



COMPILED AND REVISED DECISION OPTIONS
Filed by Staff
Agenda Meeting: February 19, 2026

DOCKET NUMBER	E-002/M-25-27; E-015/M-25-29; E-017/M-25-30
ANALYST	Christian Noyce, Sally Anne McShane, Sophie Nikitas
DATE/TIME SUBMITTED	February 18, 2026, 1:30 p.m.
TITLE	Compiled and Revised Decision Options
SUBJECT	In the Matter of Xcel Energy, Minnesota Power, and Otter Tail Power's 2024 Annual Safety, Reliability, and Service Quality (SRSQ) Report.

COMPILED AND REVISED DECISION OPTIONS

Staff note: Staff have compiled Commissioner and Party Decision Options (DOs) including a small staff correction on DO 3, a modification recommendation by Xcel on DO 6, a couple modification recommendations by the Department on DOs 7 and 8, and a new DO 10A by Chair Sieben.

1. Accept Otter Tail Power's, Minnesota Power's, and Xcel Energy's 2023 Safety, Reliability, and Service Quality reports (Xcel, MP, OTP, Department).

Volume 1 Decision Options

Staff note: Classically a supplemental filing is required after the IEEE benchmarking data is posted, as that does not happen until after the April 1 filing deadline, however, this year, MP and OTP have proposed an alternative that removes the need for a supplemental filing requirement. Decision Options 2-4 allows for this shift for OTP and MP while maintaining the same IEEE benchmarking comparisons (e.g. second quartile and utility size) for the utilities' reliability standards and a supplemental filing for Xcel. Decision option 5 would also negate the need for a Xcel supplemental filing, aligning with OTP and MP.

2. Set Minnesota Power's 2025 statewide Reliability Standard at a five-year mean of the IEEE benchmarking second quartile for medium utilities (2020-2024 data). Set Minnesota Power's work center reliability standards at a five-year mean of the IEEE benchmarking second quartile for small utilities (2020-2024 data). (Minnesota Power, Department)
3. Set Otter Tail Power's 2025 statewide Reliability Standard at a five-year mean of the IEEE benchmarking second quartile for medium utilities (2020-2024 data). Set Otter Tail's work center reliability standards at a five-year mean of the IEEE benchmarking second quartile for ~~medium~~small utilities (2020-2024 data). (Otter Tail Power, Department)
4. Set Xcel Energy's 2025 statewide Reliability Standard at the IEEE benchmarking second Quartile for large utilities. Set Xcel Energy's Southeast and Northwest work center reliability standards at the IEEE benchmarking second quartile for medium utilities. Set Xcel's Metro East and Metro West work center reliability center standards at the IEEE benchmarking second quartile for large utilities. Require Xcel Energy to file a supplement to its 2025 SRSQ report 30 days after IEEE publishes the 2025 benchmarking results, with an explanation for any standards the utility did not meet. (Xcel, Department)

[OR]

5. Set Xcel Energy's 2025 statewide Reliability Standard at a five-year mean of the IEEE

benchmarking second Quartile for large utilities (2020-2024 data). Set Xcel Energy’s Southeast and Northwest work center reliability standards at a five-year mean of the IEEE benchmarking second quartile for medium utilities (2020-2024 data). Set Xcel’s Metro East and Metro West work center reliability center standards at a five-year mean of the IEEE benchmarking second quartile for large utilities (2020-2024 data). (*Staff proposed alternative to above DO*)

Volume 2 Decision Options

- 6. Require Xcel Energy to file Call Center Response Time data in the format used in the July 11, 2025 Department of Commerce comments at page 40 in future safety, reliability, and service quality reports – broken out between agents (with subcategories), IVR (with subcategories), and totals. (*Staff recommendation*)

[OR]

Xcel Revised 6. Require Xcel Energy to file Call Center Response Time data in the format used in ~~the July 11, 2025~~ its February 17, 2026 letter ~~Department of Commerce comments at page 40~~ in future safety, reliability, and service quality reports – broken out between agents (with subcategories), IVR (with subcategories), and totals.

- 7. Require Xcel Energy, Minnesota Power, and Otter Tail Power to provide the following information regarding electronic utility-customer interaction for the next three reporting cycles to build baselines for web-based service metrics, beginning in the 2025 safety, reliability, and service quality reports to be filed on April 1, 2026: (*Department*)

Percentage Uptime		[To second decimal]
	General Website	XX.XX%
	Payment Services	XX.XX%
	Outage map &/or Outage Info page	XX.XX%
Error Rate Percentage		[To third decimal]
	Payment Services*	XX.XXX%

*If more granular data on Payment Services is available, the report shall break down the error rate for unexpected errors, errors outside of the customer’s control (i.e. how often online payments fail for reasons other than insufficient funds or expired payment methods), and/or some other meaningful categorization.

[OR]

Department Revised 7. Require Xcel Energy, Minnesota Power, and Otter Tail Power to provide the following information regarding electronic utility-customer interaction to maintain transparency on performance for the next three reporting cycles to build baselines for web-based service metrics, beginning in the 2025 safety, reliability, and service quality reports to be filed on April 1, 2026: (Department)

Percentage Uptime		[To second decimal]
	General Website	XX.XX%
	Payment Services	XX.XX%
	Outage map &/or Outage Info page	XX.XX%
Error Rate Percentage		[To third decimal]
	Payment Services*	XX.XXX%

*If more granular data on Payment Services is available, the report shall break down the error rate for unexpected errors, errors outside of the customer’s control (i.e. how often online payments fail for reasons other than insufficient funds or expired payment methods), and/or some other meaningful categorization.

[AND]

8. Require Xcel Energy, Minnesota Power, and Otter Tail Power to provide information on electronic utility-customer interaction for the next three reporting cycles, such that baseline data is collected on: *(Department)*

Yearly total number of website visits.

Yearly total number of logins via electronic customer communication platforms.

Yearly total number of emails or other customer service electronic communications received.

Categorization of email subject, and electronic customer service communications by subject, including categories for communications related to assistance programs and disconnections as part of reporting under Minn. Rule 7826.1700.

[OR]

Department Revised 8. Require Xcel Energy, Minnesota Power, and Otter Tail Power to provide information on electronic utility-customer interaction to maintain transparency on performance for the next three reporting cycles, such that baseline data is collected on: (Department)

a. Yearly total number of website visits.

b. Yearly total number of logins via electronic customer communication platforms.

c. Yearly total number of emails or other customer service electronic communications

received.

d. Categorization of email subject, and electronic customer service communications by subject, including categories for communications related to assistance programs and disconnections as part of reporting under Minn. Rule 7826.1700.

9. Require Xcel Energy, Minnesota Power, and Otter Tail Power to provide SRSQ data in .xlsx format. *(Staff recommendation)*

Volume 3 Decision Options

Variance to Minn. Rule 7820.2500

10. Approve Xcel Energy's request for temporary extension of the variance to Minn. Rule 7820.2500 regarding AMI remote disconnection. *(Xcel, Department)*

[AND]

11. Extend Xcel Energy's variance until the Commission issues a decision on the variance request as presented in the 2025 Safety, Reliability, and Service Quality report to be filed on April 1, 2026 in Docket E-002/M-26-27. *(Xcel, Department)*

[If Decision Option 10 is not chosen, the Commission must choose Decision Option 12.]

[New Sieben 10A. Deny Xcel Energy's request for temporary extension of the variance to Minn. Rule 7820.2500 regarding AMI remote disconnection.](#)

[AND]

12. Require Xcel Energy to revise its Manual Meter Reading Service Rider and Service Reconnection Tariff in its Electric Rate Book to the language in Xcel's Errata Letter to the August 30, 2022 Reply Comments in Docket E-002/M-22-233. *(Staff recommendation)*

Reporting Requirements from the Commission's Order in 24-27

13. Accept Xcel Energy's reporting as required by the Commission's January 13, 2025 Order in Docket No. E-002/M-24-27. *(Xcel, Department)*

Various Consumer Protections

14. Require Xcel Energy to evaluate whether the Company could allow a customer to complete its Medically Necessary Equipment & Emergency Certification form and indicate that Xcel Energy may reach out to the customer's medical provider to confirm their need for medically necessary service in its next annual SRSQ report, to be filed on April 1, 2026. *(Department)*
15. Require Xcel Energy to include stakeholder groups in any outreach related to its third-

party evaluator's work. (*ELPC/CEF/VS*)

16. Require Xcel Energy to add layers to its ISQ map:

- a. Energy burden. (*Staff*)
- b. Distribution capital spending per customer.
- c. Households in a managed EV charging program.
- d. Age of distribution infrastructure.
- e. Outage response time and spending per customer/CBG.