



414 Nicollet Mall  
Minneapolis, MN 55401

March 3, 2025

—Via Electronic Filing—

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

RE: CORRECTED COMPLIANCE FILING  
IN THE MATTER OF NORTHERN STATES POWER COMPANY D/B/A XCEL  
ENERGY'S 2023 ANNUAL SAFETY, RELIABILITY, AND SERVICE QUALITY  
REPORT  
DOCKET NO. E002/M-24-27 and E,G002/PR-24-02

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy (Company), submits this letter in compliance with the Minnesota Public Utilities Commission's January 13, 2025 Order in Docket No. E002/M-24-27. Order Point No. 23 requires the Company to make a filing in the above referenced dockets "...detailing its current disconnection policies and practices...within 20 days of the Order."

In fulfillment of that Order Point, on January 31 we filed a document entitled *Minnesota Disconnection Process*. Citizens Utility Board of Minnesota brought to our attention that this document was in their view unclear on the distinction the Company makes, when discussing payment plans with individual customers, between household financial circumstances and extenuating circumstances.

Xcel Energy negotiates payment agreement terms, including down payment amounts and length of arrangements, individually with each customer. We consider both household financial circumstances and extenuating circumstances in those conversations. The reduced down payments, as described in Order Point 26 of the January 13, 2025 Order in this docket and shown in the "Graduated Down Payment Structure for Payment Plans" table of Attachment A, serve as a guide for those conversations; however, lower down payments may be offered on a case-by-case basis

in consideration of both household financial circumstances and extenuating circumstances.

We note that this is not a change in practice; however, we acknowledge the January 31 version of our *Minnesota Disconnection Process* was not entirely clear. The attached, revised version replaces our January 31 filing.

This revised document has also been posted to Xcel Energy's website, consistent with Order Point 22 of the Commission's January 13, 2025 Order in Docket No. E002/M-24-27. We have posted the document to both the Manage Your Bill page,<sup>1</sup> and the Pay Arrangements page,<sup>2</sup> as the most intuitive locations for a customer wishing to understand the disconnection process and options to avoid disconnection.

We have electronically filed this document with the Minnesota Public Utilities Commission, and copies have been served on the parties on the attached service list. Please contact me at [Nicholas.f.martin@xcelenergy.com](mailto:Nicholas.f.martin@xcelenergy.com) or (612) 330-6255 if you have any questions regarding this filing.

Sincerely,

/s/

NICHOLAS MARTIN  
DIRECTOR, STRATEGIC OUTREACH & ADVOCACY

Enclosure  
cc: Service Lists

---

<sup>1</sup> [Manage Your Bill | Billing & Payment | Xcel Energy](#)

<sup>2</sup> [Payment Arrangements | Billing & Payment | Xcel Energy](#).

## Minnesota Disconnection Process

### Minnesota Residential:

Disconnection is a last resort, only occurring after a process during which Xcel Energy works with customers who are unable to pay their full balance or full disconnect balance to agree on a payment arrangement that works for them. We also refer customers to various forms of energy assistance.

**Notice.** The disconnection/shut-off notice due date is ten business days after the Disconnection Warning Statement during both Non-Cold Weather Rule (CWR) (May 1 – September 30) and Cold Weather Rule (CWR) (October 1 - April 30).

**Payment thresholds.** Disconnect notices will only be mailed out once a customer's past due balance reaches \$180. Customers are not subject to disconnection until the balance reaches at least \$300.

**Communication channels.** For customers who have given the Company permission through their preferred notification channels, we will attempt two methods of electronic communication to reach customers prior to disconnection. This can include text and/or email, though only if the customer has given the Company permission to use those channels. We send disconnection notices to both service and mailing addresses, if different.

**Payment arrangements.** Xcel Energy offers two different types of payment arrangements: Fixed Plus Current and Fixed Plus Budget. Under Fixed Plus Current, the customer's past due balance is divided by the number of months agreed to in the payment plan; the amount due is that monthly amount plus the current month's bill. Under Fixed Plus Budget, the customer's past due balance is divided into the agreed number of months (usually 12) and the fixed monthly amount is set based on the average of 12 months of usage.

**Down payments without extenuating circumstances.** A customer without extenuating circumstances will generally be offered the down payment amounts in the "Normal Payment Agreements" line of the Graduated Down Payment Structure table below, with the required down payment increasing if the customer has entered into and broken past payment arrangements in the most recent (rolling) 12 months. The Company will negotiate payment agreement terms, including down payment amounts and length of arrangements, individually with each customer. Based on their household financial circumstances, customers may be offered lower down payments than those shown in the Normal Payment Agreements line on a case-by-case basis. During the Cold Weather Rule months, customers with income at or below 50% of the state median will not pay a down payment exceeding 10% of their monthly income, consistent with <https://www.revisor.mn.gov/statutes/cite/216B.096>, Subd. 5.

***Down payments for extenuating circumstances.*** The Company will negotiate payment agreement terms, including down payment amounts and length of arrangements, individually with each customer. Based on extenuating circumstances, customers may be offered lower down payments than those shown in the “Extenuating Circumstances Payment Agreement” line of the Graduated Down Payment Structure table below on a case-by-case basis. During the Cold Weather Rule months, customers with income at or below 50% of the state median will not pay a down payment exceeding 10% of their monthly income, consistent with <https://www.revisor.mn.gov/statutes/cite/216B.096>, Subd. 5.

Graduated Down Payment Structure for Payment Plans						
Payment Arrangement Offered	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>
Normal Payment Agreements	10% down	25% down	35% down	50% down	50% down	50% down
Extenuating Circumstances Payment Agreement	10% down	15% down	25% down	40% down	50% down	50% down

## CERTIFICATE OF SERVICE

I, Joshua DePauw, 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.      E002/M-24-27 AND E,G002/PR-24-02**

Dated this 3<sup>rd</sup> day of March 2025

/s/

---

Joshua DePauw  
Regulatory Administrator

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
1	Marisa	Bayer	mbayer@edinamn.gov	City of Edina		4801 W 50th St Edina MN, 55424 United States	Electronic Service		No	24-27Official
2	James J.	Bertrand	james.bertrand@stinson.com	STINSON LLP		50 S 6th St Ste 2600 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
3	Matthew	Brodin	mbrodin@allete.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	24-27Official
4	Olivia	Carroll	oliviac@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St W1360 St. Paul MN, 55101 United States	Electronic Service		No	24-27Official
5	John	Coffman	john@johncoffman.net	AARP		871 Tuxedo Blvd. St. Louis MO, 63119-2044 United States	Electronic Service		No	24-27Official
6	Generic	Commerce Attorneys	commerce.attorneys@ag.state.mn.us		Office of the Attorney General - Department of Commerce	445 Minnesota Street Suite 1400 St. Paul MN, 55101 United States	Electronic Service		Yes	24-27Official
7	Brandon	Crawford	brandonc@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 St. Paul MN, 55101 United States	Electronic Service		No	24-27Official
8	George	Crocker	gwillc@nawo.org	North American Water Office		5093 Keats Avenue Lake Elmo MN, 55042 United States	Electronic Service		No	24-27Official
9	Christopher	Droske	christopher.droske@minneapolismn.gov	Northern States Power Company dba Xcel Energy-Elec		661 5th Ave N Minneapolis MN, 55405 United States	Electronic Service		No	24-27Official
10	John	Farrell	jfarrell@ilsr.org	Institute for Local Self-Reliance		2720 E. 22nd St Institute for Local Self-Reliance Minneapolis MN, 55406 United States	Electronic Service		No	24-27Official
11	Sharon	Ferguson	sharon.ferguson@state.mn.us		Department of Commerce	85 7th Place E Ste 280 Saint Paul MN, 55101-2198 United States	Electronic Service		No	24-27Official
12	Shubha	Harris	shubha.m.harris@xcelenergy.com	Xcel Energy		414 Nicollet Mall, 401 - FL 8 Minneapolis MN, 55401 United States	Electronic Service		Yes	24-27Official
13	Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association		4300 220th St W Farmington	Electronic Service		No	24-27Official



#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
26	David	Moeller	dmoeller@allete.com	Minnesota Power			Electronic Service		No	24-27Official
27	Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP		33 South Sixth St Ste 4200 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
28	Pouya	Najmaie	najm0001@gmail.com	Cooperative Energy Futures		3416 16th Ave S Minneapolis MN, 55407 United States	Electronic Service		No	24-27Official
29	Scott	Neal	sneal@edinamn.gov	City of Edina		4801 W 50th St Edina MN, 55424 United States	Electronic Service		No	24-27Official
30	David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency		220 South Sixth Street Suite 1300 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
31	Carol A.	Overland	overland@legalelectric.org	Legalelectric - Overland Law Office		1110 West Avenue Red Wing MN, 55066 United States	Electronic Service		No	24-27Official
32	Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us		Office of the Attorney General - Residential Utilities Division	1400 BRM Tower 445 Minnesota St St. Paul MN, 55101-2131 United States	Electronic Service		Yes	24-27Official
33	Kevin	Reuther	kreuther@mncenter.org	MN Center for Environmental Advocacy		26 E Exchange St, Ste 206 St. Paul MN, 55101-1667 United States	Electronic Service		No	24-27Official
34	Christine	Schwartz	regulatory.records@xcelenergy.com	Xcel Energy		414 Nicollet Mall FL 7 Minneapolis MN, 55401-1993 United States	Electronic Service		Yes	24-27Official
35	Will	Seuffert	will.seuffert@state.mn.us		Public Utilities Commission	121 7th Pl E Ste 350 Saint Paul MN, 55101 United States	Electronic Service		Yes	24-27Official
36	George	Shardlow	george@energycents.org	Energy CENTS Coalition		823 E. 7th Street Saint Paul MN, 55106 United States	Electronic Service		No	24-27Official
37	Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.		76 W Kellogg Blvd St. Paul MN, 55102 United States	Electronic Service		No	24-27Official
38	Byron E.	Starns	byron.starns@stinson.com	STINSON LLP		50 S 6th St Ste 2600 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
39	Lauren	Steinhaeuser	lauren.steinhaeuser@xcelenergy.com	Northern States Power Company dba Xcel Energy		414 Nicollet Mall, 401-08 Minneapolis MN, 55401 United States	Electronic Service		No	24-27Official

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
40	James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered		150 S 5th St Ste 700 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
41	Eric	Swanson	eswanson@winthrop.com	Winthrop & Weinstine		225 S 6th St Ste 3500 Capella Tower Minneapolis MN, 55402-4629 United States	Electronic Service		No	24-27Official
42	Carla	Vita	carla.vita@state.mn.us	MN DEED		Great Northern Building 12th Floor 180 East Fifth Street St. Paul MN, 55101 United States	Electronic Service		No	24-27Official
43	Joseph	Windler	jwindler@winthrop.com	Winthrop & Weinstine		225 South Sixth Street, Suite 3500 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official
44	Kurt	Zimmerman	kwz@ibew160.org	Local Union #160, IBEW		2909 Anthony Ln St Anthony Village MN, 55418-3238 United States	Electronic Service		No	24-27Official
45	Patrick	Zomer	pat.zomer@lawmoss.com	Moss & Barnett PA		150 S 5th St #1200 Minneapolis MN, 55402 United States	Electronic Service		No	24-27Official

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
1	Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.		1900 Cardinal Lane PO Box 798 Faribault MN, 55021 United States	Electronic Service		No	24-2PR-24-2
2	Ryan	Baumtrog	ryan.baumtrog@state.mn.us		Minnesota Dept of Housing	400 Wabasha St N Ste 400 St. Paul MN, 55102 United States	Electronic Service		No	24-2PR-24-2
3	Matthew	Brodin	mbrodin@allete.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	24-2PR-24-2
4	Generic	Commerce Attorneys	commerce.attorneys@ag.state.mn.us		Office of the Attorney General - Department of Commerce	445 Minnesota Street Suite 1400 St. Paul MN, 55101 United States	Electronic Service		Yes	24-2PR-24-2
5	Brandon	Crawford	brandonc@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 St. Paul MN, 55101 United States	Electronic Service		No	24-2PR-24-2
6	Beverly	Dahlberg	bevdahlberg@nweco.com	Northwestern Wisconsin Electric Co.		104 South Pine Street P O Box 9 Grantsburg WI, 54840-0009 United States	Electronic Service		No	24-2PR-24-2
7	Bridget	Dockter	bridget.dockter@xcelenergy.com			null null, null United States	Electronic Service		No	24-2PR-24-2
8	Brian	Edstrom	briane@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 Saint Paul MN, 55101 United States	Electronic Service		No	24-2PR-24-2
9	Ron	Elwood	relwood@mnlisap.org	Legal Services Advocacy Project		970 Raymond Avenue Suite G-40 Saint Paul MN, 55114 United States	Electronic Service		No	24-2PR-24-2
10	Sharon	Ferguson	sharon.ferguson@state.mn.us		Department of Commerce	85 7th Place E Ste 280 Saint Paul MN, 55101-2198 United States	Electronic Service		No	24-2PR-24-2
11	Jenny	Glumack	jenny@mrea.org	Minnesota Rural Electric Association		11640 73rd Ave N Maple Grove MN, 55369 United States	Electronic Service		No	24-2PR-24-2
12	Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association		4300 220th St W Farmington MN, 55024 United States	Electronic Service		No	24-2PR-24-2
13	Travis	Jacobson	travis.jacobson@mdu.com	Great Plains Natural Gas Company		400 N 4th St Bismarck ND, 58501 United States	Electronic Service		No	24-2PR-24-2
14	Jack	Kegel	jkegel@mmua.org	MMUA		3025 Harbor Lane N Suite 400 Plymouth MN, 55447-5142 United States	Electronic Service		No	24-2PR-24-2

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
15	Collin	Kremeier	ckremeier@otpc.com	Otter Tail Power Company		PO Box 496 Fergus Falls MN, 56538-0496 United States	Electronic Service		No	24-2PR-24-2
16	Annie	Levenson Falk	annief@cupminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota Street, Suite W1360 St. Paul MN, 55101 United States	Electronic Service		No	24-2PR-24-2
17	Jason	Loos	jason.loos@centerpointenergy.com	CenterPoint Energy Resources Corp.		505 Nicollet Mall 3rd Floor Minneapolis MN, 55402 United States	Electronic Service		No	24-2PR-24-2
18	Darrick	Moe	darrick@mrea.org	Minnesota Rural Electric Association		11640 73rd Ave N Maple Grove MN, 55369 United States	Electronic Service		No	24-2PR-24-2
19	David	Moeller	dmoeller@allete.com	Minnesota Power			Electronic Service		No	24-2PR-24-2
20	Jennifer	Peterson	jjpeterson@mnpower.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	24-2PR-24-2
21	Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us		Office of the Attorney General - Residential Utilities Division	1400 BRM Tower 445 Minnesota St St. Paul MN, 55101-2131 United States	Electronic Service		Yes	24-2PR-24-2
22	Jodi	Schinzing	jodischinzing@nweco.com	Northwestern Wisconsin Electric Company		104 S. Pine Street Grantsburg WI, 54840 United States	Electronic Service		No	24-2PR-24-2
23	Lori	Schultz	lorischultz@minncap.org	Minnesota Community Action Partnership		MCIT Building 100 Empire Dr Ste 202 St. Paul MN, 55103 United States	Electronic Service		No	24-2PR-24-2
24	Will	Seuffert	will.seuffert@state.mn.us		Public Utilities Commission	121 7th PLE Ste 350 Saint Paul MN, 55101 United States	Electronic Service		Yes	24-2PR-24-2
25	Richard	Stasik	richard.stasik@wecenergygroup.com	Minnesota Energy Resources Corporation (HOLDING)		231 West Michigan St - P321 Milwaukee WI, 53203 United States	Electronic Service		No	24-2PR-24-2
26	Katherine	Teiken	katherine.teiken@state.mn.us			400 Wabasha St N Suite 400 Saint Paul MN, 55102 United States	Electronic Service		No	24-2PR-24-2