



414 Nicollet Mall
Minneapolis, MN 55401

October 9, 2014

—Via Electronic Filing—

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

RE: SUPPLEMENTAL INFORMATION – STATUS UPDATE
PLANNED OUTAGE CUSTOMER NOTICE
DOCKET NO. E,G002/CI-14-56

Dear Dr. Haar:

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this status update on the actions we are taking to ensure we meet our obligation to provide timely notice to each impacted customer in advance of taking a planned outage.

Background

On February 6, 2014 the Company submitted its response to the Commission's January 24, 2014 NOTICE REQUIRING INFORMATION regarding our compliance with the Rules and Tariff provisions regarding customer notification of planned outages, and the steps we took with regard to the December 2013 planned outages to Laurel Estates at 5610 Laurel Avenue, Golden Valley, Minnesota.

Our response provided the information the Commission requested, observed that we had not met the Rule and Tariff obligations, and apologized for the inconvenience caused to our customers. We additionally conveyed the immediate actions we had taken to ensure that all employees with planned outage customer responsibilities are aware of their need to comply with the notice requirements, and outlined the 60-90-120 day actions we would be taking to further ensure we meet our obligation to provide timely notice to each customer in advance of taking a planned outage, that included:

- Development of internal policies and guidance to our employees;
- Review of the information systems involved in executing planned outages; and
- Bringing all of this together and training our existing employees, so that they have the tools they need to comply with the notice requirements of our Tariffs and the Rules.

The Department submitted comments on February 20, 2014 recommending that the Commission require the Company file status updates on its process improvements every 60 days, concluding with a final report when new practices and procedures are fully in place and training of current employees is complete. Although the Commission has not yet taken further action in this Docket, we submitted status updates on April 9, 2014, June 9, 2014 and August 8, 2014 to inform parties of the actions we have taken to improve our processes. We submit this fourth status update to discuss further progress and actions we have taken toward the plan we outlined in our initial response.

STATUS UPDATE

A. Summary of Previous Progress

We conducted meetings with all employees involved in carrying out planned outage customer notice processes where we reviewed and discussed the planned outage customer notice provisions of our tariff and Rule requirements. In addition, we:

- Identified and reviewed processes and information systems surrounding planned outage scheduling;
- Reviewed/updated existing customer communication forms;
- Developed specific procedures to execute system and personal/individual customer notifications;
- Drafted the Planned Outage Customer Notice policies and procedures;
- Developed training materials for employees in roles directly responsible for customer notice, and roles that are related, but not directly responsible for customer notice as part of the process;
- Completed the training for the approximately 130 employees in our Twin Cities Metro, Southeast, Northwest, Fargo and Sioux Falls regions that have primary responsibility to inform customers of planned outages;
- Completed the overview/awareness version of the training for employees in roles that are related, but are not directly responsible for customer notification as part of the process; and
- Engaged with Global Enterprise Managers LLC (GEM) to perform a further review of our Planned Outage Customer Notice policies and procedures.

Development of our updated policies and procedures that we implemented in spring 2014 required that we:

- Identify and review the various processes that surround planned outage scheduling;
- Review existing customer communication forms, including our written customer communication materials and call scripts, and either update them or develop new communication materials;

- Assess the information system implications associated with the data elements needed to provide proper notice to customers;
- Develop specific procedures for responsible individuals to execute system and personal customer notice, as appropriate;
 - Clarify the responsibilities of all employees involved in the Planned Outage process, from the Regional Operations Vice President to field employees;
 - Define “customer” as it relates to planned outage communication expectations;
 - Detail the process for a planned outage that is expected to take less than 20 minutes; 20 minutes to 4 hours; more than 4 hours; and a cancellation and reschedule of a planned outage;
 - Outline the outbound letter and outbound call campaigns for the various expected outage lengths;
 - Specify the process for door-to-door/in-person door hangers for outages lasting less than 20 minutes;
 - Define the weather conditions that call for cancellation of a planned outage event;
 - Detail the steps to take when the expected duration of an outage or a postponement/cancellation/schedule change is necessary for planned outages; and
 - Include an internal self-audit of the proper application of the policies and procedures that we will also use to assess and adjust our training and written reference/job aid materials on an ongoing basis.

B. Current Status Update

In the most recent 60 day period, our efforts have largely focused on our work with GEM, for the third-party review of our updated processes, procedures, and training. We outline these efforts below:

We held a project kick-off call with GEM on August 4, 2014, and began gathering and providing foundational materials that GEM requested regarding our operations and processes. In addition, during the July 31 - August 15 period we worked with GEM to:

- Develop a detailed project plan;
- Identify Xcel Energy interview participants and topics;
- Developed an industry best practices questionnaire and telephone interview script;
- Conduct industry best practices research; and
- Create business process diagrams for planned outage customer notification process to support scheduled interviews.

During August, GEM accomplished the following onsite at our offices:

- Performed first round of cross-functional process participant interviews;
- Identified any process gaps in outage requests, outage scheduling, customer notice and outage rescheduling to support training development in final report;
- Began work on training and change management plan; and
- Continued industry best practices research.

During September, we worked with GEM to complete the following activities:

- Drafted and reviewed an updated training plan;
- Participated in additional onsite meetings to conduct further interviews to clarify processes and supporting technologies;
- Reviewed preliminary recommendations with Xcel Energy project team;
- Continued development of the job aid(s), procedure and policy development; and industry best practices research.

Over the next 60 days, we expect that our efforts will be focused on reviewing and assessing the final GEM report and recommendations. We will also continue to conduct our self-audit of the established policies and practices. We note that we will use the results of our periodic, ongoing audits to coach employees, and assess and adjust our training and written reference/job aid materials.

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 Jody Londo at jody.l.londo@xcelenergy.com or (612) 330-5601 or me at christopher.b.clark@xcelenergy.com or (612) 215-4593 if you have any questions regarding this filing.

Sincerely,

/s/

CHRISTOPHER B. CLARK
REGIONAL VICE PRESIDENT
RATES AND REGULATORY AFFAIRS

Enclosures
c: Service List

CERTIFICATE OF SERVICE

I, SaGonna T. Thompson, hereby certify that I have this day served copies of the foregoing document on the attached list of persons.

by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States mail at Minneapolis, Minnesota;

by email; or

by electronic filing.

MPUC Docket No.: E,G000/CI-14-056

CUSTOMER NOTICE OF PLANNED SERVICE INTERRUPTIONS

Dated this 9th day of October 2014.

/s/

SaGonna T. Thompson

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	Yes	OFF_SL_14-56_Official
Tom	Burt	tburt@goldenvalleymn.gov	City of Golden Valley	Golden Valley City Hall 7800 Golden Valley Rd Golden Valley, MN 55427	Electronic Service	No	OFF_SL_14-56_Official
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_14-56_Official
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	Yes	OFF_SL_14-56_Official
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Brad	Lehrman	blehrman@sofferlaw.com	Soffer Charbonnet Law Group	7300 France Ave #210 Edina, MN 55435	Electronic Service	No	OFF_SL_14-56_Official
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John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	Yes	OFF_SL_14-56_Official
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E St. Paul, MN 55106	Electronic Service	No	OFF_SL_14-56_Official

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Lisa	Veith	lisa.veith@ci.stpaul.mn.us	City of St. Paul	400 City Hall and Courthouse 15 West Kellogg Blvd. St. Paul, MN 55102	Electronic Service	No	OFF_SL_14-56_Official