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Xcel Energy Information Request No. 2
Docket No.: E002/M-24-27
Response To: Minnesota Public Utilities Commission
Requestor: Sally Anne McShane
Date Received: April 26, 2024

Question:

What are the customer service protocols surrounding high call volumes and outage events? Describe the standards and practices in place to maintain call access for all customers, no matter the topic, during major and minor outage events.

Response:

Our Workforce Management Department closely monitors call volume 24/7 and has several actions they take to ensure a positive customer experience during events. At all times, electric outage and gas emergency calls are considered top priority for us. For example, electric outage and gas emergency response calls sent through our Interactive Voice Response system (IVR) will be given priority and routed to an agent to be answered before a billing or customer move notice. If we are experiencing high call volume due to an outage event, we direct all call center trained employees to stop other work, log in, and assist customers. In addition, we have several ways for our customers to self-serve, such as our website via MyAccount, and our IVR. During normal operations our contact centers are staffed with a goal to answer 80% of our calls within 20 seconds. The Company maintains an on-call rotation that allows us to mobilize employees and get additional resources on the phone quickly to support customers as needed and we are in the process of training additional call center representatives to help this effort.

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