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Provide the docket's number. 25-27

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I want to first thank CUB for their help and support as I have been navigating the switch to a green-energy homestead. Over the past 5 years, I've been moving our home away from gas appliances and replacing them with HE electric units (where possible). In this process, I've needed to contact Xcel multiple times to order new service lines, fix billing mistakes, and attempt to rightsize my bill.

While the support individuals themselves always are kind and courteous, and try to solve my problem within their means, the overall process has been incredibly frustrating.

One example: It took dozens of phone calls over the course of 3+ years to finally get switched to the electric space heating rate for our home. This is even after our electric bill skyrocketed to \$1400/m in the cold winter months after switching to electric whole-home heating.

I have concerns about our state's regulation of Xcel, especially in light of our desire for green energy to power our future. I have not seen evidence that they are good stewards of a critical component (electricity) in achieving carbon neutrality in this state. My experiences with them have left me feeling hopeless and without much recourse to turn to. Again, I am grateful to CUB for their guidance through navigating my concerns.

I would like to see regulation put in place to minimize the burden placed on households as we collectively push towards carbon natural practices. This includes streamlining aspects of Xcel's business operations (like switching to a electric-heating rate) so that household consumers have more transparency and agency in the transition, but also reducing financial burden on their household customers who are making the switch. Electricity is already a more expensive resource than natural gas for many home owners, and Xcel's continued rate increases do not incentivize the type of household consumption that we collectively want to see in the future.
