



414 Nicollet Mall
Minneapolis, Minnesota 55401-1993

September 18, 2020

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

—VIA ELECTRONIC FILING—

RE: ERRATA TO 2019 ANNUAL SERVICE QUALITY REPORT AND PETITION
DOCKET NO. E002/M-20-406

Dear Mr. Seuffert:

On April 1, 2020, Northern States Power Company, doing business as Xcel Energy, filed its 2019 Electric Safety, Reliability and Service Quality Report (2019 Electric Report) in the above referenced matter. We also filed our 2019 Natural Gas Service Quality Report (2019 Gas Report) in Docket No. E002/M-20-460 on May 1, 2020. In both reports, we provide data on gas and electric meters that have not been read for longer than 6 months (Meter Reading Report). While preparing Reply Comments for the 2019 Gas Report, we discovered errors regarding meter reading data that also impact the 2019 Electric Report.

First, the Company made changes to the Meter Reading Report for the 2019 Gas Report that was filed on May 1, 2020; however, we did not file an errata to update the revised meter reading data in the 2019 Electric Report that was filed earlier on April 1, 2020. This data correction mainly impacted a small subset of Commercial class customers who use ION/POLY meters. These meters are specialized meters, located in places such as substations or other unique areas and the meter readings are obtained in a different way than for other customer meters, such as phone line readings. Even though the ION/POLY meters are read in the separate process, they still generate a “No Reading Returned” skip code, and therefore, these instances were removed from the Meter Reading Report, consistent with our prior reporting.

Second, while we were preparing our September 3, 2020 Reply Comments for the 2019 Gas Report, we identified an error in the meter reading data for meters not read for 6-12 months that impacted all customer classes. When a meter has been on the 6-12 month report for six months (i.e., not read for 12 months), it should be

taken off this report and moved to the over 12 months report. We have reviewed meter reading data from 2017-2019, and confirmed that inadvertently we had not in 2017, 2018, and 2019 removed meters from the 6-12 month report when these meters had reached 12-months of no read, and these meters incorrectly remained on the 6-12 month report. While this error did not directly impact the data we provided for meters not read for longer than 12 months, the revised data also reflects instances where the billing department had made corrections to individual accounts. Therefore, the 2017, 2018, and 2019 numbers for meters not read for over 12 months changed slightly.

We apologize for these errors and provide the revised meter reading data for 2019 in a corrected Attachment I, which also includes section A which was previously presented only in the body of the 2019 Electric Report (Table 10, page 50). Our Reply Comments filed in Docket No. E002/20-460 also included the corrected data and additional details.

We have modified the Meter Reading Report coding so that this data error impacting meters not read for 6-12 months will not be repeated going forward. In addition, we will validate the meter reading data more carefully in the future to ensure that these types of mistakes are not repeated. We will also doublecheck any data points that have significant changes compared to prior years.

We have electronically filed this document with the Commission, and copies have been served on the parties on the attached service list. Please contact Pamela Gibbs at pamela.k.gibbs@xcelenergy.com or (612) 330-2889, or myself at gail.baranko@xcelenergy.com or 612-330-6935 if you have any questions regarding this filing.

Sincerely,

/s/

GAIL A. BARANKO
REGULATORY MANAGER
Enclosure
c: Service List

A. The number and percentage of customer meters read by utility personnel (Company).

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A÷B Percent Read by Utility (Company)
JANUARY	1603107	159880	12879	3915	1779781	1782235	99.86%
FEBRUARY	1604304	159989	12890	3916	1781099	1783600	99.86%
MARCH	1605222	160005	12906	3902	1782035	1784542	99.86%
APRIL	1605913	159967	12914	3897	1782691	1785170	99.86%
MAY	1607308	160035	12932	3900	1784175	1786471	99.87%
JUNE	1608343	160118	12948	3889	1785298	1787857	99.86%
JULY	1609555	160168	12966	3890	1786579	1789199	99.85%
AUGUST	1610922	160251	12983	3890	1788046	1790745	99.85%
SEPTEMBER	1612374	160353	13000	3889	1789616	1792498	99.84%
OCTOBER	1613562	160607	13009	3892	1791070	1793832	99.85%
NOVEMBER	1615235	160899	13020	3887	1793041	1795611	99.86%
DECEMBER	1616652	161095	13037	3885	1794669	1797535	99.84%

*The number of reads per month is based on the meter read schedule for the month. Example January 2019 runs from December 31 to February 4 2019 to capture all meter read routes.

B. The number and percentage of customer meters read by customers.

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A÷B Percent Read by Customer
JANUARY	10	1			11	1782235	0.00%
FEBRUARY	3				3	1783600	0.00%
MARCH	3	3			6	1784542	0.00%
APRIL	5				5	1785170	0.00%
MAY	8				8	1786471	0.00%
JUNE	15				15	1787857	0.00%
JULY	11				11	1789199	0.00%
AUGUST	5				5	1790745	0.00%
SEPTEMBER	4	1			5	1792498	0.00%
OCTOBER	3	1			4	1793832	0.00%
NOVEMBER	3				3	1795611	0.00%
DECEMBER	9				9	1797535	0.00%

C-1. The number and percentage of residential customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Residential

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	44	44	22	49	24	29	31	49	56	74	66	92	580	34.56%
NO ANSWER	28	28	46	34	33	28	31	29	12	16	10	7	302	18%
OC Meter Maint	16	9	6	8	8	4	18	13	17	10	19	21	149	8.88%
NEED KEY OR CODE	11	11	13	12	9	5	2	5	4	2	16	3	93	5.54%
BAD KEY OR CODE	8	12	17	8	9	7	9	6	3	5	3	1	88	5.24%
DOOR LOCKED	4	3	11	11	19	8	8	2	4	11	4	0	85	5.07%
DEAD REGISTER	6	5	21	7	3	4	6	4	4	4	1	2	67	3.99%
GATE PROBLEM	9	10	8	6	8	5	6	2	1	1	2	2	60	3.58%
METER OFF	7	3	5	6	7	2	2	2	4	1	1	7	47	2.80%
METER REMOVED	2	1	2	4	3	2	3	2	1	5	5	0	30	1.79%
DOG	2	1	2	6	8	1	1	1	1	0	0	1	24	1.43%
METER BLOCKED	2	2	1	1	4	3	5	2	2	1	0	0	23	1.37%
SERVICE CUT AT POLE	0	1	3	2	1	1	0	2	2	5	5	1	23	1.37%
NO ACCESS BACK YARD	3	0	1	2	2	2	3	1	2	3	1	0	20	1.19%
VACANT	2	3	1	5	0	1	1	0	0	2	0	0	15	0.89%
KEY NOT AVAILABLE	1	4	1	0	1	3	0	1	0	0	0	1	12	0.72%
SNOW/MUD	0	2	7	0	0	0	0	0	0	0	0	1	10	0.60%
CUSTOMER READING	0	0	0	2	1	0	1	1	1	1	1	1	9	0.54%
BAD ROAD	0	0	2	0	0	1	1	1	0	0	1	2	8	0.48%
Non-Energized	0	0	1	2	1	0	0	0	0	1	0	0	5	0.30%
UNSAFE CONDITION	1	0	1	1	0	0	1	1	0	0	0	0	5	0.30%
SEASONAL	0	0	0	2	0	1	0	1	0	0	0	0	4	0.24%
BUSINESS CLOSED	0	0	2	0	0	0	0	0	0	0	1	0	3	0.18%
OC CellNet New: no premise ID	0	0	0	0	0	0	0	1	2	0	0	0	3	0.18%
CUST REQUESTS SKIP	0	0	1	0	0	0	0	0	1	0	0	0	2	0.12%
DOG NEXT DOOR	0	0	0	1	0	1	0	0	0	0	0	0	2	0.12%
EMED Meter Maint	0	0	0	0	0	0	0	0	2	0	0	0	2	0.12%
REFUSED ADMITTANCE	0	0	0	0	1	0	0	1	0	0	0	0	2	0.12%
REPLACE GLASS	0	0	0	0	1	0	0	1	0	0	0	0	2	0.12%
SPS DEAD REGISTER	0	0	0	2	0	0	0	0	0	0	0	0	2	0.12%
ABS Data Corrupt - BS	1	0	0	0	0	0	0	0	0	0	0	0	1	0.06%
TOTAL	147	139	174	171	143	108	129	128	119	142	136	142	1678	100%

C-1. The number and percentage of commercial customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Commercial

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	24	21	12	22	14	18	18	24	23	25	23	30	254	29.06%
METER OFF	19	14	17	16	22	18	11	14	12	11	13	6	173	19.79%
DEAD REGISTER	4	8	7	11	13	4	7	6	6	1	1	1	69	7.89%
NO ANSWER	5	5	4	7	8	6	3	3	1	3	3	2	50	5.72%
METER REMOVED	3	5	6	5	3	2	2	3	0	5	6	5	45	5.15%
Non-Energized	0	0	5	9	8	5	4	3	4	2	1	0	41	4.69%
SERVICE CUT AT POLE	1	1	3	4	5	6	3	2	0	1	5	2	33	3.78%
DOOR LOCKED	2	1	4	5	5	2	2	1	3	1	4	1	31	3.55%
OC Meter Maint	0	3	2	6	0	1	0	4	1	2	2	5	26	2.97%
VACANT	0	3	0	3	4	3	3	1	3	6	0	0	26	2.97%
SEASONAL	4	4	7	3	1	0	0	0	0	1	0	0	20	2.29%
UNSAFE CONDITION	0	3	3	1	3	2	3	0	0	0	0	0	15	1.72%
NEED KEY OR CODE	2	1	1	0	3	1	2	1	2	1	0	0	14	1.60%
GATE PROBLEM	2	1	2	2	3	1	0	0	1	0	1	0	13	1.49%
BUSINESS CLOSED	0	2	0	1	0	2	2	2	1	0	1	1	12	1.37%
KEY NOT AVAILABLE	1	2	1	1	0	1	1	0	0	0	1	0	8	0.92%
SNOW/MUD	0	3	5	0	0	0	0	0	0	0	0	0	8	0.92%
BAD KEY OR CODE	1	1	0	0	0	1	0	0	0	2	2	0	7	0.80%
BAD ROAD	0	0	0	0	1	2	2	1	1	0	0	0	7	0.80%
CUST REQUESTS SKIP	0	0	0	0	1	1	1	1	1	2	0	0	7	0.80%
TEXT	0	0	4	0	0	0	0	0	0	0	0	0	4	0.46%
HANDHELD ESTIMATE	0	0	0	0	0	1	1	0	0	0	0	0	2	0.23%
ABS MCC Calc Reading	0	0	0	0	0	0	0	0	0	1	0	0	1	0.11%
Bad Ert	0	0	0	0	0	0	1	0	0	0	0	0	1	0.11%
CANNOT LOCATE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.11%
DOG	0	0	0	1	0	0	0	0	0	0	0	0	1	0.11%
EMED Meter Maint	0	0	0	0	0	0	0	0	1	0	0	0	1	0.11%
METER BLOCKED	0	0	0	0	0	1	0	0	0	0	0	0	1	0.11%
PAINTED OVER	0	0	0	0	0	0	1	0	0	0	0	0	1	0.11%
REFUSED ADMITTANCE	0	0	0	1	0	0	0	0	0	0	0	0	1	0.11%
SPS DEAD REGISTER	0	0	0	1	0	0	0	0	0	0	0	0	1	0.11%
TOTAL	69	78	83	99	94	78	67	66	60	64	63	53	874	100%

C-1. The number and percentage of industrial customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Industrial

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	10	8	4	4	7	9	7	8	12	14	10	16	109	78.42%
METER OFF	0	0	0	0	3	3	2	1	1	1	1	1	13	9.35%
VACANT	1	1	1	1	1	1	0	0	0	0	1	0	7	5.04%
SEASONAL	0	0	1	1	0	0	0	1	0	0	0	0	3	2.16%
ABS MCC Calc Reading	0	0	0	0	0	0	0	0	0	0	0	1	1	0.72%
CUST REQUESTS SKIP	0	0	0	1	0	0	0	0	0	0	0	0	1	0.72%
DEAD REGISTER	0	0	0	1	0	0	0	0	0	0	0	0	1	0.72%
GATE PROBLEM	0	0	0	0	0	0	1	0	0	0	0	0	1	0.72%
HANDHELD ESTIMATE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.72%
NO ANSWER	0	0	1	0	0	0	0	0	0	0	0	0	1	0.72%
Non-Energized	0	0	0	0	0	0	1	0	0	0	0	0	1	0.72%
TOTAL	12	9	7	8	11	13	11	10	13	15	12	18	139	100%

C-1. The number and percentage of other customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Other

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
METER OFF	0	0	0	0	0	0	1	1	1	1	1	0	5	45.45%
NO READING RETURNED	1	1	0	0	0	0	0	0	0	0	0	1	3	27.27%
BAD KEY OR CODE	0	0	0	0	1	0	0	0	0	0	0	0	1	9.09%
CANNOT LOCATE	0	0	1	0	0	0	0	0	0	0	0	0	1	9.09%
NO ANSWER	0	0	0	1	0	0	0	0	0	0	0	0	1	9.09%
TOTAL	1	1	1	1	1	0	1	1	1	1	1	1	11	100%

C-2. The number and percentage of residential customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Residential

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	14	16	10	15	10	12	16	16	16	24	20	25	194	33.33%
NO ANSWER	10	5	14	14	23	15	12	11	15	11	8	6	144	24.74%
OC Meter Maint	4	6	3	6	2	4	5	5	5	6	6	6	58	9.97%
METER OFF	4	2	4	2	3	5	3	1	3	5	3	1	36	6.19%
DEAD REGISTER	1	2	1	1	3	3	2	2	0	2	2	0	19	3.26%
BAD KEY OR CODE	2	2	3	2	3	3	0	0	1	0	2	0	18	3.09%
DOOR LOCKED	0	0	3	0	4	1	0	0	1	2	2	2	15	2.58%
NEED KEY OR CODE	1	0	2	2	4	2	1	1	0	0	1	0	14	2.41%
UNSAFE CONDITION	1	1	1	1	1	0	0	1	0	2	3	0	11	1.89%
GATE PROBLEM	0	1	1	0	0	3	1	2	2	0	0	0	10	1.72%
METER REMOVED	1	0	0	0	1	0	2	2	1	1	1	1	10	1.72%
VACANT	2	0	1	3	2	0	0	1	0	0	1	0	10	1.72%
REFUSED ADMITTANCE	0	0	0	0	0	1	4	1	2	0	0	1	9	1.55%
NO ACCESS BACK YARD	1	0	0	2	0	0	2	0	1	2	0	0	8	1.37%
Non-Energized	0	0	1	0	1	2	1	0	0	0	0	0	5	0.86%
CUST REQUESTS SKIP	1	0	0	1	0	0	1	0	0	0	1	0	4	0.69%
METER BLOCKED	0	0	0	0	0	0	1	1	0	0	0	1	3	0.52%
SEASONAL	0	0	0	0	0	0	0	0	1	0	0	1	2	0.34%
SERVICE CUT AT POLE	0	0	1	1	0	0	0	0	0	0	0	0	2	0.34%
SNOW/MUD	0	1	0	0	0	0	0	0	0	0	0	1	2	0.34%
BUSINESS CLOSED	0	0	0	0	0	0	0	0	0	0	1	0	1	0.17%
DOG	0	0	0	0	0	0	0	0	0	1	0	0	1	0.17%
DOG NEXT DOOR	0	0	1	0	0	0	0	0	0	0	0	0	1	0.17%
INCLEMENT WEATHER	1	0	0	0	0	0	0	0	0	0	0	0	1	0.17%
KEY NOT AVAILABLE	0	0	0	0	0	0	0	0	0	0	1	0	1	0.17%
OC CellNet New: no premise ID	0	0	0	0	0	0	0	0	1	0	0	0	1	0.17%
OC Record Mismatch	0	0	0	0	1	0	0	0	0	0	0	0	1	0.17%
REPLACE GLASS	0	0	0	0	0	0	0	1	0	0	0	0	1	0.17%
TOTAL	43	36	46	50	58	51	51	45	49	56	52	45	582	100%

C-2. The number and percentage of commercial customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Commercial

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	12	14	7	12	6	9	16	21	29	30	25	39	220	36.30%
METER OFF	10	9	7	7	15	16	14	14	13	15	7	13	140	23.10%
Non-Energized	0	0	6	5	4	5	3	6	1	4	11	4	49	8.09%
DEAD REGISTER	3	1	2	0	2	1	4	4	10	6	3	3	39	6.44%
VACANT	2	2	2	2	5	2	1	2	2	2	2	2	26	4.29%
METER REMOVED	1	2	3	1	4	1	2	2	0	0	3	3	22	3.63%
NO ANSWER	2	1	1	3	2	1	3	2	1	1	1	1	19	3.14%
SERVICE CUT AT POLE	0	1	1	1	1	2	3	2	2	3	1	1	18	2.97%
BAD KEY OR CODE	0	0	0	0	1	3	4	4	0	0	0	0	12	1.98%
HANDHELD ESTIMATE	1	1	1	1	1	0	2	1	1	2	1	0	12	1.98%
OC Meter Maint	1	0	0	0	0	1	1	2	3	1	0	1	10	1.65%
SNOW/MUD	0	4	3	0	0	0	0	0	0	0	0	1	8	1.32%
BUSINESS CLOSED	0	1	3	0	0	1	0	0	0	0	1	0	6	0.99%
GATE PROBLEM	0	0	0	0	1	3	0	0	0	0	0	0	4	0.66%
UNSAFE CONDITION	0	0	0	1	0	0	0	1	1	1	0	0	4	0.66%
BAD ROAD	0	0	1	2	0	0	0	0	0	0	0	0	3	0.50%
CUST REQUESTS SKIP	0	0	0	0	2	0	0	0	0	0	1	0	3	0.50%
DOOR LOCKED	0	0	1	1	0	0	0	0	0	0	1	0	3	0.50%
SEASONAL	1	1	1	0	0	0	0	0	0	0	0	0	3	0.50%
CANNOT LOCATE	0	0	1	0	0	0	0	0	0	0	0	0	1	0.17%
INCLEMENT WEATHER	0	0	0	0	0	1	0	0	0	0	0	0	1	0.17%
NEED KEY OR CODE	0	0	0	0	0	0	0	0	0	0	1	0	1	0.17%
PAINTED OVER	0	0	0	0	0	0	1	0	0	0	0	0	1	0.17%
REFUSED ADMITTANCE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.17%
TOTAL	33	37	40	36	44	46	54	61	63	66	58	68	606	100%

C-2. The number and percentage of industrial customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Industrial

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	25	24	26	25	26	25	26	12	35	24	12	42	302	97.42%
METER OFF	1	1	1	0	0	0	0	0	0	0	0	0	3	0.97%
SEASONAL	0	0	0	0	0	0	0	0	0	1	0	1	2	0.65%
ABS MCC Calc Reading	1	0	0	0	0	0	0	0	0	0	0	0	1	0.32%
DEAD REGISTER	0	0	0	0	0	0	0	0	0	0	1	0	1	0.32%
NO ANSWER	0	1	0	0	0	0	0	0	0	0	0	0	1	0.32%
TOTAL	27	26	27	25	26	25	26	12	35	25	13	43	310	100%

C-2. The number and percentage of other customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Other

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	4	4	4	4	4	5	5	5	5	4	3	3	50	100%
TOTAL	4	4	4	4	4	5	5	5	5	4	3	3	50	100%

D. Total number of meters installed by month.**

	Residential	Commercial	Industrial	Other	Total
JANUARY	1603737	161350	12912	4236	1782235
FEBRUARY	1604958	161481	12924	4237	1783600
MARCH	1605806	161564	12942	4230	1784542
APRIL	1606470	161524	12949	4227	1785170
MAY	1607677	161600	12968	4226	1786471
JUNE	1608949	161702	12986	4220	1787857
JULY	1610189	161787	13004	4219	1789199
AUGUST	1611607	161899	13024	4215	1790745
SEPTEMBER	1613185	162063	13035	4215	1792498
OCTOBER	1614251	162313	13055	4213	1793832
NOVEMBER	1615755	162580	13065	4211	1795611
DECEMBER	1617398	162851	13076	4210	1797535

**We have removed “deleted meters” from the total number of meters installed per month. The “deleted meters” designation is given to meters that were incorrectly entered into the system and were never truly installed at a premise. This ensures our data is more representative of meters in the field.

CERTIFICATE OF SERVICE

I, Paget Pengelly, 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; or

xx by electronic filing.

MPUC Docket No: E002/M-20-406

Dated this 18th day of September 2020.

/s/

Paget Pengelly
Regulatory Administrator

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