



# Minnesota Public Utilities Commission

## PUC Agenda Meeting

---

Thursday, December 4, 2025

12:00 PM

---

### INTRODUCTION

### DECISION ITEMS

1. [13-114](#)

\*\*\* E,G002/CI-02-2034;      Northern States Power Co. d/b/a Xcel Energy  
E,G002/M-12-383

In the Matter of an Investigation & Audit of Service Quality Reporting - Fraudwise Report;

In the Matter of the Petition of Northern States Power Company d/b/a Xcel Energy for Approval of Amendments to its Natural Gas and Electric Service Quality Tariffs Originally Established in Docket No. E, G-002/CI-02-2034.

1. Should the Commission accept Xcel Energy's Annual 2024 Quality of Service (QSP) Report?
2. Should the Commission approve Xcel Energy's proposal to use 50% of the Customer Complaint under performance penalty for bill credits to past due customers?
3. Should the Commission approve Xcel Energy's proposal to use 50% of the Telephone Response Time under performance penalty for deployment of its Live Chat function?
4. Are there other issues or concerns related to this matter? (PUC: **McShane**)

**Attachments:**

[Briefing Papers](#)

[Revised Decision Option - Commissioner Tuma](#)

[New Decision Options 25 and 26 - Commissioner Partridge](#)

[Late-Filed Decision Options Table](#)

**2. [Details 2025-257](#)****\*\* E017/GR-25-359 Otter Tail Power Co.**

In the Matter of the Application of Otter Tail Power Co. for Authority to Increase Rates for Electric Service in Minnesota.

Should this filing be accepted, the proposed rates suspended, this matter referred to the Court of Administrative Hearings, and interim rates set as requested? (PUC:

**Bonnett, Andringa, Mohamed, Pham, Worlobah)**

**Attachments:**

[Briefing Papers](#)

**3. [Details 2025-098](#)****\* U999/PR-25-16 All Utilities**

In the Matter of Commission Subcommittee Delegations under Minn. Stat. 216A.03, subdivision 8.

1. What action should the Commission take on the Commission Subcommittee Delegations for Regional Transmission Organizations (RTOs)?
2. What action should the Commission take on a proxy for NERC voting ballots? (PUC: **Rosier**)

**Attachments:**

[Briefing Papers](#)

## ADJOURNMENT

**\* One star indicates that an agenda item is not disputed.**

**\*\* Two stars indicate that an agenda item is disputed and there may be legal, procedural, or policy issues to be resolved.**

**\*\*\* Three stars indicate a complex or lengthy disputed agenda item that may have significant legal, procedural, or policy issues to be resolved.**

**Please note: For the complete record, please see eDockets.**