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Xcel Energy

Information Request No.

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Docket No.: E002/M-23-524

Response To: Minnesota Public Utilities Commission

Requestor: Tera Dornfeld

Date Received: November 14, 2025

Question:

Per the Company's August 14, 2025 compliance filing in docket no. E002/M-23-356 at 5, "The Company will establish an annual process to contact customers who received a rebate for a ducted heat pump through one of our customer programs but are not currently on the space heating rate."

Does Xcel plan to include outreach to customers with ductless heat pumps (e.g., a mini split)? If not, please explain why not.

Response:

The Company does not plan to include outreach to customers who receive ductless heat pumps in our annual outreach.

This is because the electric space heating rate is intended for situations where the customer's electric space heating equipment serves as their primary heating source. Ductless (mini split) systems are most often used for purposes such as:

- Supplemental heating or cooling
- Improving comfort in rooms that are difficult to heat or cool
- Room additions or renovations where extending existing ductwork is impractical or costly

Since these systems are typically not the primary heating source, most customers with ductless heat pumps may not qualify for the space heating rate. To avoid confusion or dissatisfaction, we do not plan to include these customers in the outreach.

However, customers who confirm that their ductless (mini split) system is used as their primary heating source will be eligible to enroll in the space heating rate if they choose.

Preparer: Kris Kohls
Title: Regulatory Policy Specialist
Department: Product Policy
Telephone: 612-216-8124
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