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Xcel Energy	Information Request No.	5
Docket No.:	E002/M-23-524	
Response To:	Minnesota Public Utilities Commission	
Requestor:	Tera Dornfeld	
Date Received:	April 7, 2026	

Question:

At its January 8, 2026 agenda meeting and subsequently, in its February 23, 2026 Order in this docket, the Commission underscored the importance of customer enrollment in Xcel’s electric space heating rate. Staff reviewed Xcel Energy’s (Xcel) March 25, 2026 compliance filing. Redline text from the compliance filing, below, is relevant to the Commission’s February 23, 2026 Order:

ELECTRIC SPACE HEATING Customers using electric space heating equipment as their primary heating source are eligible for the electric space heating rate option. Eligible customers may enroll in the electric space heating rate option by contacting the Company via phone. Customers applying for a heat pump rebate from the Company for equipment that will serve as a primary heating source may enroll in the electric space heating rate through the rebate application.

In order to provide further transparency into this new process, Staff is requesting that further detail on the enrollment processes be filed by Xcel into the record.

- A. Identify the tariff language in Xcel’s March 25, 2026 compliance filing that outlines how a customer may enroll in the electric space heating rate through an online self-service enrollment process, as outlined by Ordering Point 8. If Xcel believes it has already filed this language in its March 25, 2026 filing, please provide an explanation of that language and how it complies with Ordering Point 8.
- B. Aside from tariff language, Xcel should provide further explanation on the process by which customers will enroll in Xcel’s electric space heating rate:
 - a. Via heat pump rebate applications
 - b. Via self-enrollment
- C. Do any changes to enrollment method, via rebate applications, self-enrollment, or otherwise, impact Xcel’s MN Electric Rate Book Section 6 “Rules and Regulations” at Section 2.3 of Xcel’s tariff regarding Choice of Optional Rates?

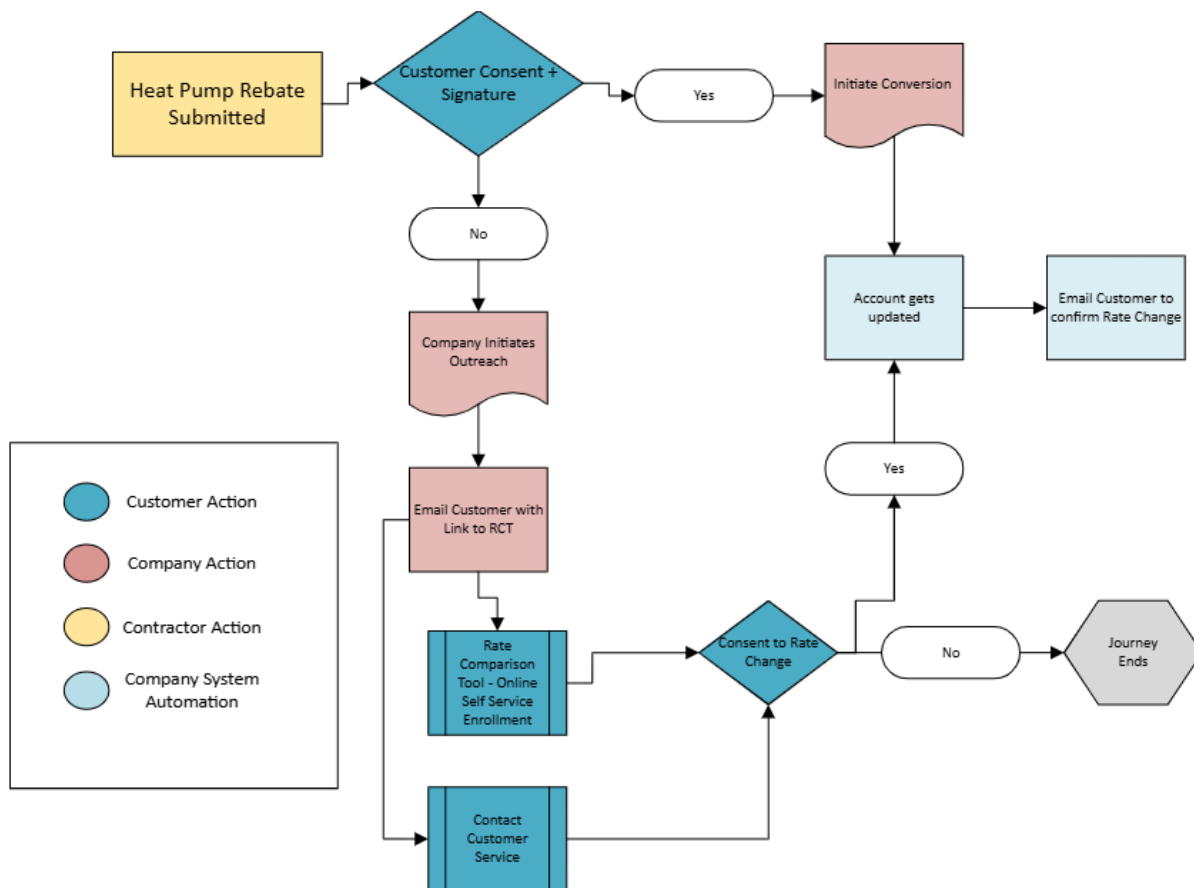
Response:

- A. The March filing specifically addressed Order Point No. 8. Order Point No. 8 states: “Xcel must draft tariff language to allow enrollment in the electric space heating rate through the heat pump rebate application and self-enrollment and file the proposed language in this docket within 30 days of this Order.”

The Company did not interpret Order Point No. 8 to be specifically referring to online enrollment, so the tariff language as currently proposed does not expressly address online self-enrollment. Nevertheless, the Company has initiated efforts to address Order Point Nos. 6, 7, 9, and 10. Most of those efforts involve system enhancements that take time to implement. See subpart B below.

- B. The diagram in Figure 1 below demonstrates the rebate application and online enrollment options the Company is in the process of developing.

Figure 1



Consistent with this process plan, the Company is in the process of updating the heat pump rebate application to include clear messaging that educates customers on the potential benefits of enrolling in the space heating rate. The

application will also include a customer consent form that must be signed to enroll in the space heating rate when a qualifying heat pump is installed.

Contractors are responsible for submitting heat pump rebate applications, either by paper or through the online application portal. The Company will provide contractor training on the benefits of the electric space heating rate, as well as the process changes required to obtain the customer's signed consent and to confirm that the heat pump is the home's primary heating source. Contractors will upload the signed consent form, a copy of the invoice, and any other required documentation when submitting the rebate application.

Once the application is approved, provided all required consent and confirmations have been received, the system will automatically trigger the rate change. The customer will then receive an email and/or mailed letter confirming the rate change. If the application is missing information needed to complete the rate change, the customer will receive an email with instructions on their additional path to enroll, including contacting customer service or initiating the rate change online, provided they meet the applicable eligibility requirements.

Customers who submitted the heat pump rebate applications prior to the updates outlined above will be sent communications via email inviting them to review the space heating rate option through their MyAccount portal and can initiate the rate change request through that online process.

Even if system automation is not fully implemented by the 2026 heating season, the Company intends to have an operational process, with appropriate interim workarounds if needed, to support customer enrollment through the heat pump rebate application in time for the October heating season.

- C. Changes to the enrollment method for space heating rates do not impact the Rules and Regulations discussed in Section 6 of our Minnesota Electric Rate Book. That section does not address enrollment methods of specific rates. In this proposal, we added discussions of enrollment methods to the rate tariffs specifically impacted as that is most likely to be useful to customers.

Please note, this information request was issued into the above-referenced docket as Minnesota Public Utilities Commission Information Request (MPUC IR) No. 001. As MPUC IR Nos. 001-004 were previously issued and responded to in this docket, we are responding to this request as MPUC Information Request No. 005.

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