



414 Nicollet Mall
Minneapolis, MN 55401

September 15, 2023

—Via Electronic Filing—

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

RE: REPLY COMMENTS
2022 ANNUAL NATURAL GAS SERVICE QUALITY REPORT
DOCKET NO. G002/M-23-77

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission these Reply Comments in response to the Comments submitted by the Minnesota Department of Commerce (Department) on September 8, 2023 in the above-referenced docket.

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 Pamela Gibbs at 612-330-2889 or pamela.k.gibbs@xcelenergy.com or contact me at 612-337-2096 or bridget.dockter@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET N. DOCKTER
MANAGER, POLICY AND OUTREACH

Enclosure
cc: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben	Chair
Valerie Means	Commissioner
Matthew Schuerger	Commissioner
Joseph K. Sullivan	Commissioner
John A. Tuma	Commissioner

IN THE MATTER OF NORTHERN STATES
POWER COMPANY'S 2022 ANNUAL
NATURAL GAS SERVICE QUALITY
REPORT

DOCKET NO. E002/M-23-77

REPLY COMMENTS

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission these Reply Comments in response to the Comments submitted by the Minnesota Department of Commerce (Department) on September 8, 2023 in the above-referenced docket.

We appreciate the Department's thorough review of our 2022 Annual Natural Gas Service Quality Report and respond to their Comments below. We continue to request that the Commission accept our 2022 Annual Natural Gas Service Quality.

REPLY COMMENTS

I. Response to Department Recommendations

In their Comments, the Department recommends approval of our 2022 Annual Natural Gas Service Quality Report. The Department also requests the Company provide additional information in our future Annual Natural Gas Service Quality Reports, beginning with our 2024 Annual Report. We address each of these requests below.

A. Meter Reading Performance

Consistent with the Orders in Docket No. E,G002/M-13-371 and G002/M-22-210, the Department asks that the Company update the data reported in our attachment outlining Meter Reading metrics in future Gas Service Quality Reports

(Attachment B in the 2022 report) to ensure the attachment's data reflects all corrections for erroneous duplicate reporting.

The Company agrees to update Attachment B to reflect all corrections in our next Gas Service Quality Annual Report.

B. Involuntary Disconnections

The Department asks that the Company begin including annual totals for involuntary service disconnection data in future Gas Service Quality Reports (in the 2022 Report, Attachment C).

We agree to begin including annual totals for involuntary service disconnections in future reports.

C. Customer Complaints

The Department asks that the Company begin including annual totals for call center complaint data in future Gas Service Quality Reports (in the 2022 Report, Attachment E monthly data is shown on pages 8-19).

We agree to begin including annual totals for call center complaint data in future reports.

D. Field Emergency Response Times

The Department asks that the Company begin including annual totals for gas emergency response time detail data in future Gas Service Quality Reports (in the 2022 Report, Attachment G).

We agree to begin including annual totals for gas emergency response time detail in future reports.

CONCLUSION

We appreciate the thoughtful review of our 2022 Annual Natural Gas Service Quality Report by the Department as well as the opportunity to respond to their Comments submitted in this docket.

Dated: September 15, 2023
Northern States Power Company

CERTIFICATE OF SERVICE

I, Ella Giefer, 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. G002/M-23-77

Dated this 15th day of September 2023

/s/

Ella Giefer
Regulatory Administrator

[illegible]

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	OFF_SL_23-77_M-23-77
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 E 7th St St Paul, MN 55106	Electronic Service	No	OFF_SL_23-77_M-23-77
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022093	Electronic Service	No	OFF_SL_23-77_M-23-77
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_23-77_M-23-77
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_23-77_M-23-77
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_23-77_M-23-77
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_23-77_M-23-77
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_23-77_M-23-77
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_23-77_M-23-77