 1,240                                       |
| 2005 | 459,824                               | 42,099                           | 40,549                           | 96%       | 18,846                               | 3,596                              | 309   |
| 2006 | 603,679                               | 21,537                           | 20,234                           | 94%       | 22,684                               | 10,498                             | 479   |
| 2007 | 895,152                               | 16,848                           | 15,746                           | 93%       | 27,427                               | 9,578                              | 827   |
| 2008 | 1,175,953                             | 86,092                           | 86,092                           | 100%      | 28,863                               | 11,449                             | 727   |
| 2009 | 1,186,057                             | 140,862                          | 140,862                          | 100%      | 29,612                               | 11,214                             | 1,253                                       |
| 2010 | 1,218,073                             | 173,440                          | 173,440                          | 100%      | 29,592                               | 12,121                             | 1,265                                       |
| 2011 | 1,282,576                             | 188,091                          | 188,271                          | 100%      | 27,120                               | 11,273                             | 1,446                                       |
| 2012 | 1,207,842                             | 279,713                          | 279,713                          | 100%      | 27,132                               | 11,010                             | 1,047                                       |

Xcel also reported information on commercial involuntary disconnections. The Department acknowledges Xcel’s fulfillment of the requirements of Minnesota Rules, part 7826.1500.

3. *Service Extension Requests*

The following information is required for reporting on service extension request response times by customer class and 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.

Xcel stated that 316,908 customers requested service to a location previously served in 2012 and that such requests are responded to the next business day. Xcel reported that 2,384 residential and 339 commercial customers requested service to a location not previously served by the Company in 2012. The average interval between request/readiness date and installation date was 2 days for residential and 13 days for commercial customers.

The Department acknowledges Xcel's fulfillment of the requirements of Minnesota Rules, part 7826.1600.

#### *4. Call Center Response Time*

The annual service quality report must include a detailed report on monthly call center response times, including calls to the business office and calls regarding service interruptions. Minnesota Rules, part 7826.1200 requires utilities to answer 80 percent of calls made to the business office during regular business hours and 80 percent of all outage calls within 20 seconds.

Xcel provided monthly call volume and response time information. The Company reported that, in 2012, an average of 88.6 percent of calls to the Company were answered within 20 seconds.

The Company assumes that all calls handled by its Interactive Voice Response (IVR) system are answered within 20 seconds. For calls handled by Xcel's Agents, an average of 77.7 percent was answered within 20 seconds.

The Department acknowledges that Xcel has fulfilled the requirements of Minnesota Rules, part 7826.1700 and, in 2012, complied with the standard set in Minnesota Rules, part 7826.1200.

#### *5. Emergency Medical Accounts*

Reporting on emergency medical accounts must include the number of customers who requested medical account status under Minnesota Statutes, section 216B.098, subd. 5, the number of applications granted, the number of applications denied, and the reasons for each denial.

Xcel reported that 1,508 Minnesota customers requested Emergency Medical Account Status in 2012. Approximately 45 percent of these customers were granted this status. Xcel stated that reasons for denial were either that the customer did not return the form or a doctor refused to certify that the customer needed medical/life support.

The Department acknowledges that Xcel has fulfilled the requirements of Minnesota Rules, part 7826.1800.

6. *Customer Deposits*

Reporting on customer deposits must include the number of customers who were required to make a deposit as a condition of receiving service.

Table 8 summarizes the number of accounts that Xcel has reported required deposits in past annual reports.

**Table 8: Customer Deposits Required**

|      | Number of Deposits Required |
|------|-----------------------------|
| 2003 | 884                         |
| 2004 | 704                         |
| 2005 | 1,181                       |
| 2006 | 587                         |
| 2007 | 821                         |
| 2008 | 805                         |
| 2009 | 798                         |
| 2010 | 657                         |
| 2011 | 655                         |
| 2012 | 622                         |

The Department acknowledges Xcel's fulfillment of the requirements of Minnesota Rules, part 7826.1900.

7. *Customer Complaints*

Reporting on customer complaints must include the following information by customer class and calendar month:

- 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 (CAO) for further investigation and action.

Xcel reported that 613 complaints were handled by the Company's Customer Advocate Group in 2012, 101 of which were forwarded by the CAO. Data provided by the Company showed that 18.6 percent of complaints handled by Xcel's Customer Advocate Group were resolved upon inquiry. The most frequent complaint category was "inadequate service." Xcel reported that 27.4 percent of these complaints in 2012 were resolved by taking the action the customer requested.

Xcel also received 806,506 complaints in 2012 that were handled upon initial inquiry in the Company's Call Centers. Xcel reported that, in 2012, approximately 96 percent of these complaints were resolved by taking the action the customer requested. The complaint category with the largest volume of complaints for all customers was "billing errors." For all customers, "wrongful disconnect" and "inadequate service" were also of significant concern and "service restoration" was significant for Commercial and Industrial customers during the summer months.

The Department acknowledges Xcel's fulfillment of the requirements of Minnesota Rules, part 7826.2000.

*E. COMPLIANCE WITH DECEMBER 20, 2012 ORDER*

- 1. Include a description of the policies, procedures and actions implemented to assure reliability; demonstrate pro-active management of the system, increased reliability and active contingency planning.*

Xcel provided an overview of the components of its Reliability Management Program (RMP) and summarized their impacts on outages and outage causes. Xcel stated<sup>6</sup> that RMP programs targeting the primary outage cause codes experienced in 2011 include the Vegetation Management Program, the Feeder Performance Improvement Program, and the Reliability Management System. Additional RMP programs include Reliability Exception Monitoring System (REMS) and other various work practices.

- 2. Incorporate a summary that allows the reader to more easily assess the overall reliability of the system and to identify main factors that affect reliability.*

Xcel provided a summary of its 2012 reliability performance along with multi-year trend graphs and reliability cost matrices.

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<sup>6</sup> Attachment M, page 9 and 10.

3. *Report on the major causes of outages for major event days.*

Xcel provided a graph indicating the major causes of outages on IEEE 2.5 beta method indicated major event days for 2012. Tree contact was the largest cause category.

4. *Consider other factors, in addition to historical data, on which to base its reliability indices for 2013 in an effort to demonstrate its commitment toward improving reliability performance.*

On pages 19 and 20 of its 2012 report, Xcel provided discussion regarding the method it used to develop its 2013 goals. Xcel stated that it was “proposing no changes to this methodology for the development of [its] 2013 standards,” but the Company did not discuss whether it considered any additional factors in determining its goals before rejecting them. The Department requests that the Company provide such discussion in Reply Comments.

5. *Continue and increase efforts to improve reporting of major service interruptions to the Commission’s Consumer Affairs Office.*

The Department notes that Xcel’s efforts have resulted in continued improvement.

#### *F. SMART GRID REPORT*

Included in Xcel’s 2013 Annual Report is the Company’s 2012 Smart Grid Annual Report.<sup>7</sup> The Company discussed broad 2012 initiatives, specifically its upgrade to its Outage Management System and its efforts to develop a comprehensive network communications strategy. Xcel also summarized and provided updates to previously initiated projects, highlighting each project’s benefits and costs.

### **III. CONCLUSIONS AND RECOMMENDATIONS**

The Department recommends that the Commission accept Xcel’s filing in fulfillment of the requirements of Minnesota Rules, Chapter 7826 and the Commission’s December 20, 2012 Order in Docket No. E002/M-12-313 upon submission of the following additional information:

1. further information regarding what, if any, action was taken by Xcel to prevent similar electrical shock incidents in the future;
2. additional discussion regarding what factors could be driving the decline in CAIDI performance in all four work centers and what specifically Xcel is doing to reduce the duration of individual outages experienced by its customers;

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<sup>7</sup> Xcel also filed its 2012 Smart Grid Annual Report in Docket No. E999/CI-08-948.

3. additional discussion regarding Xcel's performance in the Northwest work center, as well as any specific measures it is taking to improve performance in this work center;
4. further discussion regarding two recurring worst-performing feeders and the likelihood of related issues occurring in the future;
5. discussion regarding:
  - a. why there is such a large difference between the 1,592,544 meters read in December 2012 and the 2,258,245 meters installed as of December 31, 2012;
  - b. the number of meters installed for each month of 2012 as requested by the Department in Docket No. G002/M-12-440; and
  - c. how the "Total of All Readings" numbers on Attachment F, page 1 are calculated; and
6. a discussion regarding whether the Company considered other factors, in addition to historical data, on which to base its reliability indices for 2013 in an effort to demonstrate its commitment toward improving reliability performance, as required by the Commission's Order in Docket E002/M-12-313.

Finally, the Department recommends that the Commission set Xcel's reliability goals for 2013 at the levels proposed by the Company.

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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. E002/M-13-255**

Dated this **1<sup>st</sup>** day of **July, 2013**

**/s/Sharon Ferguson**

| 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<br><br>Duluth,<br>MN<br>558022191  | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Julia       | Anderson  | Julia.Anderson@ag.state.mn.us           | Office of the Attorney General-DOC | 1800 BRM Tower<br>445 Minnesota St<br>St. Paul,<br>MN<br>551012134                                    | Electronic Service | Yes               | OFF_SL_13-255_M-13-255 |
| Alison C    | Archer    | alison.c.archer@xcelenergy.com          | Xcel Energy                        | 414 Nicollet Mall FL 5<br><br>Minneapolis,<br>MN<br>55401   | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| James J.    | Bertrand  | james.bertrand@leonard.com              | Leonard Street & Deinard           | 150 South Fifth Street,<br>Suite 2300<br><br>Minneapolis,<br>MN<br>55402                              | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Michael     | Bradley   | bradley@moss-barnett.com                | Moss & Barnett                     | 4800 Wells Fargo Ctr<br>90 S 7th St<br>Minneapolis,<br>MN<br>55402-4129                               | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Jeffrey A.  | Daugherty | jeffrey.daugherty@centerpointenergy.com | CenterPoint Energy                 | 800 LaSalle Ave<br><br>Minneapolis,<br>MN<br>55402  | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Sharon      | Ferguson  | sharon.ferguson@state.mn.us             | Department of Commerce             | 85 7th Place E Ste 500<br><br>Saint Paul,<br>MN<br>551012198  | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Ronald      | Giteck    | ron.giteck@ag.state.mn.us               | Office of the Attorney General-RUD | Antitrust and Utilities<br>Division<br>445 Minnesota Street,<br>BRM Tower<br>St. Paul,<br>MN<br>55101 | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Lloyd       | Grooms    | lgrooms@winthrop.com                    | Winthrop and Weinstine             | Suite 3500<br>225 South Sixth Street<br>Minneapolis,<br>MN<br>554024629                               | Paper Service      | No                | OFF_SL_13-255_M-13-255 |
| Burl W.     | Haar      | burl.haar@state.mn.us                   | Public Utilities Commission        | Suite 350<br>121 7th Place East<br>St. Paul,<br>MN<br>551012147                                       | Electronic Service | Yes               | OFF_SL_13-255_M-13-255 |
|             |           |   |                                    |   |                    |                   |                        |

| First Name | Last Name | Email                           | Company Name                          | Address  | Delivery Method    | View Trade Secret | Service List Name      |
|------------|-----------|---------------------------------|---------------------------------------|--|--------------------|-------------------|------------------------|
| Alan       | Jenkins   | aj@jenkinsatlaw.com             | Jenkins at Law                        | 2265 Roswell Road<br>Suite 100<br>Marietta,<br>GA<br>30062                           | Paper Service      | No                | OFF_SL_13-255_M-13-255 |
| Richard    | Johnson   | johnsonr@moss-<br>barnett.com   | Moss & Barnett                        | 4800 Wells Fargo Center90<br>South Seventh Street<br><br>Minneapolis,<br>MN<br>55402 | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Mark J.    | Kaufman   | mkaufman@ibewlocal949.o<br>rg   | IBEW Local Union 949                  | 12908 Nicollet Avenue<br>South<br><br>Burnsville,<br>MN<br>55337                     | Paper Service      | No                | OFF_SL_13-255_M-13-255 |
| Thomas G.  | Koehler   | N/A                             | Local Union #160, IBEW                | 2909 Anthony Ln<br><br>Minneapolis,<br>MN<br>55418-3238                              | Paper Service      | No                | OFF_SL_13-255_M-13-255 |
| Michael    | Krikava   | mkrikava@briggs.com             | Briggs And Morgan, P.A.               | 2200 IDS Center<br>80 S 8th St<br>Minneapolis,<br>MN<br>55402                        | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Douglas    | Larson    | dlarson@dakotaelectric.co<br>m  | Dakota Electric Association           | 4300 220th St W<br><br>Farmington,<br>MN<br>55024                                    | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| John       | Lindell   | agorud.ecf@ag.state.mn.us       | Office of the Attorney<br>General-RUD | 1400 BRM Tower<br>445 Minnesota St<br>St. Paul,<br>MN<br>551012130                   | Electronic Service | Yes               | OFF_SL_13-255_M-13-255 |
| Pam        | Marshall  | pam@energycents.org             | Energy CENTS Coalition                | 823 7th St E<br><br>St. Paul,<br>MN<br>55106   | Paper Service      | No                | OFF_SL_13-255_M-13-255 |
| Andrew     | Moratzka  | apmoratzka@stoel.com            | Stoel Rives LLP                       | 33 South Sixth Street<br>Suite 4200<br>Minneapolis,<br>MN<br>55402                   | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| David W.   | Niles     | david.niles@avantenergy.c<br>om | Minnesota Municipal Power<br>Agency   | Suite 300<br>200 South Sixth Street<br>Minneapolis,<br>MN<br>55402                   | Electronic Service | No                | OFF_SL_13-255_M-13-255 |

| First Name | Last Name     | Email                             | Company Name                  | Address   | Delivery Method    | View Trade Secret | Service List Name      |
|------------|---------------|-----------------------------------|-------------------------------|---|--------------------|-------------------|------------------------|
| Joseph V.  | Plumbo        |                                   | Local Union 23, I.B.E.W.      | 932 Payne Avenue<br><br>St. Paul,<br>MN<br>55130                                  | Paper Service      | No                | OFF_SL_13-255_M-13-255 |
| Richard    | Savelkoul     | rsavelkoul@martinsquires.com      | Martin & Squires, P.A.        | 332 Minnesota Street Ste W2750<br><br>St. Paul,<br>MN<br>55101                    | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Ken        | Smith         | ken.smith@districtenergy.com      | District Energy St. Paul Inc. | 76 W Kellogg Blvd<br><br>St. Paul,<br>MN<br>55102                                 | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Ron        | Spangler, Jr. | rlspangler@otpc.com               | Otter Tail Power Company      | 215 So. Cascade St.<br>PO Box 496<br>Fergus Falls,<br>MN<br>565380496             | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Byron E.   | Starns        | byron.starns@leonard.com          | Leonard Street and Deinard    | 150 South 5th Street<br>Suite 2300<br>Minneapolis,<br>MN<br>55402                 | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| James M.   | Strommen      | jstrommen@kennedy-graven.com      | Kennedy & Graven, Chartered   | 470 U.S. Bank Plaza<br>200 South Sixth Street<br>Minneapolis,<br>MN<br>55402      | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Eric       | Swanson       | eswanson@winthrop.com             | Winthrop Weinstine            | 225 S 6th St Ste 3500<br>Capella Tower<br>Minneapolis,<br>MN<br>554024629         | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| SaGonna    | Thompson      | Regulatory.Records@xcelenergy.com | Xcel Energy                   | 414 Nicollet Mall FL 7<br><br>Minneapolis,<br>MN<br>554011993                     | Electronic Service | No                | OFF_SL_13-255_M-13-255 |
| Lisa       | Veith         | lisa.veith@ci.stpaul.mn.us        | City of St. Paul              | 400 City Hall and Courthouse<br>15 West Kellogg Blvd.<br>St. Paul,<br>MN<br>55102 | Electronic Service | No                | OFF_SL_13-255_M-13-255 |