



414 Nicollet Mall
Minneapolis, Minnesota 55401

**PUBLIC DOCUMENT
PRIVATE DATA ON INDIVIDUALS
HAS BEEN EXCISED**

May 1, 2012

—VIA ELECTRONIC FILING—

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

RE: ANNUAL REPORT
NATURAL GAS SERVICE QUALITY
DOCKET NO. G002/M-12-___

Dear Dr. Haar:

Enclosed for filing is the 2011 Natural Gas Service Quality Performance Report of Northern States Power Company, pursuant to the Commission's August 26, 2010 ORDER in Docket No. G-999/CI-09-409 and March 6, 2012 ORDER in Docket No. G-002/M-11-360.

This submission includes "private data on individuals," such as customer names and outage events from which they were impacted. This information is maintained by the Company as private customer data, and for this reason, pursuant to Minn. Stat. § 13.679, we have excised this data from the public version of our filing.

We have electronically filed this document with the Minnesota Public Utilities Commission, and copies of the public version have been served on the parties on the attached service list.

Please contact Bria Shea at (612) 330-6064 or bria.e.shea@xcelenergy.com or me at (612) 330-5601 or jody.l.londo@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

JODY LONDO
MANAGER, REGULATORY ADMINISTRATION

Enclosures

c: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Phyllis Reha	Vice Chair
J. Dennis O'Brien	Commissioner
David Boyd	Commissioner
Betsy Wergin	Commissioner

IN THE MATTER OF NORTHERN STATES
POWER COMPANY, ANNUAL REPORT ON
NATURAL GAS SERVICE QUALITY FOR 2011

DOCKET NO. G002/M-12-____
ANNUAL REPORT

INTRODUCTION

Northern States Power Company doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report regarding our Gas Service Quality for 2011. We submit this Report pursuant to the Commission's Orders dated August 26, 2010 in Docket No. G-999/CI-09-409 and March 6, 2012 in Docket No. G-002/M-11-360, and request the Commission accept our 2011 Annual Report.

In response to the March 6 ORDER specifically, we explain:

- How our gas-related call center complaints correspond with the complaint categories contained in Minn. R. 7826.2000;
- The difference between our total meter population (100%) and the percentage of meters read (by both the utility and customers);
- The types of extension requests that we include in our response times for both locations not previously served, as well as for locations that were previously served;
- The types of deposits included in our reported number of "required customer deposits;" and,
- The types of gas emergency calls included in our gas emergency response times, as well as the types of emergency calls included in our reports to the Minnesota Office of Pipeline Safety (MnOPS), and an explanation of the differences.

In addition, we report our average speed-of-answer for calls directed to our Call Center and, where possible or practical, the information outlined in the Work Group section of the March 6 ORDER. We acknowledge that these items, and as well as others, may change for future reports as a result of the efforts of the work group.

ANNUAL REPORT

Our Annual Report is organized according to the Commission's August 26, 2010 ORDER Points and provides the following attachments:

- Attachment A – Call Center Response Times
- Attachment B – Meter Reading Performance
- Attachment C – Service Extension Response Times
- Attachment D – Customer Complaints
- Attachment D1 – MPUC/Xcel Complaint Categories
- Attachment E – Gas Emergency Calls Average Speed of Answer
- Attachment F – Gas Emergency Response Times
- Attachment F1- Gas Emergency Response/MnOPS Categories
- Attachment G – MnOPS Reporting Forms
- Attachment H – Mislocate Rate
- Attachment I – System Damage
- Attachment J – Gas Service Interruptions
- Attachment K – Major Incident Summaries
- Attachment L – Customer-Service Related O&M Expenses

A. Call Center Response Times

We provide our Call Center Response times as **Attachment A** to this Annual Report. Our call center service level is 86 percent of calls answered in 20 seconds or less. We calculated this service level from data that includes natural gas and electric operations, as well as credit calls.

We note that in compliance with Order Point No. 2 of the March 6 ORDER, we have added Line 26 to Attachment A, which provides our average speed of answer. For 2011, our average speed of answer was 20 seconds.

B. Meter Reading Performance

7826.1400 Reporting Meter Reading Performance. The annual service quality report must include a detailed report on the utility's meter-reading performance, including for each customer class and for each calendar month:

- A. *The number and percentage of customer meters read by utility personnel.*
- B. *The number and percentage of customer meters self-read by customers.*
- C. *The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and periods of longer than 12 months, and an explanation as to why they have not been read.*

D. *Data on monthly meter reading staffing levels, by work center or geographical area.*

We provide the required meter reading information from items A through C as **Attachment B** to this filing. We note that our meter reading information includes data for both natural gas and electric operations.

We note that the reason that our reported numbers of meters read and estimated under this Rule do not add to 100 percent is because the Rule includes only the number of meters estimated for *six or more* consecutive months. Any meters estimated for a single month, up to a total of five months, are not included in the reported numbers.

We provide the following meter reading staffing level information, as required by item Part D above.¹ The “Other” category numbers includes Xcel Energy personnel located in the Fargo and Sioux Falls Service Centers who read meters in western Minnesota, North Dakota, and South Dakota.

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Metro East	5	4	4	4	4	4	4	4	4	4	4	4
Metro West	3	3	3	3	3	3	3	3	3	3	3	3
Northwest	4	4	4	4	4	4	4	4	4	4	4	4
Southeast	2	2	2	2	2	2	2	2	2	2	2	2
Other	1	2	2	2	2	2	2	2	2	2	2	2

C. **Involuntary Service Disconnections**

Consistent with Order Point D of the August 26 ORDER, please refer to the involuntary service disconnection data submitted by Xcel Energy throughout 2011 in Docket No. E,G-999/PR-11-2.

D. **Service Extension Response Times**

7826.1600 Reporting Service Extension Request Response Times. The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:

- A. *The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.*

¹ Full-time equivalent employee numbers; does not count temporary staff positions.

- B. *The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.*

We provide the required information for Part A above as **Attachment C** to this Annual Report.

As noted in our May 18, 2009 Comments in Docket No. G-999/CI-09-409, for our natural gas operations, the requests for service to locations that have been previously served, but are not being served at the time of the request (as required by Minn. R. 7826.1600 subp. B), are nearly all requests from customers who have had their meter locked due to credit. This is because we rarely disconnect service to a natural gas customer or premise for reasons other than credit.

Reconnection times for service upgrades that require a disconnection of service – as well as reconnection times to locations where we disconnected due to vacancy – are included with our requests for new service, provided as Attachment C to this report.

We look forward to the discussion and outcome of the work group for this reporting item that will assess and recommend consistent types of service extension requests that should be reported in future reports.

E. Customer Deposit Data

7826.1900 Reporting Customer Deposits. The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.

During 2011, we requested a total of 665 deposits as a condition of service for our residential customers that had filed for bankruptcy, which is inclusive of both our natural gas and electric operations.

We note that we request these deposits upon notification from the bankruptcy court and/or customers of their bankruptcy petitions; we do not request them for reconnection of service. Once customers file for bankruptcy, we begin their service anew, and include a deposit amount on their first bills.

F. Customer Complaint Data

7826.2000 Reporting Customer Complaints. The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:

- A. *The number of complaints received.*
- B. *The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.*
- C. *The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.*
- D. *The number and percentage of all complaints resolved by taking any of the following actions:*
 - (1) *Taking the action the customer requested;*
 - (2) *Taking an action the customer and the utility agree is an acceptable compromise.*
 - (3) *Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.*
 - (4) *Refusing to take the action the customer requested.*
- E. *The number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.*

We provide the information required by Items A through E as **Attachment D** to this Annual Report. Pages 1-4 of Attachment D contain information on customer complaints handled by the Company's Customer Advocate group; pages 5-16 contain information on complaints handled upon initial inquiry in the Call Centers. We note that the information we provide stems from data for both natural gas and electric operations.

We additionally provide **Attachment D1**, which demonstrates how our call center complaint categories correspond with the categories contained in Minn. R. 7826.2000.

We look forward to the work group discussion and outcome regarding our call center complaint resolution timeframes, and note that we generally resolve customer calls to our call center upon initial contact.

G. Gas Emergency Calls Average Speed of Answer

We provide as **Attachment E** to this Annual Report, our Average Speed of Answer for calls from Minnesota customers either directly to our Gas Emergency phone line, or to one of our other customer service phone numbers from which customers selected a prompt to report a gas emergency.² We note that we have added the number of gas emergency calls received to this year's report, as well as our average answer time for these calls.

² Phone numbers included in the "all gas calls" here are our general customer service line (1-800-895-4999), our Builders Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999).

H. Gas Emergency Response

We provide our 2011 Gas Emergency Response Report as **Attachment F** to this Annual Report. Our average annual response time is 44.88 minutes, and we responded to 80 percent of the calls within one hour, and the remaining 20 percent in more than one hour.

We additionally provide **Attachment F1**, which provides a description of the types of gas emergency calls we include in our Gas Emergency Response Time Report, as well as the calls we include in our reports to MnOPS. We note that there are five call types included in our Gas Emergency Response Time Report that are not included in our MnOPS reports.³

The reason for the difference in the two reports is that the MnOPS report was developed through input from MnOPS and based on their preference for only including the following call types: fire, explosion, blowing gas, and indoor and outdoor odors. Our Gas Emergency Response Time Report and associated call types were developed through Docket No. E/G002-CI-02-2034, and memorialized in the Commission's May 6, 2009 ORDER in that Docket.

We provide copies of our unredacted 2011 MnOPS Emergency Response Reporting Forms as **Attachment G**.

I. Mislocates

We provide our 2011 natural gas mislocate rate as **Attachment H** to this Annual Report. We define Mislocates as a natural gas line that is damaged as a result of mismarking, or failure to mark a line, and is calculated as follows:

Mislocate Rate =	$\frac{\text{Total Number of Mislocates}}{\text{Total Number of Locate Tickets}}$	X 1,000
------------------	---	---------

J. System Damage

Our 2011 System Damage report is provided as **Attachment I** to this Annual Report. In compliance with the August 26ORDER, we provide our Natural Gas System Damage data in the following categories:

- Damage under the control of Xcel Energy employees and contractors; and

³ The five calls types are carbon monoxide calls with and without symptoms, ice/snow on regulator, no gas, and high pressure gas.

- Damage from all other causes.

K. Service Interruptions/Event Reporting

1. Gas Service Interruptions

We provide our Natural Gas Service Interruption report for interruptions occurring in 2011 as **Attachment J** to this Annual Report. This metric reports the number of homes that experienced an unplanned service interruption, the number of incidents, as well as the average outage time of those interruptions.

We note that we previously provided our unplanned interruption information in a greater level of detail, as follows:

- Xcel Energy Employees (First Party);
- Xcel Energy Contractors (Second Party);
- System integrity;
- Third party damage; and,
- Other unplanned causes.⁴

However, with this year's report, in response to a work group discussion item, we have summarized our gas service interruption data into the following two categories of interruptions that the other companies use in their interruption reporting:

1. Outages due to Xcel Employees/Contractors (which groups the First and Second Party categories above); and
2. Outages due to All Other Causes.

2. Major Incident Emails and Summaries

We provide our emails communicating a summary of the major natural gas incidents for 2011 as **Attachment K** to this Annual Report.

We note that, similar to our contemporaneous reporting of electric system events, our Customer Advocate group receives internal email notifications of major reportable incidents from Operations, and emails the completed forms to the Consumer Affairs Office (CAO) and Department of Commerce, within a reasonably prompt time.⁵ Once the incident has been resolved, Operations notifies our Customer Advocate group, who

⁴ The "Other" category covers unplanned outages not related the gas system or damages. For example outages due to stuck meters, failed regulators, frozen services etc.

⁵ Major reportable incidents are as defined by the Minnesota Office of Pipeline Safety.

Xcel Energy
Service Quality Report 2011
Minnesota Service Level - Including Credit Calls

	January	February	March	April	May	June	July	August	September	October	November	December	2011
1 All Residential Calls offered to Agents	99,892	88,401	103,379	106,466	122,290	134,161	163,130	158,221	139,414	124,154	104,058	95,181	1,438,747
2 All BSC Calls Offered to Agents	4,271	3,506	4,311	3,724	3,866	3,752	3,723	4,128	3,860	4,049	3,899	3,570	46,659
3 All Credit Calls Offered to Agents	36,216	32,689	41,972	52,688	44,743	41,651	36,925	47,537	54,030	45,521	37,860	32,601	504,433
4 All Calls Offered to Agents	140,379	124,596	149,662	162,878	170,899	179,564	203,778	209,886	197,304	173,724	145,817	131,352	1,989,839
6 All Residential Calls Answered by Agents within 20 seconds	80,027	71,382	83,158	85,867	98,401	104,248	114,016	121,421	108,132	97,268	83,565	76,565	1,124,050
7 All BSC Calls Answered by Agents within 20 seconds	3,656	3,079	3,912	3,268	3,416	3,465	3,212	3,232	3,290	3,297	3,028	2,673	39,528
8 All Credit Calls Answered by Agents within 20 seconds	25,711	22,295	26,069	27,541	27,042	27,068	25,446	31,061	24,674	22,883	22,820	23,052	305,662
9 All Calls Answered by Agents within 20 seconds	109,394	96,756	113,139	116,676	128,859	134,781	142,674	155,714	136,096	123,448	109,413	102,290	1,469,240
11 Billing Calls Handled by IVR	121,651	118,937	127,851	121,034	120,661	120,354	121,885	129,660	127,674	126,177	116,376	116,062	1,468,322
13 Outage Calls Handled by IVR	14,710	14,058	9,214	9,021	25,096	33,371	116,746	42,751	22,599	14,155	12,917	10,377	325,015
14 Outage Calls Offered to Agents	8,706	7,098	6,500	5,718	11,747	14,279	36,639	17,868	11,907	9,138	7,977	6,808	144,385
15 Total Outage Calls	23,416	21,156	15,714	14,739	36,843	47,650	153,385	60,619	34,506	23,293	20,894	17,185	469,400
17 All Calls Offered to Agents + Outage Calls Handled by IVR	155,089	138,654	158,876	171,899	195,995	212,935	320,524	252,637	219,903	187,879	158,734	141,729	2,314,854
18 All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	124,104	110,814	122,353	125,697	153,955	168,152	259,420	198,465	158,695	137,603	122,330	112,667	1,794,255
20 Service Level (not including billing calls handled by IVR)	80.0%	79.9%	77.0%	73.1%	78.6%	79.0%	80.9%	78.6%	72.2%	73.2%	77.1%	79.5%	77.5%
22 All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	276,740	257,591	286,727	292,933	316,656	333,289	442,409	382,297	347,577	314,056	275,110	257,791	3,783,176
23 All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	245,755	229,751	250,204	246,731	274,616	288,506	381,305	328,125	286,369	263,780	238,706	228,729	3,262,577
25 Service Level (including billing calls handled by IVR)	88.8%	89.2%	87.3%	84.2%	86.7%	86.6%	86.2%	85.8%	82.4%	84.0%	86.8%	88.7%	86.2%
26 ASA (Agent only Residential, BSC and Credit)	15	16	17	22	17	17	24	17	25	27	18	17	20

Notes:

20	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR)
25	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR)
	Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park), at the Business call center at Sky Park, at the Credit call centers at Amarillo and Centre Pointe.
	Data on calls to agents is gathered from the phone switch (Avaya) based on skills.
	Data on IVR calls is gathered from the IVR reporting tool (InnerView Global iReporter).

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

	Residential	Commercial	Industrial	Other	Total	Total Of All Readings	Percent Read by Utility (Company)
January	1,590,599	167,410	10,168	5,052	1,773,229	1,794,863	98.79%
February	1,477,015	147,692	9,176	4,543	1,638,426	1,661,070	98.64%
March	1,658,701	170,237	10,020	5,224	1,844,182	1,865,734	98.84%
April	1,427,165	145,513	9,308	4,411	1,586,397	1,607,467	98.69%
May	1,604,775	163,019	9,830	5,013	1,782,637	1,803,654	98.83%
June	1,614,451	160,795	9,688	4,902	1,789,836	1,815,438	98.59%
July	1,538,341	154,910	9,383	4,674	1,707,308	1,738,763	98.19%
August	1,683,723	167,838	10,083	5,015	1,866,659	1,904,612	98.01%
September	1,477,123	148,857	9,090	4,529	1,639,599	1,669,676	98.20%
October	1,616,578	169,877	9,908	5,059	1,801,422	1,824,966	98.71%
November	1,473,714	152,630	9,075	4,568	1,639,987	1,660,183	98.78%
December	1,404,943	139,900	8,356	4,263	1,557,462	1,580,077	98.57%

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

	residential	commercial	industrial	other	total	totalofallreadings	percentreadbycustomer
JANUARY	40	5	0	0	45	1,794,863	0.0030%
FEBRUARY	31	2	0	0	33	1,661,070	0.0020%
MARCH	46	5	1	0	52	1,865,734	0.0030%
APRIL	30	1	0	0	31	1,607,467	0.0020%
MAY	53	4	0	0	57	1,803,654	0.0030%
JUNE	49	5	0	0	54	1,815,438	0.0030%
JULY	59	4	0	0	63	1,738,763	0.0040%
AUGUST	64	4	0	0	68	1,904,612	0.0040%
SEPTEMBER	74	7	0	0	81	1,669,676	0.0050%
OCTOBER	68	9	0	1	78	1,824,966	0.0040%
NOVEMBER	58	3	0	0	61	1,660,183	0.0040%
DECEMBER	45	5	0	0	50	1,580,077	0.0030%

C-1. The number and percentage of 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	79	49	59	32	50	69	55	50	71	81	128	125	848	36.15%
NO ANSWER	50	57	71	76	62	41	34	27	39	58	45	46	606	25.83%
DOOR LOCKED	21	23	25	19	31	18	15	23	9	11	19	25	239	10.19%
VACANT	10	16	7	30	13	21	21	22	19	14	10	9	192	8.18%
NEED KEY OR CODE	3	9	8	13	5	8	4	4	5	8	6	5	78	3.32%
METER OFF	7	8	7	6	6	6	5	5	5	6	6	7	74	3.15%
OC Meter Maint	9	9	9	0	0	0	0	1	3	5	9	19	64	2.73%
SERVICE CUT AT POLE	1	0	1	2	2	3	2	2	4	4	6	9	36	1.53%
DEAD REGISTER	0	5	2	2	2	0	2	1	1	4	4	3	26	1.11%
BAD KEY OR CODE	2	4	4	3	0	0	0	1	3	4	2	2	25	1.07%
METER REMOVED	1	2	2	2	4	1	0	2	1	6	3	1	25	1%
GATE PROBLEM	2	3	3	4	2	0	0	1	0	5	3	1	24	1.02%
UNSAFE CONDITION	1	0	0	1	1	0	2	2	1	4	0	6	18	0.77%
KEY NOT AVAILABLE	1	1	0	1	2	1	0	3	0	1	0	4	14	0.60%
CUSTOMER READING	0	2	1	1	1	1	1	1	1	1	1	1	12	0.51%
DOG	0	0	0	3	2	1	1	1	1	2	0	1	12	0.51%
METER BLOCKED	0	0	1	1	1	2	0	0	0	1	0	3	9	0.38%
BAD ROAD	3	2	1	0	0	0	0	0	1	1	0	0	8	0.34%
CANNOT LOCATE	3	0	0	1	1	0	1	0	0	1	0	0	7	0.30%
CUST REQUESTS SKIP	1	1	0	0	0	1	1	2	1	0	0	0	7	0.30%
CUST MISSED APPOINTMENT	0	4	0	0	0	0	0	0	0	0	0	0	4	0.17%
OC Stale Reads	1	1	0	0	0	0	0	0	0	0	0	2	4	0.17%
HANDHELD ESTIMATE	0	0	0	0	0	0	0	0	0	0	2	1	3	0.13%
SNOW/MUD	1	1	1	0	0	0	0	0	0	0	0	0	3	0.13%
NO WINDOW CARD	1	0	1	0	0	0	0	0	0	0	0	0	2	0.09%
ABS MCC Calc Reading	0	0	0	0	0	0	0	0	0	0	0	1	1	0.04%
DOG NEXT DOOR	1	0	0	0	0	0	0	0	0	0	0	0	1	0.04%
EMED Meter Maint	0	1	0	0	0	0	0	0	0	0	0	0	1	0.04%
METER TOO HIGH	0	1	0	0	0	0	0	0	0	0	0	0	1	0.04%
OC CellNet New: no premise ID	0	0	0	0	0	0	0	0	0	1	0	0	1	0.04%
WRONG ROUTE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.04%
TOTAL	198	199	203	197	185	173	144	148	165	219	244	271	2346	100.00%

C-1. The number and percentage of 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	28	32	33	18	24	29	28	24	26	23	36	36	337	34.85%
METER OFF	10	13	17	18	23	14	9	14	10	11	10	13	162	16.75%
DEAD REGISTER	3	6	8	13	13	6	6	3	6	10	4	11	89	9.20%
DOOR LOCKED	6	3	6	8	11	4	2	4	5	4	2	4	59	6.10%
SEASONAL	6	3	10	6	6	5	4	3	7	4	3	0	57	5.89%
NO ANSWER	3	3	7	5	7	4	6	2	2	5	4	3	51	5.27%
SERVICE CUT AT POLE	0	1	2	4	4	5	3	3	4	2	1	6	35	3.62%
VACANT	5	3	2	4	1	2	0	2	0	5	3	1	28	2.90%
NEED KEY OR CODE	1	3	5	3	2	2	1	4	0	0	1	4	26	2.69%
UNSAFE CONDITION	0	2	2	2	1	1	2	1	1	3	0	3	18	1.86%
CANNOT LOCATE	0	1	1	2	3	1	1	2	1	1	1	1	15	1.55%
OC Meter Maint	1	1	1	0	0	0	0	1	3	2	1	2	12	1.24%
BAD ROAD	2	0	4	2	1	1	0	0	0	0	0	0	10	1.03%
GATE PROBLEM	1	2	2	2	0	0	0	0	0	0	3	0	10	1.03%
CUST REQUESTS SKIP	0	0	1	0	1	2	0	0	4	0	0	1	9	0.93%
METER REMOVED	0	0	0	1	0	1	0	0	3	1	1	2	9	0.93%
CUSTOMER READING	0	1	0	2	1	1	0	1	0	1	1	0	8	0.83%
BAD KEY OR CODE	1	1	1	0	0	0	0	0	0	0	0	1	4	0.41%
KEY NOT AVAILABLE	0	1	0	0	0	0	0	1	1	0	0	1	4	0.41%
METER BLOCKED	1	1	0	0	0	0	0	0	0	0	1	1	4	0.41%
METER TOO HIGH	0	0	0	0	0	0	0	0	1	1	1	1	4	0.41%
REFUSED ADMITTANCE	0	0	0	4	0	0	0	0	0	0	0	0	4	0.41%
ABS Data Corrupt - MCC	0	0	1	1	1	0	0	0	0	0	0	0	3	0.31%
SNOW/MUD	1	2	0	0	0	0	0	0	0	0	0	0	3	0.31%
ABS MCC Calc Reading	1	1	0	0	0	0	0	0	0	0	0	0	2	0.21%
REPLACE GLASS	0	0	0	0	0	0	0	0	0	0	2	0	2	0.21%
CUST MISSED APPOINTMENT	0	0	0	0	0	0	0	0	0	0	1	0	1	0.10%
WRONG ROUTE	0	0	0	0	0	1	0	0	0	0	0	0	1	0.10%
TOTAL	70	80	103	95	99	79	62	65	74	73	76	91	967	100.00%

C-1. The number and percentage of 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	26	18	15	14	12	10	12	12	17	15	15	14	180	73.77%
SEASONAL	0	3	3	3	3	3	3	3	1	1	0	0	23	9.43%
CUSTOMER READING	0	0	2	2	1	1	1	0	1	2	1	1	12	4.92%
DOOR LOCKED	2	0	2	1	0	0	0	0	0	0	0	0	5	2.05%
METER OFF	0	1	0	1	1	2	0	0	0	0	0	0	5	2.05%
DEAD REGISTER	0	0	0	1	1	0	0	0	1	0	0	1	4	1.64%
CANNOT LOCATE	0	0	0	0	0	0	1	1	0	1	0	0	3	1.23%
METER REMOVED	0	0	0	0	0	0	0	0	0	1	1	1	3	1.23%
HANDHELD ESTIMATE	0	1	0	1	0	0	0	0	0	0	0	0	2	0.82%
SERVICE CUT AT POLE	0	0	1	1	0	0	0	0	0	0	0	0	2	0.82%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	0	1	0	0	0	1	0.41%
KEY NOT AVAILABLE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.41%
METER WILL NOT PROBE	0	0	0	0	0	0	0	0	0	0	0	1	1	0.41%
NEED KEY OR CODE	0	0	0	0	0	0	0	0	0	0	0	1	1	0.41%
WRONG ROUTE	0	0	0	0	1	0	0	0	0	0	0	0	1	0.41%
TOTAL	29	23	23	24	19	16	17	16	21	20	17	19	244	100.00%

C-1. The number and percentage of 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
NO READING RETURNED	10	13	17	17	8	18	12	11	11	11	11	4	143	78%
CUSTOMER READING	0	3	1	2	2	2	2	2	1	1	1	0	17	9%
METER REMOVED	0	0	0	0	11	0	0	0	0	0	0	0	11	6%
CUST REQUESTS SKIP	0	0	0	1	0	0	0	0	1	2	2	2	8	4%
GATE PROBLEM	1	0	1	0	0	0	1	0	0	0	0	0	3	2%
HANDHELD ESTIMATE	1	0	0	0	0	0	0	0	0	0	0	0	1	1%
TOTAL	12	16	19	20	21	20	15	13	13	14	14	6	183	100%

C-2. The number and percentage of 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	22	12	9	6	9	22	16	15	21	33	27	12	204	32.03%
NO ANSWER	17	17	28	31	25	22	10	8	7	11	6	6	188	29.51%
DOOR LOCKED	8	7	12	5	7	7	6	6	2	2	2	16	80	12.56%
VACANT	7	3	2	6	5	4	5	14	14	3	6	5	74	11.62%
SERVICE CUT AT POLE	0	0	1	1	1	2	2	2	4	3	3	3	22	3.45%
METER OFF	1	2	0	1	1	1	1	1	1	1	3	3	16	2.51%
CUSTOMER READING	0	1	1	1	1	1	1	1	1	1	1	1	11	1.73%
NEED KEY OR CODE	0	0	0	1	1	2	0	2	1	1	0	1	9	1.41%
DEAD REGISTER	0	2	0	0	0	0	1	1	1	0	1	0	6	0.94%
METER REMOVED	0	0	0	2	1	0	0	0	1	2	0	0	6	0.94%
OC Meter Maint	1	2	1	0	0	0	0	0	0	1	0	0	5	0.78%
CUST MISSED APPOINTMENT	0	4	0	0	0	0	0	0	0	0	0	0	4	0.63%
BAD KEY OR CODE	0	2	0	0	0	0	0	1	0	0	0	0	3	0.47%
KEY NOT AVAILABLE	0	1	0	0	0	0	0	2	0	0	0	0	3	0.47%
CANNOT LOCATE	0	0	0	0	0	0	1	0	0	0	0	0	1	0.16%
DOG	0	0	0	0	1	0	0	0	0	0	0	0	1	0.16%
GATE PROBLEM	1	0	0	0	0	0	0	0	0	0	0	0	1	0.16%
METER BLOCKED	0	0	1	0	0	0	0	0	0	0	0	0	1	0.16%
OC Stale Reads	0	1	0	0	0	0	0	0	0	0	0	0	1	0.16%
SNOW/MUD	0	1	0	0	0	0	0	0	0	0	0	0	1	0.16%
TOTAL	57	55	55	54	52	61	43	53	53	58	49	47	637	100%

C-2. The number and percentage of 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	14	13	15	11	12	14	15	18	18	17	20	17	184	45.66%
METER OFF	2	4	3	4	8	7	6	8	5	8	7	7	69	17.12%
DEAD REGISTER	2	3	4	2	3	0	1	0	4	4	1	5	29	7.20%
SEASONAL	2	1	1	4	3	3	4	2	4	2	3	0	29	7.20%
DOOR LOCKED	2	1	2	2	1	0	0	1	3	4	1	0	17	4.22%
NO ANSWER	1	0	1	3	2	1	0	1	0	2	2	2	15	3.72%
NEED KEY OR CODE	0	1	2	1	0	1	0	3	0	0	1	2	11	2.73%
VACANT	2	1	0	1	0	2	0	2	0	2	1	0	11	2.73%
SERVICE CUT AT POLE	0	0	0	1	0	0	0	0	2	2	1	3	9	2.23%
CUST REQUESTS SKIP	0	0	1	0	0	0	0	0	4	0	0	1	6	1.49%
CANNOT LOCATE	0	0	0	0	2	0	0	1	0	1	0	0	4	0.99%
CUSTOMER READING	0	1	0	1	0	0	0	0	0	0	1	0	3	0.74%
METER REMOVED	0	0	0	0	0	0	0	0	2	0	1	0	3	0.74%
UNSAFE CONDITION	0	0	0	0	0	0	0	1	1	1	0	0	3	0.74%
BAD ROAD	0	0	1	0	1	0	0	0	0	0	0	0	2	0.50%
ABS MCC Calc Reading	1	0	0	0	0	0	0	0	0	0	0	0	1	0.25%
BAD KEY OR CODE	0	1	0	0	0	0	0	0	0	0	0	0	1	0.25%
CUST MISSED APPOINTMENT	0	0	0	0	0	0	0	0	0	0	1	0	1	0.25%
KEY NOT AVAILABLE	0	0	0	0	0	0	0	0	0	0	0	1	1	0.25%
METER BLOCKED	1	0	0	0	0	0	0	0	0	0	0	0	1	0.25%
OC Meter Maint	0	1	0	0	0	0	0	0	0	0	0	0	1	0.25%
SNOW/MUD	0	1	0	0	0	0	0	0	0	0	0	0	1	0.25%
WRONG ROUTE	0	0	0	0	0	1	0	0	0	0	0	0	1	0%
TOTAL	27	28	30	30	32	29	26	37	43	43	40	38	403	100%

C-2. The number and percentage of 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	19	14	12	11	11	9	11	11	10	10	10	9	137	75.69%
SEASONAL	0	3	3	3	3	3	3	3	0	0	0	0	21	11.60%
CUSTOMER READING	0	0	2	2	1	1	1	0	1	1	1	1	11	6.08%
METER OFF	0	1	0	0	1	1	0	0	0	0	0	0	3	1.66%
HANDHELD ESTIMATE	0	1	0	1	0	0	0	0	0	0	0	0	2	1.10%
METER REMOVED	0	0	0	0	0	0	0	0	0	1	0	1	2	1.10%
SERVICE CUT AT POLE	0	0	1	1	0	0	0	0	0	0	0	0	2	1.10%
DEAD REGISTER	0	0	0	0	0	0	0	0	1	0	0	0	1	0.55%
DOOR LOCKED	0	0	1	0	0	0	0	0	0	0	0	0	1	0.55%
WRONG ROUTE	0	0	0	0	1	0	0	0	0	0	0	0	1	0.55%
TOTAL	19	19	19	18	17	14	15	14	12	12	11	11	181	100.00%

C-2. The number and percentage of 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	3	4	3	4	3	7	6	9	10	11	4	68	72.34%
CUSTOMER READING	0	3	1	2	2	2	2	2	1	1	1	0	17	18.09%
CUST REQUESTS SKIP	0	0	0	1	0	0	0	0	1	1	1	1	5	5.32%
GATE PROBLEM	1	0	1	0	0	0	1	0	0	0	0	0	3	3.19%
HANDHELD ESTIMATE	1	0	0	0	0	0	0	0	0	0	0	0	1	1.06%
TOTAL	6	6	6	6	6	5	10	8	11	12	13	5	94	100.00%

2011 MN Natural Gas Service Installations

Residential

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Total 2011
# Service Installations	62	44	46	44	102	151	149	227	227	275	258	40	1,625
Avg days to complete from customer and site ready	3	2	3	5	13	2	3	4	3	4	2	3	4

Commercial

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Total 2011
# Service Installations	5	1	0	2	12	13	12	17	19	26	24	9	140
Avg days to complete from customer and site ready	9	1	0	1	2	2	4	4	5	2	2	2	3

Minnesota Public Utilities Commission
Consumer Affairs Office
121-7th Place East
St. Paul, MN 55101-2147

7826.2000 REPORTING CUSTOMER COMPLAINTS

For the period of January 01, 2011 to December 31, 2011

Name of Utility: Northern States Power Company
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Jeff Eden, Customer Advocate Analyst. Customer Care (303)
Prepared by: 294-2214

A. The Number of Complaints Received															
CustomerType	Source	Month												2011	
		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11		
Commercial	Commission	1	1	1	0	1	0	1	0	1	0	2	0	2	10
	Direct Customer Contact	0	1	0	0	1	1	0	0	0	1	1	0	5	
	Informational	0	0	0	0	0	0	1	0	0	0	0	0	1	
	Internal	0	1	1	2	1	2	0	2	2	0	1	0	12	
	OAG	1	2	1	4	0	1	0	3	1	1	0	0	14	
	Officer	0	1	0	1	0	0	1	0	0	0	0	0	3	
	Referral	0	0	0	1	1	0	0	0	0	0	1	0	3	
Commercial Total		2	6	3	8	4	4	3	6	3	4	3	2	48	
Industrial	Informational	0	0	1	0	0	0	0	0	0	0	0	0	1	
Industrial Total		0	0	1	0	0	0	0	0	0	0	0	0	1	
Residential	BBB	3	2	3	3	1	2	1	5	2	0	1	2	25	
	Commission	7	10	6	4	9	8	4	12	12	9	12	9	102	
	Commission/BBB	0	0	0	0	0	0	0	0	0	1	0	0	1	
	Commission/OAG	0	0	1	1	2	0	1	1	1	1	1	1	10	
	Commission/Officer	0	1	0	0	0	0	0	0	0	0	0	0	1	
	Direct Customer Contact	2	2	2	5	1	2	1	5	3	3	5	1	32	
	Informational	0	7	1	0	0	0	0	3	3	0	2	1	17	
	Internal	4	7	13	20	19	11	12	16	11	5	11	14	143	
	OAG	12	8	13	18	21	20	15	17	17	13	10	15	179	
	OAG/BBB	0	0	0	0	0	0	0	1	0	0	0	0	1	
	OAG/Informational	0	0	0	0	0	0	0	1	0	0	0	0	1	
	Officer	2	1	1	0	0	1	0	0	2	1	2	0	10	
	Referral	1	2	2	2	4	7	2	3	4	5	10	4	46	
	Repeat Customer	0	0	1	0	0	0	0	1	0	0	1	0	3	
	Government	0	0	1	0	0	1	0	0	0	0	0	0	2	
	Officer/BBB	0	1	0	0	0	0	0	0	0	0	0	0	1	
	Commission/Internal	0	0	0	0	0	1	0	1	1	0	0	0	3	
Formal	0	0	0	0	1	0	0	0	0	0	0	0	1		
Residential Total		31	41	44	53	58	53	36	66	56	38	55	47	578	
Grand Total		33	47	48	61	62	57	39	72	59	42	58	49	627	

**Minnesota Public Utilities Commission
Consumer Affairs Office
121-7th Place East
St. Paul, MN 55101-2147**

7826.2000 REPORTING CUSTOMER COMPLAINTS

For the period of January 01, 2011 to December 31, 2011

Name of Utility: Northern States Power Company
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by: Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

		B. The Number and Percentage of Complaints Alleging:												
		Month												
CustomerType	MPUC	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	2011
Commercial	Billing Error	1	1	0	2	1	1	1	1	0	1	0	1	10
	High Bill	0	0	0	1	0	0	0	1	1	0	1	0	4
	Inadequate Service	0	2	3	4	2	0	1	3	1	2	2	0	20
	Inaccurate Metering	0	1	0	0	0	0	0	1	0	1	0	0	3
	Serv Rest Interval	0	0	0	0	1	3	0	0	0	0	0	0	5
	Service Ext Interval	0	1	0	0	0	0	1	0	0	0	0	0	2
	Wrongful Disconnect	1	1	0	1	0	0	0	0	1	0	0	0	4
Commercial Total		2	6	3	8	4	4	3	6	3	4	3	2	48
Industrial	High Bill	0	0	1	0	0	0	0	0	0	0	0	0	1
Industrial Total		0	0	1	0	0	0	0	0	0	0	0	0	1
Residential	Billing Error	4	9	10	6	10	12	4	8	5	6	10	11	95
	High Bill	2	4	4	1	2	3	1	0	1	0	1	5	24
	Inadequate Service	13	18	21	32	17	21	21	29	32	24	36	24	288
	Inaccurate Metering	0	2	1	5	1	2	3	3	1	2	1	2	23
	Serv Rest Interval	5	5	1	2	4	0	4	10	4	0	1	1	37
	Service Ext Interval	1	1	1	1	1	1	0	0	0	0	1	0	7
	Wrongful Disconnect	6	2	6	6	23	14	3	16	13	6	5	4	104
Residential Total		31	41	44	53	58	53	36	66	56	38	55	47	578
Government Total		0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	Billing Error	5	10	10	8	11	13	5	9	5	7	10	12	105
	High Bill	2	4	5	2	2	3	1	1	2	0	2	5	29
	Inadequate Service	13	20	24	36	19	21	22	32	33	26	38	24	308
	Inaccurate Metering	0	3	1	5	1	2	3	4	1	3	1	2	26
	Serv Rest Interval	5	5	1	2	5	3	4	10	4	0	1	2	42
	Service Ext Interval	1	2	1	1	1	1	1	0	0	0	1	0	9
	Wrongful Disconnect	7	3	6	7	23	14	3	16	14	6	5	4	108
Grand Total		33	47	48	61	62	57	39	72	59	42	58	49	627

		Percentage												
CustomerType	Complaint Type	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	2011
Commercial	Billing Error	50.0%	16.7%	0.0%	25.0%	25.0%	25.0%	33.3%	16.7%	0.0%	25.0%	0.0%	50.0%	20.8%
	High Bill	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	16.7%	33.3%	0.0%	33.3%	0.0%	8.3%
	Inadequate Service	0.0%	33.3%	100.0%	50.0%	50.0%	0.0%	33.3%	50.0%	33.3%	50.0%	66.7%	0.0%	41.7%
	Inaccurate Metering	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	25.0%	0.0%	0.0%	6.3%
	Serv Rest Interval	0.0%	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	10.4%
	Service Ext Interval	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%
	Wrongful Disconnect	50.0%	16.7%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	8.3%
Industrial	High Bill	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Residential	Billing Error	12.9%	22.0%	22.7%	11.3%	17.2%	22.6%	11.1%	12.1%	8.9%	15.8%	18.2%	23.4%	16.4%
	High Bill	6.5%	9.8%	9.1%	1.9%	3.4%	5.7%	2.8%	0.0%	1.8%	0.0%	1.8%	10.6%	4.2%
	Inadequate Service	41.9%	43.9%	47.7%	60.4%	29.3%	39.6%	58.3%	43.9%	57.1%	63.2%	65.5%	51.1%	49.8%
	Inaccurate Metering	0.0%	4.9%	2.3%	9.4%	1.7%	3.8%	8.3%	4.5%	1.8%	5.3%	1.8%	4.3%	4.0%
	Serv Rest Interval	16.1%	12.2%	2.3%	3.8%	6.9%	0.0%	11.1%	15.2%	7.1%	0.0%	1.8%	2.1%	6.4%
	Service Ext Interval	3.2%	2.4%	2.3%	1.9%	1.7%	1.9%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	1.2%
	Wrongful Disconnect	19.4%	4.9%	13.6%	11.3%	39.7%	26.4%	8.3%	24.2%	23.2%	15.8%	9.1%	8.5%	18.0%
Total	Billing Error	15.2%	21.3%	20.8%	13.1%	17.7%	22.8%	12.8%	12.5%	8.5%	16.7%	17.2%	24.5%	16.7%
	High Bill	6.1%	8.5%	10.4%	3.3%	3.2%	5.3%	2.6%	1.4%	3.4%	0.0%	3.4%	10.2%	4.6%
	Inadequate Service	39.4%	42.6%	50.0%	59.0%	30.6%	36.8%	56.4%	44.4%	55.9%	61.9%	65.5%	49.0%	49.1%
	Inaccurate Metering	0.0%	6.4%	2.1%	8.2%	1.6%	3.5%	7.7%	5.6%	1.7%	7.1%	1.7%	4.1%	4.1%
	Serv Rest Interval	15.2%	10.6%	2.1%	3.3%	8.1%	5.3%	10.3%	13.9%	6.8%	0.0%	1.7%	4.1%	6.7%
	Service Ext Interval	3.0%	4.3%	2.1%	1.6%	1.6%	1.8%	2.6%	0.0%	0.0%	0.0%	1.7%	0.0%	1.4%
	Wrongful Disconnect	21.2%	6.4%	12.5%	11.5%	37.1%	24.6%	7.7%	22.2%	23.7%	14.3%	8.6%	8.2%	17.2%

**Minnesota Public Utilities Commission
Consumer Affairs Office
121-7th Place East
St. Paul, MN 55101-2147**

7826.2000 REPORTING CUSTOMER COMPLAINTS

For the period of January 01, 2011 to December 31, 2011

Name of Utility: Northern States Power Company
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by: Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

C. The Number and Percentage of Complaints Resolved upon:

CustomerType	DTR Status	Month												2011	
		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11		
Commercial	Immediate	0	0	0	0	1	0	0	1	0	0	0	0	0	2
	10 Days or Less	1	6	3	8	3	4	3	3	3	4	3	2	43	
	Greater Than 10 Days	1	0	0	0	0	0	0	2	0	0	0	0	3	
Commercial Total		2	6	3	8	4	4	3	6	3	4	3	2	48	
Industrial	Immediate	0	0	1	0	0	0	0	0	0	0	0	0	1	
	10 Days or Less	1	2	6	13	6	6	8	7	7	5	8	11	80	
	Greater Than 10 Days	0	2	2	2	1	1	3	9	1	1	2	2	26	
Industrial Total		1	4	8	15	7	7	11	16	8	6	10	13	106	
Residential	Immediate	1	2	6	13	6	6	8	7	7	5	8	11	80	
	10 Days or Less	30	37	36	38	51	46	25	50	48	32	45	34	472	
	Greater Than 10 Days	0	2	2	2	1	1	3	9	1	1	2	2	26	
Residential Total		31	41	44	53	58	53	36	66	56	38	55	47	578	
Total	Immediate	1	2	7	13	7	6	8	8	7	5	8	11	83	
	10 Days or Less	31	43	39	46	54	50	28	53	51	36	48	36	515	
	Greater Than 10 Days	1	2	2	2	1	1	3	11	1	1	2	2	29	
Grand Total		33	47	48	61	62	57	39	72	59	42	58	49	627	
Commercial	Immediate	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	4.2%	
	10 Days or Less	50.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	89.6%	
	Greater Than 10 Days	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	6.3%	
Industrial	10 Days or Less	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	
Residential	Immediate	3.2%	4.9%	13.6%	24.5%	10.3%	11.3%	22.2%	10.6%	12.5%	13.2%	14.5%	23.4%	13.8%	
	10 Days or Less	96.8%	90.2%	81.8%	71.7%	87.9%	86.8%	69.4%	75.8%	85.7%	84.2%	81.8%	72.3%	81.7%	
	Greater Than 10 Days	0.0%	4.9%	4.5%	3.8%	1.7%	1.9%	8.3%	13.6%	1.8%	2.6%	3.6%	4.3%	4.5%	
Total	Immediate	3.0%	4.3%	14.6%	21.3%	11.3%	10.5%	20.5%	11.1%	11.9%	11.9%	13.8%	22.4%	13.2%	
	10 Days or Less	93.9%	91.5%	81.3%	75.4%	87.1%	87.7%	71.8%	73.6%	86.4%	85.7%	82.8%	73.5%	82.1%	
	Greater Than 10 Days	3.0%	4.3%	4.2%	3.3%	1.6%	1.8%	7.7%	15.3%	1.7%	2.4%	3.4%	4.1%	4.6%	

D. The Number and Percentage of Complaints Resolved by taking the following actions:

CustomerType	MN_Action	Month												2011
		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	
Commercial	Action not in Control of Utility	0	0	0	0	0	0	0	0	0	0	1	2	3
	Refuse Action Cust Requested	2	1	1	2	1	0	2	1	0	0	0	0	10
	Take Action Cust and Utility Agree Upon	0	4	2	4	1	2	0	4	3	2	1	0	23
	Take Action Cust Request	0	1	0	2	2	2	1	1	0	2	1	0	12
Commercial Total		2	6	3	8	4	4	3	6	3	4	3	2	48
Industrial	Take Action Cust Request	0	0	1	0	0	0	0	0	0	0	0	0	1
	Action not in Control of Utility	2	3	1	5	4	7	0	3	4	3	3	7	42
	Refuse Action Cust Requested	3	10	10	9	8	5	4	9	4	6	7	13	88
	Take Action Cust and Utility Agree Upon	16	21	18	27	28	28	21	34	32	15	26	17	283
Industrial Total		19	34	29	41	39	39	28	46	41	24	26	37	414
Residential	Action not in Control of Utility	1	2	6	13	6	6	8	7	7	5	8	11	80
	Refuse Action Cust Requested	30	37	36	38	51	46	25	50	48	32	45	34	472
	Take Action Cust and Utility Agree Upon	0	2	2	2	1	1	3	9	1	1	2	2	26
	Take Action Cust Request	0	2	2	2	1	1	3	9	1	1	2	2	26
Residential Total		31	41	44	53	58	53	36	66	56	38	55	47	578
Totals	Action not in Control of Utility	2	3	2	5	4	7	0	3	4	3	4	9	46
	Refuse Action Cust Requested	5	11	11	11	9	5	6	10	4	6	7	13	98
	Take Action Cust and Utility Agree Upon	16	25	20	31	29	30	21	38	35	17	27	17	306
	Take Action Cust Request	10	8	15	14	20	15	12	21	16	16	20	10	177
Grand Total		33	47	48	61	62	57	39	72	59	42	58	49	627

CustomerType	MN_Action	Month												2011
		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	
Commercial	Action Not In Control Of Utility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	100.0%	6.3%
	Refuse Action Cust Requested	100.0%	16.7%	33.3%	25.0%	25.0%	0.0%	66.7%	16.7%	0.0%	0.0%	0.0%	0.0%	20.8%
	Take Action Cust and Utility Agree Upon	0.0%	66.7%	66.7%	50.0%	25.0%	50.0%	0.0%	66.7%	100.0%	50.0%	33.3%	0.0%	47.9%
	Take Action Cust Request	0.0%	16.7%	0.0%	25.0%	50.0%	50.0%	33.3%	16.7%	0.0%	50.0%	33.3%	0.0%	25.0%
Industrial	Take Action Cust Request	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Residential	Action Not In Control Of Utility	6.5%	7.3%	2.3%	9.4%	6.9%	13.2%	0.0%	4.5%	7.1%	7.9%	5.5%	14.9%	7.3%
	Refuse Action Cust Requested	9.7%	24.4%	22.7%	17.0%	13.8%	9.4%	11.1%	13.6%	7.1%	15.8%	12.7%	27.7%	15.2%
	Take Action Cust and Utility Agree Upon	51.6%	51.2%	40.9%	50.9%	48.3%	52.8%	58.3%	51.5%	57.1%	39.5%	47.3%	36.2%	49.0%
	Take Action Cust Request	32.3%	17.1%	34.1%	22.6%	31.0%	24.5%	30.6%	30.3%	28.6%	36.8%	34.5%	21.3%	28.5%
Total	Action Not In Control Of Utility	6.1%	6.4%	4.2%	8.2%	6.5%	12.3%	0.0%	4.2%	6.8%	7.1%	6.9%	18.4%	7.3%
	Refuse Action Cust Requested	15.2%	23.4%	22.9%	18.0%	14.5%	8.8%	15.4%	13.9%	6.8%	14.3%	12.1%	26.5%	15.6%
	Take Action Cust and Utility Agree Upon	48.5%	53.2%	41.7%	50.8%	46.8%	52.6%	53.8%	52.8%	59.3%	40.5%	46.6%	34.7%	48.8%
	Take Action Cust Request	30.3%	17.0%	31.3%	23.0%	32.3%	26.3%	30.8%	29.2%	27.1%	38.1%	34.5%	20.4%	28.2%

**Minnesota Public Utilities Commission
 Consumer Affairs Office
 121-7th Place East
 St. Paul, MN 55101-2147**

7826.2000 REPORTING CUSTOMER COMPLAINTS
 For the period of January 01, 2011 to December 31, 2011

Name of Utility: Northern States Power Company
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by: Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

E. The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action

CustomerType	Source	Month												2011
		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	
Commercial	Commission	1	1	1	0	1	0	1	1	0	2	0	2	10
Commercial Total		1	1	1	0	1	0	1	1	0	2	0	2	10
Residential	Commission	7	10	6	4	9	8	4	12	12	9	12	9	102
	Commission/BBB	0	0	0	0	0	0	0	0	0	1	0	0	1
	Commission/OAG	0	0	1	1	2	0	1	1	1	1	1	1	10
	Commission/Officer	0	1	0	0	0	0	0	0	0	0	0	0	1
	Commission/Internal	0	0	0	0	0	1	0	1	1	0	0	0	3
Residential Total		7	11	7	5	11	9	5	14	14	11	13	10	117
Grand Total		8	12	8	5	12	9	6	15	14	13	13	12	127

**Xcel Energy
Customer Complaint Report
January, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,850	22	88	1	2,961	72.40%
Inaccurate Metering	26	0	2	0	28	0.68%
Wrongful Disconnect	387	8	69	0	464	11.34%
High Bill	136	0	7	0	143	3.50%
Inadequate Service	274	6	11	0	291	7.11%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	197	4	2	0	203	4.96%
Total Commercial	3,870	40	179	1	4,090	
Total Commercial Percentage	94.62%	0.98%	4.38%	0.02%		
Industrial						
Billing errors	307	2	11	0	320	76.19%
Inaccurate Metering	2	0	0	0	2	0.48%
Wrongful Disconnect	19	2	5	0	26	6.19%
High Bill	4	0	0	0	4	0.95%
Inadequate Service	29	0	0	0	29	6.90%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	38	1	0	0	39	9.29%
Total Industrial	399	5	16	0	420	
Total Industrial Percentage	95.00%	1.19%	3.81%	0.00%		
Residential						
Billing errors	37,910	641	441	32	39,024	60.68%
Inaccurate Metering	98	6	1	0	105	0.16%
Wrongful Disconnect	11,575	208	259	25	12,067	18.76%
High Bill	2,318	54	102	4	2,478	3.85%
Inadequate Service	7,804	182	530	5	8,521	13.25%
Service Extension	26	0	2	0	28	0.04%
Service Restoration	2,020	33	37	0	2,090	3.25%
Total Residential	61,751	1,124	1,372	66	64,313	
Total Residential Percentage	96.02%	1.75%	2.13%	0.10%		
Total State of Minnesota	66,020	1,169	1,567	67	68,823	
Total ST of MN Percentage	95.93%	1.70%	2.28%	0.10%		

**Xcel Energy
Customer Complaint Report
February, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,526	24	76	0	2,626	70.61%
Inaccurate Metering	19	0	0	0	19	0.51%
Wrongful Disconnect	446	7	76	1	530	14.25%
High Bill	58	2	7	0	67	1.80%
Inadequate Service	261	7	29	1	298	8.01%
Service Extension	2	0	0	0	2	0.05%
Service Restoration	170	3	3	1	177	4.76%
Total Commercial	3,482	43	191	3	3,719	
Total Commercial Percentage	93.63%	1.16%	5.14%	0.08%		
Industrial						
Billing errors	265	3	3	0	271	78.55%
Inaccurate Metering	0	0	0	0	0	0.00%
Wrongful Disconnect	14	0	2	0	16	4.64%
High Bill	1	0	0	0	1	0.29%
Inadequate Service	19	0	2	0	21	6.09%
Service Extension	0	1	0	0	1	0.29%
Service Restoration	33	1	1	0	35	10.14%
Total Industrial	332	5	8	0	345	
Total Industrial Percentage	96.23%	1.45%	2.32%	0.00%		
Residential						
Billing errors	32,567	610	408	23	33,608	61.89%
Inaccurate Metering	108	3	1	1	113	0.21%
Wrongful Disconnect	9,944	184	161	22	10,311	18.99%
High Bill	922	43	35	2	1,002	1.85%
Inadequate Service	6,918	201	433	5	7,557	13.92%
Service Extension	11	0	1	0	12	0.02%
Service Restoration	1,638	33	27	2	1,700	3.13%
Total Residential	52,108	1,074	1,066	55	54,303	
Total Residential Percentage	95.96%	1.98%	1.96%	0.10%		
Total State of Minnesota	55,922	1,122	1,265	58	58,367	
Total ST of MN Percentage	95.81%	1.92%	2.17%	0.10%		

**Xcel Energy
Customer Complaint Report
March, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	3,042	29	75	0	3,146	70.81%
Inaccurate Metering	24	0	1	0	25	0.56%
Wrongful Disconnect	466	7	132	1	606	13.64%
High Bill	55	0	1	0	56	1.26%
Inadequate Service	384	6	41	0	431	9.70%
Service Extension	1	0	0	0	1	0.02%
Service Restoration	172	3	3	0	178	4.01%
Total Commercial	4,144	45	253	1	4,443	
Total Commercial Percent	93.27%	1.01%	5.69%	0.02%		
Industrial						
Billing errors	361	1	5	0	367	77.75%
Inaccurate Metering	2	0	0	0	2	0.42%
Wrongful Disconnect	17	0	6	0	23	4.87%
High Bill	2	0	0	0	2	0.42%
Inadequate Service	22	2	4	0	28	5.93%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	49	1	0	0	50	10.59%
Total Industrial	453	4	15	0	472	
Total Industrial Percentage	95.97%	0.85%	3.18%	0.00%		
Residential						
Billing errors	37,054	673	432	33	38,192	58.47%
Inaccurate Metering	64	6	2	1	73	0.11%
Wrongful Disconnect	14,453	271	259	20	15,003	22.97%
High Bill	636	15	36	3	690	1.06%
Inadequate Service	8,950	255	551	15	9,771	14.96%
Service Extension	15	1	6	0	22	0.03%
Service Restoration	1,507	35	29	0	1,571	2.41%
Total Residential	62,679	1,256	1,315	72	65,322	
Total Residential Percentage	95.95%	1.92%	2.01%	0.11%		
Total State of Minnesota	67,276	1,305	1,583	73	70,237	
Total ST of MN Percentage	95.78%	1.86%	2.25%	0.10%		

**Xcel Energy
Customer Complaint Report
April, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,574	24	68	1	2,667	68.49%
Inaccurate Metering	19	0	1	0	20	0.51%
Wrongful Disconnect	520	5	139	0	664	17.05%
High Bill	46	0	5	0	51	1.31%
Inadequate Service	305	4	44	0	353	9.07%
Service Extension	2	0	0	0	2	0.05%
Service Restoration	132	3	2	0	137	3.52%
Total Commercial	3,598	36	259	1	3,894	
Total Commercial Percent	92.40%	0.92%	6.65%	0.03%		
Industrial						
Billing errors	318	2	5	0	325	78.50%
Inaccurate Metering	0	0	0	0	0	0.00%
Wrongful Disconnect	15	0	10	0	25	6.04%
High Bill	1	0	0	0	1	0.24%
Inadequate Service	26	0	2	0	28	6.76%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	32	2	1	0	35	8.45%
Total Industrial	392	4	18	0	414	
Total Industrial Percentage	94.69%	0.97%	4.35%	0.00%		
Residential						
Billing errors	36,272	534	423	30	37,259	52.56%
Inaccurate Metering	64	2	1	0	67	0.09%
Wrongful Disconnect	16,810	492	643	39	17,984	25.37%
High Bill	468	12	22	0	502	0.71%
Inadequate Service	12,749	446	839	16	14,050	19.82%
Service Extension	15	1	5	0	21	0.03%
Service Restoration	946	35	21	1	1,003	1.41%
Total Residential	67,324	1,522	1,954	86	70,886	
Total Residential Percentage	94.98%	2.15%	2.76%	0.12%		
Total State of Minnesota	71,314	1,562	2,231	87	75,194	
Total ST of MN Percentage	94.84%	2.08%	2.97%	0.12%		

**Xcel Energy
Customer Complaint Report
May, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,469	32	74	4	2,579	68.19%
Inaccurate Metering	16	0	1	0	17	0.45%
Wrongful Disconnect	474	7	113	0	594	15.71%
High Bill	42	1	4	0	47	1.24%
Inadequate Service	245	2	28	1	276	7.30%
Service Extension	3	0	0	0	3	0.08%
Service Restoration	248	9	9	0	266	7.03%
Total Commercial	3,497	51	229	5	3,782	
Total Commercial Percent	92.46%	1.35%	6.05%	0.13%		
Industrial						
Billing errors	359	2	7	0	368	75.56%
Inaccurate Metering	0	0	0	0	0	0.00%
Wrongful Disconnect	16	0	4	0	20	4.11%
High Bill	3	0	0	0	3	0.62%
Inadequate Service	19	0	2	0	21	4.31%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	72	1	2	0	75	15.40%
Total Industrial	469	3	15	0	487	
Total Industrial Percentage	96.30%	0.62%	3.08%	0.00%		
Residential						
Billing errors	35,929	446	444	37	36,856	52.83%
Inaccurate Metering	88	1	2	0	91	0.13%
Wrongful Disconnect	15,460	434	727	57	16,678	23.91%
High Bill	513	20	29	2	564	0.81%
Inadequate Service	11,034	346	730	21	12,131	17.39%
Service Extension	26	5	6	0	37	0.05%
Service Restoration	3,257	71	73	1	3,402	4.88%
Total Residential	66,307	1,323	2,011	118	69,759	
Total Residential Percentage	95.05%	1.90%	2.88%	0.17%		
Total State of Minnesota	70,273	1,377	2,255	123	74,028	
Total ST of MN Percentage	94.93%	1.86%	3.05%	0.17%		

**Xcel Energy
Customer Complaint Report
June, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,586	20	87	1	2,694	68.00%
Inaccurate Metering	8	0	0	0	8	0.20%
Wrongful Disconnect	390	6	83	0	479	12.09%
High Bill	45	0	2	0	47	1.19%
Inadequate Service	265	5	32	1	303	7.65%
Service Extension	2	0	0	0	2	0.05%
Service Restoration	402	12	15	0	429	10.83%
Total Commercial	3,698	43	219	2	3,962	
Total Commercial Percent	93.34%	1.09%	5.53%	0.05%		
Industrial						
Billing errors	342	1	17	0	360	63.83%
Inaccurate Metering	1	0	0	0	1	0.18%
Wrongful Disconnect	20	2	3	0	25	4.43%
High Bill	1	0	0	0	1	0.18%
Inadequate Service	22	1	3	0	26	4.61%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	143	2	6	0	151	26.77%
Total Industrial	529	6	29	0	564	
Total Industrial Percentage	93.79%	1.06%	5.14%	0.00%		
Residential						
Billing errors	39,194	621	596	28	40,439	55.66%
Inaccurate Metering	84	4	1	0	89	0.12%
Wrongful Disconnect	13,955	367	676	42	15,040	20.70%
High Bill	609	28	24	1	662	0.91%
Inadequate Service	11,063	331	759	20	12,173	16.75%
Service Extension	29	4	8	0	41	0.06%
Service Restoration	4,045	58	106	3	4,212	5.80%
Total Residential	68,979	1,413	2,170	94	72,656	
Total Residential Percentage	94.94%	1.94%	2.99%	0.13%		
Total State of Minnesota	73,206	1,462	2,418	96	77,182	
Total ST of MN Percentage	94.85%	1.89%	3.13%	0.12%		

**Xcel Energy
Customer Complaint Report
July, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,292	21	122	2	2,437	56.73%
Inaccurate Metering	16	0	0	0	16	0.37%
Wrongful Disconnect	365	11	74	0	450	10.47%
High Bill	57	1	5	0	63	1.47%
Inadequate Service	228	1	34	0	263	6.12%
Service Extension	1	0	1	0	2	0.05%
Service Restoration	1,005	16	43	1	1,065	24.79%
Total Commercial	3,964	50	279	3	4,296	
Total Commercial Percent	92.27%	1.16%	6.49%	0.07%		
Industrial						
Billing errors	284	2	25	0	311	42.49%
Inaccurate Metering	1	0	0	0	1	0.14%
Wrongful Disconnect	5	0	5	0	10	1.37%
High Bill	1	0	0	0	1	0.14%
Inadequate Service	20	1	4	0	25	3.42%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	365	5	13	1	384	52.46%
Total Industrial	676	8	47	1	732	
Total Industrial Percentage	92.35%	1.09%	6.42%	0.14%		
Residential						
Billing errors	38,642	629	638	32	39,941	52.19%
Inaccurate Metering	107	4	8	0	119	0.16%
Wrongful Disconnect	10,875	323	484	30	11,621	15.19%
High Bill	848	21	38	1	908	1.19%
Inadequate Service	10,583	315	585	12	11,495	15.02%
Service Extension	42	2	11	0	55	0.07%
Service Restoration	11,764	188	422	11	12,385	16.18%
Total Residential	72,861	1,391	2,186	86	76,524	
Total Residential Percentage	95.21%	1.82%	2.86%	0.11%		
Total State of Minnesota	77,501	1,449	2,512	90	81,552	
Total ST of MN Percentage	95.03%	1.78%	3.08%	0.11%		

**Xcel Energy
Customer Complaint Report
August, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,659	16	136	1	2,812	63.45%
Inaccurate Metering	21	0	0	0	21	0.47%
Wrongful Disconnect	368	2	94	1	465	10.49%
High Bill	75	1	4	0	80	1.81%
Inadequate Service	270	3	42	0	315	7.11%
Service Extension	2	1	2	0	5	0.11%
Service Restoration	698	8	27	1	734	16.56%
Total Commercial	4,093	31	305	3	4,432	
Total Commercial Percent	92.35%	0.70%	6.88%	0.07%		
Industrial						
Billing errors	290	2	19	1	312	54.55%
Inaccurate Metering	1	0	0	0	1	0.17%
Wrongful Disconnect	22	0	1	0	23	4.02%
High Bill	6	0	0	0	6	1.05%
Inadequate Service	26	0	2	0	28	4.90%
Service Extension	0	1	0	0	1	0.17%
Service Restoration	193	1	7	0	201	35.14%
Total Industrial	538	4	29	1	572	
Total Industrial Percentage	94.06%	0.70%	5.07%	0.17%		
Residential						
Billing errors	44,863	700	741	42	46,346	54.52%
Inaccurate Metering	142	5	5	0	152	0.18%
Wrongful Disconnect	16,318	382	628	49	17,377	20.44%
High Bill	1,382	40	62	2	1,486	1.75%
Inadequate Service	12,921	354	570	10	13,855	16.30%
Service Extension	43	4	4	0	51	0.06%
Service Restoration	5,421	103	212	4	5,740	6.75%
Total Residential	81,090	1,588	2,222	107	85,007	
Total Residential Percentage	95.39%	1.87%	2.61%	0.13%		
Total State of Minnesota	85,721	1,623	2,556	111	90,011	
Total ST of MN Percentage	95.23%	1.80%	2.84%	0.12%		

**Xcel Energy
Customer Complaint Report
September, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,575	13	90	1	2,679	69.71%
Inaccurate Metering	21	0	1	0	22	0.57%
Wrongful Disconnect	294	5	58	0	357	9.29%
High Bill	69	0	3	0	72	1.87%
Inadequate Service	293	7	26	0	326	8.48%
Service Extension	4	0	0	0	4	0.10%
Service Restoration	369	3	11	0	383	9.97%
Total Commercial	3,625	28	189	1	3,843	
Total Commercial Percent	94.33%	0.73%	4.92%	0.03%		
Industrial						
Billing errors	230	1	11	0	242	64.36%
Inaccurate Metering	1	0	0	0	1	0.27%
Wrongful Disconnect	4	0	0	1	5	1.33%
High Bill	4	0	0	0	4	1.06%
Inadequate Service	17	0	0	0	17	4.52%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	102	1	4	0	107	28.46%
Total Industrial	358	2	15	1	376	
Total Industrial Percentage	95.21%	0.53%	3.99%	0.27%		
Residential						
Billing errors	43,342	666	645	27	44,680	56.01%
Inaccurate Metering	127	8	6	0	141	0.18%
Wrongful Disconnect	16,132	374	806	36	17,348	21.75%
High Bill	814	27	49	1	891	1.12%
Inadequate Service	12,885	360	512	12	13,769	17.26%
Service Extension	35	2	6	0	43	0.05%
Service Restoration	2,787	45	69	1	2,902	3.64%
Total Residential	76,122	1,482	2,093	77	79,774	
Total Residential Percentage	95.42%	1.86%	2.62%	0.10%		
Total State of Minnesota	80,105	1,512	2,297	79	83,993	
Total ST of MN Percentage	95.37%	1.80%	2.73%	0.09%		

**Xcel Energy
Customer Complaint Report
October, 2011**

	Agree	Compromise	Demonstr:	Refuse	Total	%
Commercial						
Billing errors	2,700	21	116	3	2,840	72.14%
Inaccurate Metering	28	1	0	0	29	0.74%
Wrongful Disconnect	290	3	59	1	353	8.97%
High Bill	49	2	4	0	55	1.40%
Inadequate Service	279	8	43	0	330	8.38%
Service Extension	2	0	0	0	2	0.05%
Service Restoration	315	3	10	0	328	8.33%
Total Commercial	3,663	38	232	4	3,937	
Total Commercial Percent	93.04%	0.97%	5.89%	0.10%		
Industrial						
Billing errors	264	1	17	0	282	71.03%
Inaccurate Metering	1	0	0	0	1	0.25%
Wrongful Disconnect	10	0	3	0	13	3.27%
High Bill	4	0	0	0	4	1.01%
Inadequate Service	14	0	4	0	18	4.53%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	76	2	1	0	79	19.90%
Total Industrial	369	3	25	0	397	
Total Industrial Percentage	92.95%	0.76%	6.30%	0.00%		
Residential						
Billing errors	40,222	685	612	22	41,541	60.60%
Inaccurate Metering	126	4	5	0	135	0.20%
Wrongful Disconnect	11,171	271	350	16	11,808	17.22%
High Bill	700	14	46	4	764	1.11%
Inadequate Service	11,629	385	536	12	12,562	18.32%
Service Extension	19	2	12	0	33	0.05%
Service Restoration	1,632	39	41	0	1,712	2.50%
Total Residential	65,499	1,400	1,602	54	68,555	
Total Residential Percentage	95.54%	2.04%	2.34%	0.08%		
Total State of Minnesota	69,531	1,441	1,859	58	72,889	
Total ST of MN Percentage	95.39%	1.98%	2.55%	0.08%		

**Xcel Energy
Customer Complaint Report
November, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	3,513	21	132	0	3,666	80.18%
Inaccurate Metering	20	1	2	0	23	0.50%
Wrongful Disconnect	298	5	63	0	366	8.01%
High Bill	31	0	3	0	34	0.74%
Inadequate Service	209	5	28	0	242	5.29%
Service Extension	1	0	0	0	1	0.02%
Service Restoration	232	3	5	0	240	5.25%
Total Commercial	4,304	35	233	0	4,572	
Total Commercial Percent	94.14%	0.77%	5.10%	0.00%		
Industrial						
Billing errors	259	1	16	0	276	77.97%
Inaccurate Metering	8	0	0	0	8	2.26%
Wrongful Disconnect	9	0	0	0	9	2.54%
High Bill	0	0	0	0	0	0.00%
Inadequate Service	12	0	0	0	12	3.39%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	48	0	1	0	49	13.84%
Total Industrial	336	1	17	0	354	
Total Industrial Percentage	94.92%	0.28%	4.80%	0.00%		
Residential						
Billing errors	34,837	613	477	13	35,940	59.63%
Inaccurate Metering	118	2	1	0	121	0.20%
Wrongful Disconnect	10,981	210	269	11	11,471	19.03%
High Bill	403	18	26	0	447	0.74%
Inadequate Service	9,942	280	391	6	10,619	17.62%
Service Extension	31	0	1	0	32	0.05%
Service Restoration	1,558	31	47	1	1,637	2.72%
Total Residential	57,870	1,154	1,212	31	60,267	
Total Residential Percentage	96.02%	1.91%	2.01%	0.05%		
Total State of Minnesota	62,510	1,190	1,462	31	65,193	
Total ST of MN Percentage	95.88%	1.83%	2.24%	0.05%		

**Xcel Energy
Customer Complaint Report
December, 2011**

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,577	23	89	1	2,690	77.34%
Inaccurate Metering	27	0	1	0	28	0.81%
Wrongful Disconnect	198	4	41	0	243	6.99%
High Bill	41	2	5	1	49	1.41%
Inadequate Service	223	4	30	0	257	7.39%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	199	3	9	0	211	6.07%
Total Commercial	3,265	36	175	2	3,478	
Total Commercial Percent	93.88%	1.04%	5.03%	0.06%		
Industrial						
Billing errors	284	2	12	0	298	79.05%
Inaccurate Metering	4	0	0	0	4	1.06%
Wrongful Disconnect	10	0	7	0	17	4.51%
High Bill	0	0	0	0	0	0.00%
Inadequate Service	12	0	2	0	14	3.71%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	39	1	4	0	44	11.67%
Total Industrial	349	3	25	0	377	
Total Industrial Percentage	92.57%	0.80%	6.63%	0.00%		
Residential						
Billing errors	32,746	566	448	19	33,779	60.57%
Inaccurate Metering	99	7	2	0	108	0.19%
Wrongful Disconnect	9,493	181	397	18	10,089	18.09%
High Bill	724	18	37	1	780	1.40%
Inadequate Service	9,088	245	454	4	9,791	17.56%
Service Extension	6	0	1	0	7	0.01%
Service Restoration	1,142	31	45	1	1,219	2.19%
Total Residential	53,298	1,048	1,384	43	55,773	
Total Residential Percentage	95.56%	1.88%	2.48%	0.08%		
Total State of Minnesota	56,912	1,087	1,584	45	59,628	
Total ST of MN Percentage	95.45%	1.82%	2.66%	0.08%		

MPUC Complaint Types	Xcel Energy Complaint Types
Billing Error	Disputed Billing-Billing Disputed Transfer-Credit Collection Agency Referral-Credit Credit Policy Averaged Monthly Payments-Billing Unknown User-Credit Payment Posting-Credit Tenant Change/Revert to Owner-Customer Contact Center Tenant Change/Revert to Owner-Billing Rate Dispute-Billing Switched Meters-Billing Deposit-Credit No Bill/Delayed Billing Late Payment Charge-Credit Payment Posting-External-Credit Energy Diversion-Credit Bill Format Related-Billing Shared Meter-Billing One/Synch Bill-Billing Billing Rules & Errors Meter Set/Changed – Billing Misinformation by Credit Collections Personnel-Credit Short Due Date-Billing Cancel/Rebill-Billing
Inaccurate Metering	Switched Meters-Metering Systems Automated Meter Reading/Automated Energy Systems Maintenance Related-Metering Systems Switched Meters-Distribution Construction Maintenance Automated Meter Reading/Automated Energy Systems Maintenance Related-Distribution Construction Maintenance Automated Metering Systems-Meter Reading Meter Reading Error-Meter Reading
Wrongful Disconnect	Shut Off Delinquent-Credit Medical Certificate/Extension-Credit
High Bill	Customer Contact Center-High Bill Rate/Tariff Issue-Other Retail Renewable Energy Trust-Other Retail
Inadequate Service	Estimate/No Meter Reading-Meter Reading Marketing/Rebate Programs-Other Retail Homesmart-Other Retail E-Bill-Other Retail Tenant Change Revert To Owner/Credit Disconnect Notice/Arrangements-Credit Discourteous Rude Customer Service Employee-Customer Contact Center Discourteous Rude Credit Collections Employee-Credit Shared Meter – Credit Shared Meter-Customer Contact Center Damage Claim/Customer Operations-Other Retail Process/Procedure Error-Customer Contact Center Misinformation by Customer Service Personnel-Customer Contact Center Meter Set/Changed Stopped-Metering Systems Meter Set/Changed Stopped-Distribution Construction Maintenance Easements-Field Service Other Communication-Tree Related Service Quality Credits-Other Retail Electric Miscellaneous-Field Service Other Excessive Clearance-Tree Related Fixed Gas Bill Program-Other Retail Customer Service Policy-Customer Contact Center Damage Claim/Field Operations-Field Service Other Gas Miscellaneous-Field Service Other Brush-Tree Related Unable to Determine-Other Retail Saver's Switch-Other Retail Policy Other-Other Retail Voltage Problem-Field Service Order Chemical Spill/Environmental-Field Service Order

MPUC Complaint Types	Xcel Energy Complaint Types
Inadequate Service (cont)	Trees Burning/Tree Related Area/Street Light Maintenance-Outdoor Lighting Business Solutions Center Issues-Customer Contact Center Service Upgrade-Field Service Other Restoration Service-Field Service Other Outage-Tree Related Field Collections-Credit Electric Trouble-Trouble Order Gas Trouble-Trouble Order Field Operations Policy-Field Service Other Order Routing Problem-Field Service Other Discourteous Rude Employee-Field Service Other Slow Customer Service Phone Response-Customer Contact Center Interference-Electric, Radio, TV-Field Service Other Customer Refusal-Tree Related Property Damage-Tree Related
Service Extension Interval	Electric Service Upgrade-New Construction Location/Operation Distribution-Field Service Other Restoration Services-New Construction Service Extension-Design-New Construction Builder's Call Line-New Construction Location/Operation Transmission
Service Extension Service	Location/Operation Substation
Service Restoration Interval	Electric Outage-Frequency-Reliability Frequency Electric Outage-Communication-Reliability Duration Electric Outage-Duration-Reliability Duration

2011 MN Natural Gas Emergency Calls Average Speed of Answer

Docket No. G-002/M-12-____
 Attachment E
 Page 1 of 1

All Natural Gas Emergency Calls*

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	2011 Average
Average Speed of Answer (in Seconds)	8	7	7	7	8	8	7	7	7	8	8	8	7
Agent Offered Call Volume	2,914	2,368	2,502	1,878	2,592	2,319	3,932	2,737	2,850	2,499	2,424	2,217	31,232

Natural Gas Emergency Line Only (1-800-895-2999)

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	2011 Average
Average Speed of Answer (in Seconds)	7	8	7	7	9	8	7	7	7	8	8	8	8
Agent Offered Call Volume	1,710	1,401	1,657	1,133	1,412	1,182	1,681	1,307	1,473	1,335	1,280	1,224	16,795

*Phone numbers included here are our general phone customer service line (1-800-895-4999), our Business Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999)

2011 Gas Emergency Response

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	439	993.27	2.26	2,537.20	5.78	7,711.83	17.57	11,242.30	25.61	423	96%	16	4%
ECO	CO Check/Alarm	1,885	4357.61	2.31	39,855.12	21.14	42,328.70	22.46	86,541.43	45.91	1,494	79%	391	21%
EFI	Gas Fire	161	366.9	2.28	934.37	5.80	2,747.13	17.06	4,048.40	25.15	157	98%	4	2%
EIR	Ice Regulator	54	132.37	2.45	1,680.50	31.12	1,072.95	19.87	2,885.82	53.44	38	70%	16	30%
EOI	Smells Gas Inside	7,356	16893.86	2.30	133,051.27	18.09	158,552.32	21.55	308,497.44	41.94	6,104	83%	1,252	17%
EOO	Smells Gas Outside	5,077	11707.42	2.31	124,009.50	24.43	114,119.55	22.48	249,836.47	49.21	3,822	75%	1,255	25%
EPR	High / Low Pressure	621	1445.21	2.33	16,012.15	25.78	14,709.88	23.69	32,167.24	51.80	444	71%	177	29%
ETX	CO Emergency	152	350.57	2.31	2,756.40	18.13	3,426.67	22.54	6,533.64	42.98	128	84%	24	16%
NOGAS	Customer Reports No Gas	672	1549.22	2.31	18,090.18	26.92	15,351.85	22.85	34,991.25	52.07	476	71%	196	29%
All Gas Emergency Calls for Year 2011		16,417	37796.43	2.302274	338,926.68	20.64	360,020.88	21.93	736,744.00	44.88	13,086	80%	3,331	20%



Gas Emergency Reporting Summary

Gas Code	Description	MnOPS Bi-Monthly Reporting
EBG Blowing Gas	Broken / hit gas line (gas blowing); Covers all gas mains and service laterals that are broken. Gas must be blowing. Includes instances of hissing or blowing gas and/or occurrences of strong or sudden odor. Also covers any gas blowing situations such as meters/ reg stations struck by cars, lightning or other natural disasters.	Yes
EEX Explosion	Explosion; any natural gas explosion and/ or any explosion, we will respond to protect and investigate our interests	Yes
EFR ERI Fire	Fire (when gas related); any natural gas fire or whenever requested by the fire department; all fire calls are handled the same with immediate response and there basically is no difference between the orders. Initially one work order type applied for working fires and the other for when we were called to make our checks after the fact (fire out)	Yes
ETX CO Symptoms	Carbon monoxide order with symptoms; Customer feels that they have Carbon Monoxide symptoms. Company techs would call 911 upon arrival if they felt medical assistance was needed for the affected customers.	No
EIR Iced Regulator	Ice and/or snow on regulator; Problem of ice and snow on the regulator and regulator vent (pressure problems) These are given a very high priority because blockage of the vent on the regulator by snow or ice build-up can cause the regulator to fail and possibly allow the street pressure (60 pounds) to pass thru the meter and into the building which can lead to many undesirable conditions (explosions/fires/etc)	No
EOI Indoor Odor	Customer smells gas odor inside; any Customer odor initiated order. When odor is faint and no sound (ie. blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.	Yes
EOO Outside Odor	Customer smells gas odor outside; any Customer odor initiated order. When odor is faint and no sound (ie. Blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.	Yes
NOGAS No Gas	No gas: no gas due to Company equipment. In the winter months, this code will receive a higher priority since Customer's heat could be dependent on gas.	No
EPR Pressure High or Low	High Pressure; high pressure gas on Customer fuel line and equipment usually indicated by caller with unusually high/loud pilots or a noise associated with the pilots. Poor pressure; Problem with Regulator, may need change or adjusted. Such calls are prioritized higher in the winter.	No
ECO CO Alarm	Carbon Monoxide Check/Alarm Only: Customer has C.O alarm going off and does not have any symptoms.	No

Above gas emergency call types are all reported in Xcel Energy's Gas Emergency Response Time metric.



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2011

Reporting Company: Xcel Energy

Circle Reporting Period:

Contact Person: _____

January/February

March/April

Phone: _____

May/June

July/August

Email Address: _____

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	863	38	0	1	0
> 10 min. to 20 min.	662	221	0	5	3
> 20 min. to 40 min.	502	1009	0	10	52
> 40 min. to 60 min.	241	632	2	4	250
> 60 min. to 80 min.	131	301	1	6	507
> 80 min. to 100 min.	56	164	4	2	529
> 100 min. to 120 min	27	74	2	1	433
> 2 hrs to 3 hrs	44	71	4	3	579
> 3 hrs to 4 hrs	7	20	1	2	123
> 4 hrs to 6 hrs	6	9	1	0	49
> 6 hrs to 8 hrs	0	0	0	0	11
> 8 hrs	0	0	0	0	3

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

Response - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

Repair Crew - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

Gas shut off - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:
 Mail to: Minnesota Office of Pipeline Safety
 444 Cedar St, Suite 147
 St. Paul MN 55101- 5147
 Email: Dps.Mnops.Response@state.mn.us
 or Fax: 651-296-9641
 For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2011

Reporting Company: Xcel Energy

Circle Reporting Period:

Contact Person: _____

January/February March/April

Phone: _____

May/June July/August

Email Address: _____

September/October November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	860	49	1	2	2
> 10 min. to 20 min.	553	264	0	4	1
> 20 min. to 40 min.	329	924	2	17	58
> 40 min. to 60 min.	117	415	0	7	259
> 60 min. to 80 min.	59	175	0	2	467
> 80 min. to 100 min.	33	85	2	3	461
> 100 min. to 120 min	19	34	2	0	298
> 2 hrs to 3 hrs	21	43	6	2	351
> 3 hrs to 4 hrs	5	5	2	0	67
> 4 hrs to 6 hrs	9	10	0	0	34
> 6 hrs to 8 hrs	1	2	0	0	5
> 8 hrs	0	0	0	0	3

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

Response - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

Repair Crew - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

Gas shut off - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:
 Mail to: Minnesota Office of Pipeline Safety
 444 Cedar St, Suite 147
 St. Paul MN 55101- 5147
 Email: Dps.Mnops.Response@state.mn.us
 or Fax: 651-296-9641
 For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2011

Reporting Company: Xcel Energy

Circle Reporting Period:

Contact Person: _____

January/February

March/April

Phone: _____

May/June

July/August

Email Address: _____

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	867	38	0	9	1
> 10 min. to 20 min.	540	257	0	13	4
> 20 min. to 40 min.	348	941	4	34	63
> 40 min. to 60 min.	129	449	3	7	311
> 60 min. to 80 min.	43	165	3	4	512
> 80 min. to 100 min.	18	72	3	3	481
> 100 min. to 120 min	8	17	2	1	258
> 2 hrs to 3 hrs	3	16	1	0	279
> 3 hrs to 4 hrs	3	3	1	0	35
> 4 hrs to 6 hrs	1	2	0	1	15
> 6 hrs to 8 hrs	0	0	0	0	0
> 8 hrs	0	0	0	0	1

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

Response - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

Repair Crew - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

Gas shut off - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:
 Mail to: Minnesota Office of Pipeline Safety
 444 Cedar St, Suite 147
 St. Paul MN 55101- 5147
 Email: Dps.Mnops.Response@state.mn.us
 or Fax: 651-296-9641
 For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2011

Reporting Company: Xcel Energy

Circle Reporting Period:

Contact Person: _____

January/February

March/April

Phone: _____

May/June

July/August

Email Address: _____

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	838	31	0	5	2
> 10 min. to 20 min.	508	252	3	16	3
> 20 min. to 40 min.	286	871	4	51	72
> 40 min. to 60 min.	117	422	5	18	270
> 60 min. to 80 min.	38	127	1	10	455
> 80 min. to 100 min.	20	68	5	3	416
> 100 min. to 120 min	9	31	1	2	273
> 2 hrs to 3 hrs	3	17	1	3	270
> 3 hrs to 4 hrs	3	3	0	0	45
> 4 hrs to 6 hrs	0	0	0	0	13
> 6 hrs to 8 hrs	0	0	0	0	0
> 8 hrs	0	0	0	0	3

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

Response -Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

Repair Crew - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

Gas shut off - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:
 Mail to: Minnesota Office of Pipeline Safety
 444 Cedar St, Suite 147
 St. Paul MN 55101- 5147
 Email: Dps.Mnops.Response@state.mn.us
 or Fax: 651-296-9641
 For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2011

Reporting Company: Xcel Energy

Circle Reporting Period:

Contact Person: _____

January/February

March/April

Phone: _____

May/June

July/August

Email Address: _____

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	881	45	0	6	0
> 10 min. to 20 min.	598	267	0	15	7
> 20 min. to 40 min.	475	949	2	41	71
> 40 min. to 60 min.	201	544	1	10	302
> 60 min. to 80 min.	95	275	3	6	499
> 80 min. to 100 min.	35	138	4	4	491
> 100 min. to 120 min	23	58	2	2	375
> 2 hrs to 3 hrs	28	58	1	1	463
> 3 hrs to 4 hrs	4	5	1	1	89
> 4 hrs to 6 hrs	2	3	0	1	37
> 6 hrs to 8 hrs	0	0	0	0	5
> 8 hrs	0	0	0	0	3

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

Response - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

Repair Crew - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

Gas shut off - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:

Mail to:
 Minnesota Office of Pipeline Safety
 444 Cedar St, Suite 147
 St. Paul MN 55101- 5147

Email: Dps.Mnops.Response@state.mn.us
 or Fax: 651-296-9641

For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2011

Reporting Company: Xcel Energy

Circle Reporting Period:

Contact Person: _____

January/February

March/April

Phone: _____

May/June

July/August

Email Address: _____

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	876	49	1	9	2
> 10 min. to 20 min.	658	244	0	1	7
> 20 min. to 40 min.	451	1041	2	16	62
> 40 min. to 60 min.	184	554	2	6	309
> 60 min. to 80 min.	79	228	3	3	567
> 80 min. to 100 min.	41	125	1	1	514
> 100 min. to 120 min	21	38	1	1	375
> 2 hrs to 3 hrs	44	56	1	4	401
> 3 hrs to 4 hrs	9	28	0	0	90
> 4 hrs to 6 hrs	0	0	0	1	30
> 6 hrs to 8 hrs	1	1	0	0	4
> 8 hrs	0	0	0	0	3

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

Dispatch - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

Response - Time interval - The response interval is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.

Repair Crew - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

Gas shut off - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

Line repaired - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:
 Mail to: Minnesota Office of Pipeline Safety
 444 Cedar St, Suite 147
 St. Paul MN 55101- 5147
 Email: Dps.Mnops.Response@state.mn.us
 or Fax: 651-296-9641
 For more information call 651-201-7230

	Total 2011	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Number of Mislocates	46	0	1	0	3	3	8	7	4	6	7	3	4
Number of Locate tickets	151,393	2,673	2,726	4,476	16,548	21,082	20,643	15,648	18,518	16,951	17,012	10,499	4,617
Number of Mislocates Per 1000 Locate Tickets	0.30	0.00	0.37	0.00	0.18	0.14	0.39	0.45	0.22	0.35	0.41	0.29	0.87

	Total 2011	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Damage Under the Control of Xcel Energy's Employees and Contractors	27	0	0	0	2	0	4	5	3	8	1	1	3
Damage Caused by All Others	308	2	4	6	15	24	40	50	53	35	47	27	5
Total Damages	335	2	4	6	17	24	44	55	56	43	48	28	8
MN Miles of Distribution and Transmission Main as of December 31, 2010	8,785	8,785	8,785	8,785	8,785	8,785	8,785	8,785	8,785	8,785	8,785	8,785	8,785
Damage Per 100 Miles of Main:													
Damage Under the Control of Xcel Energy's Employees and Contractors	0.31	0.00	0.00	0.00	0.02	0.00	0.05	0.06	0.03	0.09	0.01	0.01	0.03
Damage Caused by All Others	3.51	0.02	0.05	0.07	0.17	0.27	0.46	0.57	0.60	0.40	0.54	0.31	0.06
Total Damage Rate	3.81	0.02	0.05	0.07	0.19	0.27	0.50	0.63	0.64	0.49	0.55	0.32	0.09

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Total 2011
Outages Due to Employees/Contractors													
Number of Homes	0	0	760	1	2	2	24	4	15	1	1	1	841
Number of Incidents	0	0	1	1	2	3	5	5	8	2	1	2	31
Average Outage Time (Hr: Min)	0:00	0:00	5:55	1:05	1:10	0:26	1:45	1:27	2:14	1:59	2:00	0:56	5:39
Outages Due to All Other Causes													
Number of Homes	57	575	7	15	55	46	80	126	52	176	24	76	1,289
Number of Incidents	4	10	6	10	20	30	37	43	23	38	22	6	249
Average Outage Time (Hr: Min)	0:20	6:16	3:30	1:09	1:04	1:13	1:19	2:14	2:16	1:48	1:42	3:53	3:50

Kluver, Holly A

From: Kluver, Holly A
Sent: Friday, January 21, 2011 11:14 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike; Kelley, Kearn P
Subject: Gas Incident Winona 1/20/11
Attachments: Gas Incident_1_20_2011.doc

Attached is the gas incident form for the Winona area 1/20/11

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	[REDACTED]
2.	When did the incident occur?	Thursday, January 20, 2011 9:49 AM
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Plumber hit service while cleaning out sewer
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	No
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas off at 10:53am 1/20/11 Gas on at 1:30pm 1/20/11 Total time: 2 hrs 37 minutes

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Monday, January 24, 2011 9:55 AM
To: dl Customer Advocate Team
Cc: Boland, Mike; Kelley, Kearn P; Anderson, Thomas C; Palmer, Susan L
Subject: Gas Incident form for Friday, January 21, 2011
Attachments: Gas Incident_1_21_2011.doc

Good Morning.

Attached is the incident form for the event on Friday, January 21 in Montrose.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Friday, January 21, 2011 9:02 AM
3.	How many customers were affected?	54
4.	How was Xcel made aware of the incident?	customer
5.	What was the root cause of the incident?	Regulator failed
6.	What actions were taken to fix the problem?	Identify cause and restore service
7.	What actions were taken to contact customers?	Door to Door contact
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas off at 9:02am 1/21/11 Gas on at 10:40am 1/21/11 Total time: 1 hr 38 minutes

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, February 03, 2011 9:14 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Kelley, Kearn P; Boland, Mike; Palmer, Susan L
Subject: Gas Incident form for 2/2/11
Attachments: Gas Incident_2_2_2011.doc

Attached in the gas incident form from yesterday, 2/2/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Wednesday, February 2, 2011 11:25 AM
3.	How many customers were affected?	597
4.	How was Xcel made aware of the incident?	St. Paul Water Dept
5.	What was the root cause of the incident?	Water Dept hit gas main while digging at intersection
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept and Police onsite
8.	Were there any public relations issues?	Media onsite
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas off at 12:40pm 2/2/11 Gas on at 7:00pm 2/2/11 Total time: 6 hrs 20 minutes

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, February 22, 2011 7:51 AM
To: dl Customer Advocate Team
Cc: Kelley, Kearn P; Palmer, Susan L; Boland, Mike; Anderson, Thomas C
Subject: Gas incident 2/19/11
Attachments: Gas Incident_2_19_2011.doc

Good Morning,

Attached is the incident report for 2/19/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Saturday, February 19, 2011 6:30 PM
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Ramsey County
5.	What was the root cause of the incident?	Gas odor caused by customer owned equipment
6.	What actions were taken to fix the problem?	Turned off; customer will repair
7.	What actions were taken to contact customers?	Fire Dept evacuated 100 kids
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	N/A

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, February 24, 2011 1:47 PM
To: dl Customer Advocate Team
Cc: Palmer, Susan L; Boland, Mike; Anderson, Thomas C; Kelley, Kearn P
Subject: Gas Incident for Thursday, February 24, 2011
Attachments: Gas Incident_2_24_2011.doc

See attached incident form.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Wednesday, February 24, 2011 6:07 AM
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Meeker County Sheriff
5.	What was the root cause of the incident?	Building on fire; unknown cause
6.	What actions were taken to fix the problem?	Turned off gas; monitored area
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	Media notified
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas turned off to building

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, March 08, 2011 2:41 PM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Kelley, Kearn P; Palmer, Susan L; Boland, Mike
Subject: Gas incident 3/8/11
Attachments: Gas Incident_3_8_2011.doc
Attached is the gas incident form for 3/8/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	3:52 A.M. Tuesday, March 08, 2011
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Dakota County 911
5.	What was the root cause of the incident?	home on fire; unknown cause
6.	What actions were taken to fix the problem?	Turned off gas; monitored area
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	Media onsite
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas turned off to home at 6:03 A. M. 3/8/11

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, March 10, 2011 8:37 AM
To: dl Customer Advocate Team
Cc: Kelley, Kearn P; Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Subject: Major Incident for 3/9/11
Attachments: Gas Incident_3_9_2011.doc

Attached is major incident form for 3/9/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	10:35 A.M. Wednesday, March 09, 2011
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Passer By reported outside odor.
5.	What was the root cause of the incident?	Ice and snow on meter and connections caused damage to gas meter.
6.	What actions were taken to fix the problem?	Turned off gas; Xcel crew on scene to make needed repairs
7.	What actions were taken to contact customers?	Fire Dept onsite, one customer affected.
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas turned off to business at 11:55 A. M. 3/9/11, repairs made and service restored approx. 1 pm

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Friday, March 25, 2011 7:52 AM
To: dl Customer Advocate Team
Cc: Boland, Mike; Kelley, Kearn P; Palmer, Susan L; Anderson, Thomas C
Attachments: Gas Incident_3_24_2011.doc

Attached is the incident form for 3/24/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 F: 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, March 24, 2011 10:36 a.m.
3.	How many customers were affected?	760 services
4.	How was Xcel made aware of the incident?	Xcel Energy construction crew onsite
5.	What was the root cause of the incident?	Gas construction activity for light rail project
6.	What actions were taken to fix the problem?	Area secured and turned off system valves to stop gas flow
7.	What actions were taken to contact customers?	Fire Dept evacuated area
8.	Were there any public relations issues?	Media onsite
9.	Did the customers or Xcel relight?	Xcel Energy
10.	What was the longest time a customer was without gas during the incident?	3/24/11 Gas Off 12:58 p.m. 3/24/11 Gas On 18:48 p.m. Total time: 5 hours 50 min

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Monday, April 04, 2011 10:43 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Kelley, Kearn P; Palmer, Susan L
Subject: Incident Form 4/2/11
Attachments: Gas Incident_4_2_2011.doc

See attached incident form for 4/2/11 in St. Joseph.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Saturday, April 2, 2011 2:26 a.m.
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Xcel Energy outstate Electric Dispatch
5.	What was the root cause of the incident?	House fire, gas off on arrival
6.	What actions were taken to fix the problem?	Locked service
7.	What actions were taken to contact customers?	Fire dept onsite
8.	Were there any public relations issues?	No
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	N/A

- One fatality
- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Monday, April 18, 2011 8:06 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L; Kelley, Kearn P
Attachments: Gas Incident_4_16_2011.doc
See attached incident form for Saturday, April 16, 2011

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Saturday, April 16, 2011 12:42 PM
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Building fire, cause under investigation
6.	What actions were taken to fix the problem?	Shut service valve off
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	Media onsite
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	4/16/11 Gas Off at 1:10 PM

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Monday, April 18, 2011 2:13 PM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Kelley, Kearn P; Boland, Mike; Palmer, Susan L
Subject: Gas Incident form for 4/18/11
Attachments: Gas Incident_4_18_2011.doc

Attached is the incident form fo

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 F: 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Monday, April 18, 2011 10:28 AM
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Broken house pipe on the roof
6.	What actions were taken to fix the problem?	Turned off gas; monitored area
7.	What actions were taken to contact customers?	Fire Dept evacuated building
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas Off 4/18/11 10:38 AM Gas On 4/18/11 10:51 AM Total Time: 13 minutes

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Friday, May 06, 2011 11:38 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Subject: Gas Incident for 5/5/11
Attachments: Gas Incident_5_5_2011.doc

See Attached incident form for [information.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, May 5, 2011 1:46 PM
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	customer
5.	What was the root cause of the incident?	Gas odor reported; no significant odor found
6.	What actions were taken to fix the problem?	monitored area
7.	What actions were taken to contact customers?	Evacuated building
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	N/A

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, May 10, 2011 8:39 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Subject: Gas Incident 5/9/11
Attachments: Gas Incident_5_9_2011.doc

See attached document for gas incident from 5/9/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Monday, May 9, 2011 10:50 P.M.
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Washington County Fire Dept
5.	What was the root cause of the incident?	House on fire; unknown cause
6.	What actions were taken to fix the problem?	Turned off gas; monitored area
7.	What actions were taken to contact customers?	Fire Dept on site.
8.	Were there any public relations issues?	Media on site.
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas Off at 5/9/11 11:53 P.M.

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Wednesday, May 11, 2011 3:25 PM
To: dl Customer Advocate Team
Cc: Boland, Mike; Palmer, Susan L; Anderson, Thomas C
Subject: Gas Incident 5/11/11
Attachments: Gas Incident_5_11_2011.doc

See attached document for 5/11/11 gas incident information.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Wednesday, May 11, 2011 12:27 A.M.
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	House on fire; unknown cause
6.	What actions were taken to fix the problem?	Turned off gas; monitored area
7.	What actions were taken to contact customers?	Fire Dept on site.
8.	Were there any public relations issues?	Media on site.
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas Off at 5/11/11 1:02 A.M.

- No gas explosion
- One injury

Kluver, Holly A

From: Kluver, Holly A
Sent: Friday, May 20, 2011 9:47 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Gas Incident Thursday, 5-19-11
Attachments: Gas Incident_5_19_2011.doc

See attached form for gas incident in Roseville.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, May 19, 2011 11:05 A.M.
3.	How many customers were affected?	0
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Contractor damaged gas main while excavating.
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept on site.
8.	Were there any public relations issues?	Media Notified
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas Off at 5/19/11 1:15 P.M.

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, May 26, 2011 1:35 PM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Subject: Gas Incident 5/26/11 at 2459 University Ave St. Paul
Attachments: Gas Incident_5_26_2011.doc

Good Afternoon,

Attached is the information for the gas incident from 5-26-11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, May 26, 2011 7:58 A.M.
3.	How many customers were affected?	7 customers interrupted for repairs to be made
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Contractor damaged gas main while excavating.
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept on site.
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	Xcel Energy
10.	What was the longest time a customer was without gas during the incident?	Gas Off at 5/26/11 8:29 A.M. Gas On at 5/26/11 9:28 A.M. Total Time: 1 hr 3 minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, May 31, 2011 3:15 PM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Attachments: Gas Incident_5_31_2011.doc
See attachment for Gas incident from May 31st.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Tuesday, May 31, 2011 8:06 A.M.
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Contractor damaged gas service while excavating.
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept on site.
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	Xcel Energy
10.	What was the longest time a customer was without gas during the incident?	Gas Off at 5/31/11 9:02 A.M. Gas On at 5/31/11 10:03 A.M. Total Time: 1 hr 2 minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Monday, June 13, 2011 7:37 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Incident report for June 9, 2011
Attachments: Gas Incident_6_9_2011.doc

Good Morning,

Please see the incident document attached.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, June 9, 2011 2:03 P.M.
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Contractor damaged gas main service while excavating.
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept on site.
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	Xcel Energy
10.	What was the longest time a customer was without gas during the incident?	Gas Off at 6/9/11 2:26 P.M. Gas On at 6/9/11 3:07 P.M. Total Time: 40 minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, June 16, 2011 11:13 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Gas incident 6/14/11

Attachments: Gas Incident_6_14_2011.doc

See attached document for info from the incident on 6/14/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 F: 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Tuesday, June 14, 2011 6:59 P.M.
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Dakota County Fire Dept
5.	What was the root cause of the incident?	Gas Fire on customer owned equipment
6.	What actions were taken to fix the problem?	Crew secured leak
7.	What actions were taken to contact customers?	Fire Dept on site
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas Off at 6/14/11 7:19 P.M. Customer to make repairs

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, June 23, 2011 1:29 PM
To: dl Customer Advocate Team
Cc: Palmer, Susan L; Boland, Mike; Anderson, Thomas C

Attachments: Gas Incident_6_23_2011.doc

See attached for 6/23/11 gas incident.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 F: 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email





Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, June 23, 2011 2:05 AM
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Ramsey County Fire Dept
5.	What was the root cause of the incident?	Tree fell on meter
6.	What actions were taken to fix the problem?	Identify cause and restore service
7.	What actions were taken to contact customers?	Evacuated building
8.	Were there any public relations issues?	Media onsite
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas Off: 2:40AM Gas On: 3:40AM Total time: 1 hr

- No gas explosion and no injuries

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, June 28, 2011 12:21 PM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Incident report 6/28/11
Attachments: Gas Incident_6_28_2011.doc
See attachment for 6/28/11 gas incident details.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Tuesday, June 28, 2011 7:23 A.M.
3.	How many customers were affected?	15
4.	How was Xcel made aware of the incident?	Red Stone Const.
5.	What was the root cause of the incident?	Contractor damaged gas main service while excavating.
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept on site.
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	Xcel Energy
10.	What was the longest time a customer was without gas during the incident?	Gas Off at 6/28/11 7:59 A.M. Gas On at 6/28/11 8:44 A.M. Total Time: 45 minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Wednesday, June 29, 2011 8:57 AM
To: dl Customer Advocate Team
Cc: Boland, Mike; Anderson, Thomas C; Palmer, Susan L
Subject: Gas incident for 6/28/11 Winona
Attachments: Gas Incident_6_28_2011_PM.doc

See attachment for details of the incident in Winona on 6/28/11.

Holly Kluver

Xcel Energy | Responsible By Nature

Outage Management Technician/Gas Approver

825 Rice St, 3rd Floor St. Paul, Minnesota 55117

P: 651.229.2307 **F:** 651.229.2376

E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	4:22 PM Tuesday, June 28, 2011
3.	How many customers were affected?	0
4.	How was Xcel made aware of the incident?	Xcel Supervisor
5.	What was the root cause of the incident?	Construction crew hit 2" stub while directional boring at intersection
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas Off at 5:40 PM 6/28/11

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, July 26, 2011 7:46 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Gas incident 7/25/11
Attachments: Gas Incident_7_25_2011.doc

See attachment for gas incident from 7/25/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email





Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Monday, July 25, 2011 at 7pm
3.	How many customers were affected?	2
4.	How was Xcel made aware of the incident?	Xcel Electric Dispatch
5.	What was the root cause of the incident?	4" gas main damaged during construction activity.
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	No media onsite
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas off: 8:33pm Gas On: 11:18pm Total time 2 hours 45 minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Monday, August 15, 2011 8:21 AM
To: dl Customer Advocate Team
Cc: Boland, Mike; Palmer, Susan L; Anderson, Thomas C
Subject: Gas incident 8/13/11
Attachments: Gas Incident_8_13_2011.doc

See attached gas incident form.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email





Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Saturday, 8/13/11 3:34AM
3.	How many customers were affected?	4
4.	How was Xcel made aware of the incident?	911
5.	What was the root cause of the incident?	Fire near gas service line, cause under investigation
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept on site
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas off: 5:30 AM 8/13/11 Gas On: 7:30 AM 8/13/11 Total time 2 hours

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, August 16, 2011 1:17 PM
To: dl Customer Advocate Team
Cc: Boland, Mike; Anderson, Thomas C; Palmer, Susan L
Subject: gas incident 8/15/11
Attachments: Gas Incident_8_15_2011.doc

See attachment. Typo fixed.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Monday, August 15, 2011 4:16pm
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	911
5.	What was the root cause of the incident?	Customer owned overhead space heater damaged causing gas leak
6.	What actions were taken to fix the problem?	Turned off gas; monitored area
7.	What actions were taken to contact customers?	Fire Dept evacuated building
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas off: 4:51 PM 8/15/11

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, August 30, 2011 8:25 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Subject: GAS INCIDENT 8/29/11

Attachments: Gas Incident_8_29_2011.doc
See attachment for details of incident on 8/29/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 F: 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email




Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Monday, August 29, 2011 3:08pm
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	911
5.	What was the root cause of the incident?	Contractor damaged gas service while excavating.
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	Media Notified
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas off: 3:30 PM 8/29/11 Gas on: 6:00 PM 8/29/11 Total: 2.5 hours

- No gas explosion

Kluver, Holly A

 **From:** Kluver, Holly A
Sent: Tuesday, September 06, 2011 2:10 PM
To: dl Customer Advocate Team
Cc: Boland, Mike; Palmer, Susan L; Anderson, Thomas C
Subject: Gas Incident for 9/6/11
Attachments: Gas Incident_9_6_2011.doc
See attachment for details of 9/6/11 gas incident.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Tuesday, September 6, 2011 10:21am
3.	How many customers were affected?	7
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit gas main by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	N/A
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas off: 11:15 AM 9/6/11 Gas on: 11:58 AM 9/6/11 Total: 43 minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, September 20, 2011 8:55 AM
To: dl Customer Advocate Team
Cc: Andor, Kristine M; Boland, Mike; Palmer, Susan L
Subject: Gas incident 9/19/11

Attachments: Gas Incident_9_19_2011.doc

See attachment for details of 9/19/11 gas incident.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Monday, September 19, 2011 3:03 P.M.
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit gas service by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while leak capped
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 3:17 P.M. 9/19/11

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, September 22, 2011 11:25 AM
To: dl Customer Advocate Team
Cc: Palmer, Susan L; Boland, Mike; Anderson, Thomas C
Subject: 9/21/11 Incident
Attachments: Gas Incident_9_21_2011.doc

See attached document for information about the incident in Oakdale.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 F: 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Wednesday, September 21, 2011 4:44PM
3.	How many customers were affected?	0
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit gas main by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 5:27PM 9/21/11

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Friday, September 30, 2011 10:37 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Gas Incidents from 9/29/11 and 9/30/11
Attachments: Gas Incident_9_29_2011.doc; Gas Incident_9_30_2011.doc
See attachments for Gas incident details.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 F: 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, September 29, 2011 10:46 AM
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Xcel
5.	What was the root cause of the incident?	2" gas main damaged during construction activity.
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 11:33AM 9/29/11 Gas On Time: 2:40PM 9/29/11 Total Time: 2 Hrs 47 Minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Friday, September 30, 2011 10:37 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Gas Incidents from 9/29/11 and 9/30/11
Attachments: Gas Incident_9_29_2011.doc; Gas Incident_9_30_2011.doc
See attachments for Gas incident details.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 F: 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Friday, September 30, 2011 1:10 AM
3.	How many customers were affected?	0
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	House Fire, Unknown Cause
6.	What actions were taken to fix the problem?	Monitored area
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas was off on arrival

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Wednesday, October 05, 2011 8:51 AM
To: dl Customer Advocate Team
Cc: Palmer, Susan L; Boland, Mike; Anderson, Thomas C
Subject: Gas incident 10/4/11 Fairbault
Attachments: Gas Incident_10_4_2011.doc
See attachment for incident from 10/4/11

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email




Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Tuesday, October 4, 2011 4:45pm
3.	How many customers were affected?	40
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit 2" Main by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	Media informed
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 5:46pm 10/4/11 Gas On Time: 6:50pm 10/4/11 Total Time: 1 Hr 4 Minutes

- No gas explosion

Kluver, Holly A

 **From:** Kluver, Holly A
Sent: Wednesday, October 05, 2011 2:02 PM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Subject: gas incident 10/5/11 Forest Lake
Attachments: Gas Incident_10_5_2011.doc
See attachment for details of the gas incident in Forest Lake

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Wednesday, October 5, 2011 11:05am
3.	How many customers were affected?	0
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit 2" Main by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 11:38am 10/5/11 Gas On Time: 12:07pm 10/5/11 Total Time: 29 Minutes

- No gas explosion

Kluver, Holly A

n: Kluver, Holly A
Sent: Friday, October 07, 2011 8:51 AM
To: dl Customer Advocate Team
Cc: Palmer, Susan L; Boland, Mike; Anderson, Thomas C
Subject: Gas Incident 10/5/11 in St. Paul
Attachments: Gas Incident_B_10_5_2011.doc

Good Morning.

Attached is the information for the gas event on [

—
—

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email




Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Wednesday, October 5, 2011 2:43pm
3.	How many customers were affected?	105
4.	How was Xcel made aware of the incident?	Xcel
5.	What was the root cause of the incident?	Lost pressure on gas main during construction activity
6.	What actions were taken to fix the problem?	Gas pressure restored and customers pilots relit
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 2:43pm 10/5/11 Gas On Time: 8:43pm 10/5/11 Total Time: 6 Hours

- No gas explosion

Kluver, Holly A

 **m:** Kluver, Holly A
Sent: Tuesday, October 11, 2011 8:31 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Subject: Gas Incident 10/10/11

Attachments: Gas Incident_10_10_2011.doc

Attached is Gas incident information from 10/10/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Monday, 10, 2011 3:52pm
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Xcel
5.	What was the root cause of the incident?	Hit service by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 4:08pm 10/10/11 Gas On Time: 7:00pm 10/10/11 Total Time: 2 hours 52 Minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Wednesday, October 12, 2011 1:19 PM
To: dl Customer Advocate Team
Cc: Boland, Mike; Palmer, Susan L; Anderson, Thomas C
Subject: Gas Incident 10/11/11
Attachments: Gas Incident_10_11_2011.doc
See attachment for gas incident details.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Tuesday, 11, 2011 4:26pm
3.	How many customers were affected?	50
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit main by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 4:33pm 10/11/11 Gas On Time: 5:45pm 10/11/11 Total Time: 1hour 12 Minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, October 20, 2011 7:34 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Subject: Gas Incident 10/19/11
Attachments: Gas Incident_10_19_2011.doc
See attachment for details from the 10/19/11 event.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Wednesday, October 19, 2011 6:18pm
3.	How many customers were affected?	16
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit service by 3rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 6:30pm 10/19/11 Gas On Time: 1:20am 10/20/11 Total Time: 6 hours 50 Minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Monday, October 24, 2011 8:23 AM
To: dl Customer Advocate Team
Cc: Palmer, Susan L; Anderson, Thomas C; Boland, Mike
Subject: Gas Incident 10/21/11
Attachments: Gas Incident_10_21_2011.doc

Attached are details from the gas incident from Friday, 10/21/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM


Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Friday, October 21, 2011 11:13am
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit service by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 11:46am 10/21/11 Gas On Time: 3:00pm 10/21/11 Total Time: 3 hours 14 Minutes

- No gas explosion

Kluver, Holly A

 **From:** Kluver, Holly A
Sent: Tuesday, October 25, 2011 7:21 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Gas Incident 10/24/11

See attachment for details for the 10/24/11 incident.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email





Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Monday, October 24, 2011 10:46am
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	3 rd party contractor
5.	What was the root cause of the incident?	Hit service by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 12:09pm 10/24/11

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Friday, October 28, 2011 12:46 PM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Palmer, Susan L; Boland, Mike
Subject: Thursday 10/27/11 incident
Attachments: Gas Incident_10_27_2011.doc
See attached for gas incident info from 10/27/11.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email





Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, October 27, 2011 5:21pm
3.	How many customers were affected?	5
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit gas line by 3 rd party contractor
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	Media informed
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 7:14pm 10/27/11 Gas OnTime: 11:59pm 10/27/11 Total Time: 4 hours 45 minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Friday, November 11, 2011 8:29 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Gas Incident 11/10/11

Attachments: Gas Incident_11_10_2011.doc

See attachment for gas incident info from 11/10/11

Holly Kluver

Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, November 10, 2011 12:39pm
3.	How many customers were affected?	3
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Third party contractor damaged underground gas services
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 2:47pm 11/10/11 Gas On Time: 4:47pm 11/10/11 Total Time: 2 hours

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Monday, November 21, 2011 9:01 AM
To: dl Customer Advocate Team
Cc: Palmer, Susan L; Boland, Mike; Anderson, Thomas C
Attachments: Gas Incident_11_19_2011.doc
See attachment for details on 11/19/11 incident.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Saturday, November 19, 2011 4:44pm
3.	How many customers were affected?	15 tenants evacuated
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Gas leak on Deli range & Ramp unit heater
6.	What actions were taken to fix the problem?	Shut off range and heater
7.	What actions were taken to contact customers?	Fire Dept onsite, evacuated building
8.	Were there any public relations issues?	No Media
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 11/19/11 5:54pm Gas On Time: 11/19/11 6:48pm Total Time: 54 minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Tuesday, November 22, 2011 9:18 AM
To: dl Customer Advocate Team
Cc: Anderson, Thomas C; Boland, Mike; Palmer, Susan L
Subject: Incident 11/21/11

Attachments: Gas Incident_11_21_2011.doc

See attachment for information on Gas Incident from 11/21/11

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 **F:** 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Monday, November 21, 2011 4:28pm
3.	How many customers were affected?	1
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	vandalism
6.	What actions were taken to fix the problem?	Shut gas off
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	NA
9.	Did the customers or Xcel relight?	NA
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 4:45pm 11/21/11

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, December 15, 2011 8:35 AM
To: dl Customer Advocate Team
Cc: Palmer, Susan L; Anderson, Thomas C; Boland, Mike
Subject: Gas Incident from 12/14/11

Attachments: Gas Incident_12_14_2011.doc

See attachment for details of the 12/14/11 gas incident.

Holly Kluver
Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver
825 Rice St, 3rd Floor St. Paul, Minnesota 55117
P: 651.229.2307 F: 651.229.2376
E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email



Major Incident Summary

1.	Where was the incident located?	[REDACTED]
2.	When did the incident occur?	Wednesday, December 14, 2011 3:36pm
3.	How many customers were affected?	71
4.	How was Xcel made aware of the incident?	Fire Dept
5.	What was the root cause of the incident?	Hit 3 inch main by 3 rd Party
6.	What actions were taken to fix the problem?	Area secured while construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	No Media
9.	Did the customers or Xcel relight?	Xcel
10.	What was the longest time a customer was without gas during the incident?	Gas Off Time: 12/14/11 8:32pm Gas On Time: 12/15/11 0:35am Total Time: 3 hours 56 minutes

- No gas explosion

Kluver, Holly A

From: Kluver, Holly A
Sent: Thursday, December 15, 2011 2:50 PM
To: dl Customer Advocate Team
Cc: Boland, Mike; Palmer, Susan L; Anderson, Thomas C
Subject: 12/15/11 gas incident

Attachments: Gas Incident_12_15_2011.doc

See attachment for 12/15/11 gas incident information in St Paul.

Holly Kluver

Xcel Energy | Responsible By Nature
Outage Management Technician/Gas Approver

825 Rice St, 3rd Floor St. Paul, Minnesota 55117

P: 651.229.2307 **F:** 651.229.2376

E: holly.a.kluver@xcelenergy.com

XCELENERGY.COM

Please consider the environment before printing this email

Major Incident Summary

1.	Where was the incident located?	
2.	When did the incident occur?	Thursday, December 15, 2011 at 10:32am
3.	How many customers were affected?	0
4.	How was Xcel made aware of the incident?	Xcel Electric Construction
5.	What was the root cause of the incident?	4" gas main damaged during construction activity to replace a damaged pole
6.	What actions were taken to fix the problem?	Area secured while gas construction crew repaired damage
7.	What actions were taken to contact customers?	Fire Dept onsite
8.	Were there any public relations issues?	No media onsite
9.	Did the customers or Xcel relight?	N/A
10.	What was the longest time a customer was without gas during the incident?	Gas off: 11:50am

- No gas explosion

Customer Service Related Operations and Maintenance Expenses

2011 Actuals

	NSPM	
	Company Gas Utility	State of MN Jurisdiction
FERC Account 901 & 903	\$ 6,572,920	\$ 5,927,900
Associated Payroll Taxes & Benefits	\$ 440,297	\$ 391,843
Total Customer Service Related O&M Expenses	\$ 7,013,218	\$ 6,319,743

CERTIFICATE OF SERVICE

I, Lindsey Didion, 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 No. G-002/M-12-_____

Dated this 1st day of May 2012

/s/

Lindsey Didion

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	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Jeffrey A.	Daugherty	jeffrey.daugherty@centerpointenergy.com	CenterPoint Energy	800 LaSalle Ave Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Ronald	Giteck	ron.giteck@ag.state.mn.us	Office of the Attorney General-RUD	Antitrust and Utilities Division 445 Minnesota Street, BRM Tower St. Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Lloyd	Grooms	lgrooms@winthrop.com	Winthrop and Weinstine	Suite 3500 225 South Sixth Street Minneapolis, MN 554024629	Paper Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Todd J.	Guerrero	tguerrero@fredlaw.com	Fredrikson & Byron, P.A.	Suite 4000 200 South Sixth Street Minneapolis, MN 554021425	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Karen Finstad	Hammel	Karen.Hammel@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota Street St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Sandra	Hofstetter	N/A	MN Chamber of Commerce	7261 County Road H Fremont, WI 54940-9317	Paper Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Richard	Johnson	johnsonr@moss-barnett.com	Moss & Barnett	4800 Wells Fargo Center 90 South Seventh Street Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Michael	Krikava	mkrikava@briggs.com	Briggs And Morgan, P.A.	2200 IDS Center 80 S 8th St Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
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	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
John	Moir	N/A	City of Minneapolis	City Hall Rm 301 M 350 South 5th Street Minneapolis, MN 55415-1376	Paper Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Andrew	Moratzka	apm@mcmlaw.com	Mackall, Crouse and Moore	1400 AT&T Tower 901 Marquette Ave Minneapolis, MN 55402	Paper Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
David W.	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	Suite 300 200 South Sixth Street Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Joseph V.	Plumbo		Local Union 23, I.B.E.W.	932 Payne Avenue St. Paul, MN 55130	Paper Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Kathleen D.	Sheehy	kathleen.sheehy@state.mn.us	Office of Administrative Hearings	PO Box 64620 St. Paul, MN 551640620	Paper Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
SaGonna	Thompson	Regulatory.Records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas