



414 Nicollet Mall
Minneapolis, Minnesota 55401

May 1, 2024

– Via Electronic Filing –

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

RE: 2023 ANNUAL REPORT
SERVICE QUALITY PLAN
DOCKET NOS. E,G002/CI-02-2034 AND E,G002/M-12-383

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report on our service quality results for the 2023 performance year. We submit this report pursuant to our Quality of Service Plan (QSP) Tariff, which was amended by the Commission's August 12, 2013 Order (2013 Order) in the above-noted dockets.

A. TARIFF PLAN PERFORMANCE

Most metric performance standards were met in 2023 and are summarized below:

Measure	2023 Performance	Standard
Customer Complaints to PUC	759 complaints	≤ 380 complaints*
Telephone Response Time (percent of calls answered in ≤ 20 sec)	85.3%	≥ 80%
Electric Reliability – SAIDI	82.47 min	≤ 133.23 min
Electric Reliability – SAIFI	0.81 outage events	≤ 1.21 outage events
Gas Emergency Average Response Time	29.01 min	≤ 60 min
Accurate Invoices	99.76%	≥ 99.3%
Invoice Adjustment Timeliness	1.90 billing periods	≤ 2.35 billing periods

*Customer complaint standard is ≤ .2059 complaints per 1,000 customers. This number reflects the calculation for 2023.

Below is a list of documents attached to this Annual Report that provide additional information:

- Attachment A: QSP Tariff Summary
- Attachment B: Customer Complaints by Category
- Attachment C: Telephone Response Time Detail
- Attachment D: Reliability Detail¹
- Attachment E: Major Event Days (MEDs)
- Attachment F: Gas Emergency Response Time Detail
- Attachment G: Accurate Invoice Detail
- Attachment H: Invoice Adjustment Timeliness Detail

B. TELEPHONE RESPONSE TIME

Attachment C to this Annual Report provides a summary of our 2023 telephone response metric and depicts an average annual response time of 85.30% which is above our Standard level of greater than or equal to 80%.

The negotiated metrics approved by the Commission in the 2013 Order revised the telephone response time metric to include all calls to our Call Centers or business office, whether they are handled via Interactive Voice Response (IVR) or by call center representatives.

C. CUSTOMER OUTAGE CREDITS

The QSP Tariff requires that we pay a \$50 credit to customers experiencing six or more outages unrelated to major event days (MEDs) in the performance year, and those experiencing an outage lasting 24-hours or more.

In addition, the QSP Tariff also provides a credit for customers who have continuously resided at an address experiencing consecutive years of interruptions according to the below terms:

- A \$75 credit to customers experiencing five or more interruptions in two consecutive years;
- A \$100 credit to customers experiencing four or more interruptions in three consecutive years; and
- A \$125 credit to customers experiencing four or more interruptions in four or more consecutive years.

¹ The Company made some outage data corrections for outages in 2019-2021. We re-ran these reliability metrics and note that no metric was impacted by a variance of more than one percent and confirmed that we did not exceed any new electric reliability thresholds from what was previously reported for 2019 through 2021.

The QSP Tariff further provides that large municipal pumping customers on the A41 Tariff receive \$200 credits for each outage unrelated to MEDs lasting more than one minute per year. Similarly, small municipal pumping customers on the A40 Tariff receive \$100 credits for each outage unrelated to MEDs lasting more than one minute per year. Table 1 provides the detailed customer count per outage credit type. The majority of the credits have been implemented and we are in the process of completing credits for a small number of customers.²

TABLE 1: 2023 OUTAGE CREDITS

	2023 Credits	Dollars
Six or More Service Outages	4,064	\$203,200
Outages Lasting 24-Hours or Longer	839	\$41,950
Consecutive Years of Outages	981	\$90,975
Tracked Small Municipal Pumping Outages (A40)	977	\$97,700
Untracked Small Municipal Pumping Outages (A40)	247	\$63,232
Tracked Large Municipal Pumping Outages (A41)	511	\$102,200
Untracked Large Municipal Pumping Outages (A41)	195	\$58,500
Total	7,814	\$657,757

As previously discussed in the above-referenced dockets, the Company is unable to track all outages for all of our customers due to the constraints of our current distribution infrastructure. As a result, there are approximately 200 large municipal pumping meters (on the A41 Tariff) which may have had untracked outages that were greater than one minute and equal to or less than five minutes. There are also approximately 250 small municipal pumping meters (on the A40 Tariff) which may have had untracked outages that were greater than one minute and equal to or less than five minutes. Thus, we have issued proxy credits for these customers who may have had untracked momentary outages.

To determine the large municipal pumping customer proxy credit, we used the 2023 outages that were greater than one minute and equal to or less than five minutes that we can track for our other municipal pumping customers and determined that on average, other large municipal pumping customers received \$300 (which is equal to 1.5 outages per year at \$200 per outage) in credit for outages of this duration. We recently sent these customers a letter and issued a \$300 bill credit. The letter provides customers an opportunity to provide documentation for additional credits if they believe they had more than two qualifying outages in 2023.

² Regarding the data outage credit corrections referenced above for outages in 2019-2021, we also re-ran the outage credit totals for those years and found de minimis impact of less than \$9,000, which is less than one percent of the total outage credits already paid in these years. We are paying the credits plus interest to customers that have been identified and will refund the remaining balance to all customers with the \$500,000 Distribution related Under Performance Payment discussed in this filing.

To determine the small municipal pumping customer proxy credit, we used the 2023 outages that were greater than one minute and equal to or less than five minutes that we can track for our other small municipal pumping customers and determined that on average, other small municipal pumping customers received \$256 (which is equal to 2.56 outages per year at \$100 per outage) in credit for outages of this duration. We recently sent these customers a letter and issued a \$256 bill credit. The letter provides customers an opportunity to provide documentation for additional credits if they believe they had more than three qualifying outages in 2023.

D. 2023 Under Performance Payment

As illustrated in Part A, the Company exceeded its 2023 Customer Complaint threshold by receiving 759 complaints. This exceeds the allowable total of 380 and results in the Company incurring a \$1 million under performance penalty.³ Section 6, Sheet 7.6 of our Minnesota Electric Rate Book provides the requirements for Under Performance payment disbursement.

50% of any under performance payments assessed will be applied to customer bills during the following July billing cycle of a given performance year. Any bill credit amounts not remitted by the end of the July billing cycle shall accrue interest beginning after the September billing cycle of the applicable year at a rate equal to that applied to the Company's customer deposits.

50% of any under performance payments assessed will be added to the amount budgeted for the maintenance and repair of the Company's natural gas and electric distribution system. The Company shall maintain records sufficient to enable tracking, by Work Center, the amounts budgeted, amounts added due to under performance payments incurred, and amounts expended in a given year.

In compliance with the QSP Tariff Bill Credit Under Performance Payment, we will issue customer credits totaling \$500,000 within the timeframes allowed. Regarding the \$500,000 Distribution Under Performance Payment, we discuss that proposal below.

Customer Complaints in 2023 were largely focused on disconnections and our reconnection payment plans. With the implementation of Advanced Metering Infrastructure (AMI), the Company has the capability to remotely disconnect customers, and the number of overall disconnections has increased with this capability. The capability of remote disconnection may have reached customers unused to the Company

³ Northern States Power Minnesota Electric Rate Book, Section 6, Sheet 7.7.

taking the final step of actual disconnection. When these customers complained, it provided us with the opportunity to engage with customers we have not otherwise been able to reach.

As to payment plans, while the Company has always worked with customers to establish payment plans to avoid disconnection, historically we actually disconnected a small percentage of those eligible for disconnection for two primary reasons: (1) prior to COVID-19, our customers were more likely to pay and/or stay on a payment plan and thus avoid disconnection, and (2) prior to AMI, disconnection required a technician to manually disconnect each premise, so field resources limited total disconnections. Post COVID-19, the economy and our customers' payment habits have changed. In 2023, the Company tried different payment plan options following disconnection to encourage higher payments, but we received customer complaints about the payment plan request thresholds. In response, we decreased our thresholds and performed re-training of our call center agents to ensure they work with each individual customer to determine a plan that they can afford and that successfully helps them pay their arrears.

Because a high number of complaints were related to reconnection payment plans following (primarily) AMI disconnections, and AMI is a function of the distribution system, we propose to use the remaining \$500,000 Distribution Under Performance Payment to help customers pay reconnection costs. We have met with the Commission's Consumer Affairs Office, and they have indicated their support of this proposal for the Distribution Under Performance Payment.

If the Commission approves our proposal, we will begin issuing waivers to reconnection fees listed in Section 6, Sheet 3 of our Minnesota Electric Rate book for residential and commercial customers within 30 days of receiving the Commission's Order.

Implementation

When a customer calls in for reconnection, they will be informed of the fee waiver. Customers that establish a payment plan to reconnect their service through the IVR or MyAccount will receive the fee waiver as well but will not be expressly informed of the waiver. This is because we do not have the capability to identify and message disconnected customers when they call into the IVR or MyAccount about the reconnection fee waiver. If a customer is disconnected and reconnected multiple times, the customer will be eligible for a fee waiver each time while funding lasts. The waiver will be reflected on customer bills as a zero charge for reconnection. Our current forecast estimates the \$500,000 budget for reconnection fee waivers will extend for between nine and twelve months.

Reporting/Tracking

We propose reporting status updates of remaining funds and tracking of the reconnection fee waiver every six months. The Company recommends tracking of the following metrics:

- Total customers disconnected,
- Number of customers receiving multiple disconnections,
- Number of reconnections receiving a waiver,
- Number of customers receiving a waiver who received energy assistance in the 2023-2024 fiscal year and/or the 2024/2025 fiscal year,
- Number of reconnections by customer class (residential and non-residential),
- Number of fee waivers by customer class (categorized as residential and non-residential)
- Monthly trend of disconnections when the waiver is provided.

E. CONCLUSION

We appreciate this opportunity to provide our annual performance results under our QSP Tariff. We have electronically filed this document with the Commission and copies have been served on the parties on the attached service lists. Please contact Nathan Kostiuk at (612) 215-4629 or nathan.c.kostiuk@xcelenergy.com or Bridget Dockter at (612) 337-2096 or bridget.dockter@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET N. DOCKTER
MANAGER, POLICY & OUTREACH

Enclosures
c: Service Lists

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Standard	
1. Customer Complaints to PUC														
Monthly	25	16	24	23	65	79	84	108	101	129	70	35		
YTD	25	41	65	88	153	232	316	424	525	654	724	759	≤ 380	
													Standard is .2059 complaints per 1,000 customers	
2. Telephone Response Time (Percent answered in ≤ 20 sec)														
Monthly	84.8%	88.5%	91.8%	89.4%	86.1%	88.5%	86.8%	81.9%	81.5%	79.4%	81.4%	82.6%		
											Yearly Average	85.3%	≥ 80%	
3. Electric Reliability - SAIDI (Minutes)														
Monthly	3.06	3.44	3.80	5.74	4.90	10.37	15.64	11.92	10.73	7.78	2.43	2.65		
YTD	3.06	6.51	10.31	16.05	20.95	31.31	46.95	58.87	69.61	77.38	79.82	82.47	≤ 133.23 min	
4. Electric Reliability - SAIFI (Outage Events)														
Monthly	0.03	0.04	0.03	0.06	0.06	0.11	0.13	0.12	0.10	0.06	0.03	0.03		
YTD	0.03	0.07	0.10	0.16	0.23	0.34	0.47	0.58	0.68	0.75	0.78	0.81	≤ 1.21 outage events	
5. Gas Emergency Response Time (Minutes)														
Monthly	28.83	29.95	28.35	28.16	27.95	29.10	29.81	27.76	29.40	29.33	31.09	27.72		
											Yearly Average	29.01	≤ 60 min	
6. Customer Outage Refunds			Number of Customers / Credits			Total Credits								
Six or More Service Outages			4,064			\$203,200								
Outages Lasting 24-Hours or Longer			839			\$41,950								
Consecutive Years of Outages			981			\$90,975								
Tracked Small Municipal Pumping Outages (A40)			977			\$97,700								
Untracked Small Municipal Pumping Outages (A40)			247			\$63,232								
Tracked Large Municipal Pumping Outages (A41)			511			\$102,200								
Untracked Large Municipal Pumping Outages (A41)			195			\$58,500								
Total			7814			\$657,757								
7. Accurate Invoices (Percent of accurate invoices)														
Monthly			99.79%	99.73%	99.76%	99.76%	99.71%	99.74%	99.70%	99.71%	99.75%	99.75%	99.79%	99.86%
YTD			99.79%	99.76%	99.76%	99.76%	99.75%	99.75%	99.74%	99.74%	99.74%	99.74%	99.75%	99.76%
8. Invoice Adjustment Timeliness (Billing Periods)														
Monthly			2.01	1.97	2.08	1.94	1.92	1.96	1.87	2.05	1.91	1.71	1.72	1.66
YTD			2.01	1.99	2.02	2.00	1.98	1.98	1.96	1.98	1.97	1.94	1.92	1.90
< 2.35 billing periods														

Minnesota Public Utilities Commission
Consumer Affairs Office
121-7th Place East
St. Paul, MN 55101-2147

XCEL ENERGY TARIFF SERVICE QUALITY PLAN
SUMMARY OF CUSTOMER COMPLAINTS

For the period of January 01, 2023 to December 31, 2023

Filed in accordance with Docket No. E,G002/CI-02-2034 & E,G002/M-12-383

Name of Utility:
Address:
Prepared by:

Northern States Power Company, a Minnesota Corporation
3115 Centre Pointe Drive, Roseville, MN 55113
Robert Duenes, Customer Advocate Analyst, Customer Care
(806) 513-1493

	1	2	3	4	5	6	7	8	9	10	11	12	Total	Standard
Customer Complaints to PUC														
Billing & Credit	5	2	12	2	39	52	57	79	71	105	46	20	490	
Customer Service	4	5	3	3	9	8	3	7	4	5	0	3	54	
Meter Reading	2	0	4	0	0	2	3	1	2	3	3	1	21	
Reliability-Duration	0	1	0	0	2	1	0	4	1	4	0	1	14	
Reliability-Frequency	1	1	0	0	0	0	0	0	0	0	0	0	2	
Trouble Orders	0	0	0	0	0	0	0	0	0	0	0	0	0	
Other	13	7	5	18	15	16	21	17	23	12	21	10	178	
Monthly	25	16	24	23	65	79	84	108	101	129	70	35	759	
YTD	25	41	65	88	153	232	316	424	525	654	724	759		<380

	All Residential Calls offered to Agents	All BSC Calls Offered to Agents	All Credit Calls Offered to Agents	All PAR Calls Offered to Agents	All Calls Offered to Agents	All Residential Calls Answered by Agents within 20 seconds	All BSC Calls Answered by Agents within 20 seconds	All Credit Calls Answered by Agents within 20 seconds	All PAR Calls Answered by Agents within 20 seconds	All Calls Answered by Agents within 20 seconds	Calls Handled by IVR *	All Calls Offered to Agents + Calls Handled by IVR	All Calls Answered by Agents within 20 seconds + Calls Handled by IVR	Service Level
January	61,915	4,680	8,913	1,979	77,487	32,278	1,958	6,769	1,520	42,525	153,193	230,680	195,718	84.8%
February	53,127	4,295	16,060	1,904	75,386	33,647	2,640	13,323	1,459	51,069	135,792	211,178	186,861	88.5%
March	61,850	5,358	21,137	2,514	90,859	47,845	2,815	18,618	1,631	70,909	152,293	243,152	223,202	91.8%
April	75,401	4,564	24,459	2,881	107,305	52,853	2,796	19,368	1,449	76,466	183,628	290,933	260,094	89.4%
May	74,741	4,698	31,667	6,037	117,143	51,040	3,150	22,922	1,183	78,295	162,273	279,416	240,568	86.1%
June	81,449	4,510	26,855	4,438	117,252	54,088	3,442	24,026	1,988	83,544	175,310	292,562	258,854	88.5%
July	83,598	3,376	25,651	5,193	117,818	51,302	2,736	22,274	1,902	78,214	181,348	299,166	259,562	86.8%
August	86,536	4,743	30,312	4,868	126,459	42,665	3,682	24,042	2,128	72,517	170,924	297,383	243,441	81.9%
September	73,064	4,431	27,046	4,723	109,264	34,218	2,861	19,729	1,347	58,155	166,558	275,822	224,713	81.5%
October	68,945	4,680	23,994	3,496	101,115	26,879	2,690	16,991	1,521	48,081	156,224	257,339	204,305	79.4%
November	58,958	4,432	19,969	3,088	86,447	23,824	2,219	15,100	1,770	42,913	147,261	233,708	190,174	81.4%
December	51,318	4,262	15,139	2,691	73,410	22,878	2,150	11,604	1,802	38,434	127,038	200,448	165,472	82.6%
2023	830,902	54,029	271,202	43,812	1,199,945	473,517	33,139	214,766	19,700	741,122	1,911,842	3,111,787	2,652,964	85.3%

Notes:
The service level formula is: (All Calls Answered by Agents within 20 seconds +All Calls Handled by IVR) / (All Calls Offered to Agents + All Calls Handled by IVR)
Agent call volumes includes calls offered and handled at both company offices and at remote locations where agents work at home.
Data on calls to agents is gathered from the phone switch (Avaya) based on VDN's.
Data on IVR calls is gathered from the IVR reporting tool (Voice Portal).

2023 Xcel Energy Minnesota Tariff Reliability Indices
IEEE Normalized
All Causes, No Transmission Line Level

Minnesota													2023 YE Actual	2023 YE Target	Deviation From Target	2022 YE	2021 YE	2020 YE	2019 YE
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec							
SAIDI	3.06	3.44	3.80	5.74	4.90	10.37	15.64	11.92	10.73	7.78	2.43	2.65	82.47	133.23	-50.76	87.92	87.97	95.52	76.66
SAIFI	0.03	0.04	0.03	0.06	0.06	0.11	0.13	0.12	0.10	0.06	0.03	0.03	0.81	1.21	-0.39	0.84	0.90	0.96	0.70
CAIDI	109.83	80.81	126.22	89.99	79.09	92.38	120.66	102.78	107.40	122.29	71.54	81.27	101.27	NA	NA	104.63	97.72	99.73	109.74
Cust Mins	4,094,200	4,607,017	5,076,245	7,673,522	6,559,327	13,848,103	20,955,188	15,999,760	14,424,152	10,482,251	3,285,506	3,581,959	110,587,230						
Cust Ints	37,278	57,011	40,216	85,275	82,933	149,896	173,671	155,672	134,304	85,719	45,928	44,074	1,091,977						
Cust Serv	1,335,873	1,337,466	1,336,133	1,337,430	1,338,535	1,335,607	1,340,270	1,341,849	1,343,816	1,348,124	1,350,046	1,351,959							
Metro East													2023 YE Actual	2023 YE Target	Deviation From Target	2022 YE	2021 YE	2020 YE	2019 YE
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec							
SAIDI	3.44	5.64	7.36	5.58	5.18	13.29	15.79	18.58	13.29	8.91	3.52	3.40	103.97	NA	NA	96.62	81.96	104.56	79.26
SAIFI	0.03	0.08	0.04	0.05	0.07	0.14	0.13	0.17	0.11	0.07	0.05	0.04	0.98	NA	NA	0.89	0.83	0.99	0.72
CAIDI	115.96	72.67	178.12	110.95	76.84	94.81	124.94	107.13	123.94	123.34	66.33	91.92	106.55	NA	NA	108.37	98.36	105.19	110.29
Cust Mins	1,517,743	2,494,623	3,255,070	2,470,406	2,299,077	5,893,990	7,009,865	8,253,208	5,909,308	3,965,404	1,567,173	1,518,281	46,154,148						
Cust Ints	13,089	34,329	18,275	22,265	29,921	62,164	56,108	77,039	47,678	32,151	23,628	16,518	433,165						
Cust Serv	441,761	442,240	442,532	442,883	443,424	443,639	443,861	444,176	444,588	444,987	445,619	446,451							
Metro West													2023 YE Actual	2023 YE Target	Deviation From Target	2022 YE	2021 YE	2020 YE	2019 YE
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec							
SAIDI	2.28	1.93	2.00	5.67	3.86	8.00	16.13	8.67	9.02	8.28	1.90	2.01	69.76	NA	NA	81.22	94.47	87.46	68.25
SAIFI	0.03	0.02	0.02	0.08	0.05	0.10	0.13	0.10	0.09	0.07	0.03	0.03	0.75	NA	NA	0.86	1.05	1.01	0.69
CAIDI	90.30	92.63	81.16	72.89	74.75	82.49	120.76	85.80	99.60	117.48	74.67	60.19	92.80	NA	NA	94.52	89.83	86.19	99.17
Cust Mins	1,442,946	1,223,463	1,263,409	3,592,718	2,449,378	5,044,536	10,248,270	5,511,372	5,750,770	5,307,213	1,221,079	1,293,691	44,348,845						
Cust Ints	15,979	13,208	15,567	49,289	32,768	61,152	84,862	64,234	57,739	45,175	16,352	21,492	477,817						
Cust Serv	633,648	634,388	632,669	633,517	633,938	630,668	635,158	635,999	637,405	640,893	641,989	642,604							
Northwest													2023 YE Actual	2023 YE Target	Deviation From Target	2022 YE	2021 YE	2020 YE	2019 YE
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec							
SAIDI	2.68	3.35	1.54	5.00	5.01	14.50	16.74	7.60	14.10	3.48	2.51	3.67	80.18	NA	NA	79.19	89.90	100.31	61.17
SAIFI	0.01	0.04	0.03	0.04	0.07	0.15	0.15	0.05	0.15	0.03	0.03	0.03	0.77	NA	NA	0.63	0.63	0.75	0.53
CAIDI	199.90	88.60	49.19	132.22	75.09	99.60	114.80	150.06	93.31	112.74	80.69	124.59	103.91	NA	NA	125.90	141.66	133.14	115.94
Cust Mins	340,028	426,769	196,067	637,303	638,602	1,850,814	2,137,634	972,096	1,805,561	446,118	322,040	472,464	10,245,495						
Cust Ints	1,701	4,817	3,986	4,820	8,504	18,582	18,621	6,478	19,351	3,957	3,991	3,792	98,600						
Cust Serv	126,994	127,252	127,344	127,405	127,588	127,671	127,666	127,872	128,015	128,321	128,457	128,792							
Southeast													2023 YE Actual	2023 YE Target	Deviation From Target	2022 YE	2021 YE	2020 YE	2019 YE
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec							
SAIDI	5.95	3.46	2.71	7.28	8.78	7.92	11.67	9.44	7.16	5.70	1.31	2.22	73.60	NA	NA	99.26	75.14	99.53	122.21
SAIFI	0.05	0.03	0.02	0.07	0.09	0.06	0.11	0.06	0.07	0.03	0.01	0.02	0.62	NA	NA	0.78	0.66	0.76	0.84
CAIDI	121.91	99.24	151.46	109.32	99.85	132.38	110.75	159.46	100.52	172.12	89.53	130.95	119.40	NA	NA	126.96	114.59	130.46	145.17
Cust Mins	793,483	462,162	361,698	973,095	1,172,270	1,058,764	1,559,420	1,263,084	958,513	763,515	175,215	297,523	9,838,742						
Cust Ints	6,509	4,657	2,388	8,901	11,740	7,998	14,080	7,921	9,536	4,436	1,957	2,272	82,395						
Cust Serv	133,470	133,586	133,588	133,625	133,585	133,629	133,585	133,802	133,808	133,923	133,981	134,112							

Note: IEEE 1366 normlization method applied after removing Transmission Line level events
Note: All causes are included
Note: Meter based customer counts
Note: Interruptions and customer counts associated with customers in the work region of North Dakota that are in Minnesota are included in the Northwest work region
Note: Interruptions and customer counts associated with customers in the work region of South Dakota that are in Minnesota are included in the Southeast work region

Major Event Days

Major Event Days (MEDs) are determined using the new tariff method based on IEEE after removing Trans Line level and Meter based counts

Metro East

4/1, 7/19, 7/24, 7/26

Metro West

3/31, 4/1, 6/24, 6/25

Northwest

(Includes ND region customers/outages in MN)

4/1, 7/25

Southeast

(Includes SD region customers/outages in MN)

4/1, 7/28

YEAR: 2023															
Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes	
EBG	BROKEN/HIT GAS LINE	440	1786.47	4.06	2220.95	5.05	8896.21	20.22	12903.63	29.33	419	95.23	21	4.77	
ECO	CO CHECK/ALARM	1366	5502.57	4.03	8243.45	6.03	23572.6	17.26	37318.62	27.32	1339	98.02	27	1.98	
EEX	GAS EXPLOSION	1	4.04	4.04	2.8	2.8	20.4	20.4	27.24	27.24	1	100	0	0	
EFI	GAS FIRE	250	1001.58	4.01	2221.25	8.89	4142.82	16.57	7365.65	29.46	249	99.6	1	0.4	
EIR	ICE REGULATOR	50	193.98	3.88	238.5	4.77	1036.3	20.73	1468.78	29.38	50	100	0	0	
EOI	SMELLS GAS INSIDE	6046	24282.65	4.02	38007.05	6.29	110263.93	18.24	172553.63	28.54	5895	97.5	151	2.5	
EOO	SMELLS GAS OUTSIDE	4091	16485.2	4.03	28020.6	6.85	77852.88	19.03	122358.68	29.91	3951	96.58	140	3.42	
EPR	HIGH / LOW PRESSURE	383	1533.18	4	3372.15	8.8	6911.32	18.05	11816.65	30.85	375	97.91	8	2.09	
ETX	CO EMERGENCY	184	738.03	4.01	987.45	5.37	3407.77	18.52	5133.25	27.9	184	100	0	0	
NOGAS	CUSTOMER REPORTS NO GAS	746	3011.91	4.04	5242.7	7.03	14130.69	18.94	22385.3	30.01	715	95.84	31	4.16	
All Gas Emergency Calls for 2023		13,557	54,539.61	4.02	88,556.90	6.53	250,234.92	18.46	393,331.43	29.01	13,178	97%	379	3%	

The accurate invoice metric measures the percent of accurate invoices the Company issues to its customers. This is calculated by determining the number of invoices canceled for controllable reasons divided by the total number of invoices issued. The Company defines controllable reasons as: (1) human errors made by field or office personnel, (2) billing system and metering system communications errors and (3) malfunctioning meter equipment.

MN Only	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Annual Average	PUC QSP 3 SD = 99.27
Actual Number of Invoices Canceled for Controllable Reasons	3,760	4,547	4,769	4,350	5,593	5,012	5,394	5,816	4,528	4,849	3,776	2,501	4,575	
Total Number of Invoices	1,829,343	1,688,549	2,028,230	1,783,073	1,958,076	1,934,052	1,793,782	2,028,433	1,799,421	1,947,391	1,779,596	1,826,352	1,866,358	
Controllable % Error Free Invoices	99.79%	99.73%	99.76%	99.76%	99.71%	99.74%	99.70%	99.71%	99.75%	99.75%	99.79%	99.86%	99.76%	
YTD Average	99.79%	99.76%	99.76%	99.76%	99.75%	99.74%	99.73%	99.73%	99.74%	99.74%	99.75%	99.76%		

The accurate invoice metric measures the percent of accurate invoices the Company issues to its customers. This is calculated by determining the number of invoices canceled for controllable reasons divided by the total number of invoices issued. The Company defines controllable reasons as: (1) human errors made by field or office personnel, (2) billing system and metering system communications errors and (3) malfunctioning meter equipment.

MN Only	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Annual Average	PUC QSP 3 SD = 2.35
Total Number of Controllable Cancel Rebills	3,760	4,547	4,769	4,350	5,593	5,012	5,394	5,816	4,528	4,849	3,776	2,501	4,575	
Total Number of Months On Rebill	3,531	5,492	4,785	4,461	6,072	5,481	5,492	6,320	4,394	4,673	3,425	2,101	4,686	
Blling Periods on Rebilled Invoices (Controllable Adjustment Timliness)	2.01	1.97	2.08	1.94	1.92	1.96	1.87	2.05	1.91	1.71	1.72	1.66	1.90	
YTD Average	2.01	1.99	2.02	2.00	1.98	1.98	1.96	1.98	1.97	1.94	1.92	1.90		

CERTIFICATE OF SERVICE

I, Christine Schwartz, hereby certify that I have this day served copies of the foregoing document on the attached list of persons.

xx by depositing a true and correct copy thereof, properly enveloped
with postage paid in the United States mail at Minneapolis, Minnesota

xx electronic filing

DOCKET NOS. E,G002/CI-02-2034 AND E,G002/M-12-383

Dated this 1st day of May 2024

/s/

Christine Schwartz
Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_2-2034_1
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	Yes	OFF_SL_2-2034_1
Kim	Havey	kim.havey@minneapolismn.gov	City of Minneapolis	350 South 5th Street, Suite 315M Minneapolis, MN 55415	Electronic Service	No	OFF_SL_2-2034_1
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_2-2034_1
Joseph L	Sathe	jsathe@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_2-2034_1
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_2-2034_1
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th Pl E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_2-2034_1
Russ	Stark	Russ.Stark@ci.stpaul.mn.us	City of St. Paul	Mayor's Office 15 W. Kellogg Blvd., Suite 390 Saint Paul, MN 55102	Electronic Service	No	OFF_SL_2-2034_1
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_2-2034_1
Rebecca S.	Winegarten	beckwine@msn.com	Unknown	10555 Union Terrace Ln N Maple Grove, MN 553692622	Electronic Service	No	OFF_SL_2-2034_1

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Michael	Allen	michael.allen@allenergysolar.com	All Energy Solar	721 W 26th st Suite 211 Minneapolis, MN 55405	Electronic Service	No	OFF_SL_12-383_Official
Laura	Beaton	beaton@smwlaw.com	Shute, Mihaly & Weinberger LLP	396 Hayes Street San Francisco, CA 94102	Electronic Service	No	OFF_SL_12-383_Official
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_12-383_Official
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_12-383_Official
Kim	Havey	kim.havey@minneapolismn.gov	City of Minneapolis	350 South 5th Street, Suite 315M Minneapolis, MN 55415	Electronic Service	No	OFF_SL_12-383_Official
Craig	Johnson	cjohnson@lmc.org	League of Minnesota Cities	145 University Ave. W. Saint Paul, MN 55103-2044	Electronic Service	No	OFF_SL_12-383_Official
Cliff	Kaehler	cliff.kaehler@novelenergy.biz	Novel Energy Solutions LLC	4710 Blaylock Way Inver Grove Heights, MN 55076	Electronic Service	No	OFF_SL_12-383_Official
William D	Kenworthy	will@votesolar.org	Vote Solar	332 S Michigan Ave FL 9 Chicago, IL 60604	Electronic Service	No	OFF_SL_12-383_Official
Brad	Klein	bklein@elpc.org	Environmental Law & Policy Center	35 E. Wacker Drive, Suite 1600 Suite 1600 Chicago, IL 60601	Electronic Service	No	OFF_SL_12-383_Official
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_12-383_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_12-383_Official
Isabel	Ricker	ricker@fresh-energy.org	Fresh Energy	408 Saint Peter Street Suite 220 Saint Paul, MN 55102	Electronic Service	No	OFF_SL_12-383_Official
Joseph L	Sathe	jsathe@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_12-383_Official
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_12-383_Official
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th Pl E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_12-383_Official
Bria	Shea	bria.e.shea@xcelenergy.com	Xcel Energy	414 Nicollet Mall Minneapolis, MN 55401	Electronic Service	No	OFF_SL_12-383_Official
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_12-383_Official