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Minneapolis, MN 55401

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May 1, 2024

—Via Electronic Filing—

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

RE: ANNUAL REPORT
NATURAL GAS SERVICE QUALITY
DOCKET NO. G002/M-24-31

Dear Mr. Seuffert:

Enclosed for filing is the 2023 Natural Gas Service Quality Performance Report of Northern States Power Company, doing business as Xcel Energy, pursuant to the Commission's Orders related to the Natural Gas Workgroup (NGWG Order) on December 21, 2023 in Docket No. G002/CI-22-548, Ordering Points 1 and 2, and the Commission's related February 2, 2024 Notice of Gas Service Quality Reporting Requirements (Current Reporting Requirements) in the same docket.

This submission includes "private data on individuals," such as customer addresses, 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 have been served on the parties on the attached service list.

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Please contact Nathan Kostiuk at (612) 215-4629 or nathan.c.kostiuk@xcelenergy.com or contact me at (612) 337-2096 or bridget.dockter@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET N. DOCKTER
MANAGER, POLICY AND OUTREACH

Enclosures
cc: Service Lists

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STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben	Chair
Hwikwon Ham	Commissioner
Valerie Means	Commissioner
Joseph K. Sullivan	Commissioner
John A. Tuma	Commissioner

IN THE MATTER OF NORTHERN STATES
POWER COMPANY, ANNUAL REPORT ON
NATURAL GAS SERVICE QUALITY FOR
2023

DOCKET No. G002/M-24-31

ANNUAL REPORT

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report regarding our Natural Gas Service Quality for 2023. We submit this Report pursuant to the Commission's Orders related to the Natural Gas Workgroup (NGWG Order) on December 21, 2023 in Docket No. G002/CI-22-548, Ordering Points 1 and 2, and the Commission's related February 2, 2024 Notice of Gas Service Quality Reporting Requirements (Current Reporting Requirements) in the same docket. We request the Commission accept our 2023 Annual Report.

ANNUAL REPORT

Xcel Energy has updated its 2023 Natural Gas Service Quality Report consistent with the Current Reporting Requirements and includes the following attachments:

- Attachment A – PHMSA Gas Distribution Report
- Attachment B* – Call Center Response Times
- Attachment C* – Meter Reading Performance
- Attachment D – Residential Customer Status Report
- Attachment E – Service Extension Response Times
- Attachment F* – Customer Complaints
- Attachment G – Natural Gas Emergency Calls Average Speed of Answer
- Attachment H – Natural Gas Emergency Response Times
- Attachment I – Natural Gas Service Interruptions
- Attachment J – Major Incident Reporting

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Attachment K* – Meter Equipment Malfunction

Attachments marked with * indicate that identical attachments were included in our Electric Service Quality Annual Report filed on April 1, 2024 in Docket No. E002/M-24-27.

**A. PIPELINE AND HAZARDOUS MATERIALS SAFETY
ADMINISTRATION (PHMSA) GAS DISTRIBUTION REPORTS**

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require: *“all Gas Utilities shall append their annual PHMSA Gas Distribution Reports to their Gas Service Quality Reports.”*

We provide the required PHMSA Gas Distribution Report as Attachment A.

B. CALL CENTER RESPONSE TIME

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require reporting on the percent of calls answered within 20 seconds.

The required month-by-month call center response data can be found in Attachment B. This includes details on the call types handled by our residential call center representatives, Business Solutions Center (BSC), Credit and Personal Account Representatives (PAR) and our Interactive Voice Response (IVR), along with performance information. As required by the Commission, we have included calls from customers with past due balances in our reported call center response time. In 2023, we answered 85.3 percent of calls within 20 seconds.

C. METER READING PERFORMANCE

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require: “*All Gas Utilities shall report, as described in Minn. Rules, part 7826.1400 [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; and*
- D. Data on monthly meter reading staffing levels, by work center or geographical area.*

Additionally, utilities will explain whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and customers) is equal to the percentage of estimated meter reads.”

We provide the required meter reading information A through C above as Attachment C to this report.

In compliance with the Current Reporting Requirements, Attachment C excludes multiple reads per month when reporting meter read totals so that the “Percent Read by Company” does not exceed 100 percent in any given month. In addition, we have reported the number of meters installed by month rather than only a year-end total.

Meter Reading Process and Skip Codes

In addition to the data provided on Part C above, we provide this additional context on our meter reading process. If field personnel obtain access to the meter and discovers that the failure-to-transmit reason was a meter equipment problem, such as a malfunctioning meter, they will submit in their hand-held device a code that triggers a work order for a metering technician or Cellnet to address the issue. These types of issues that are within the Company’s control and related to meter equipment are typically resolved fairly quickly.

If the problem is on the customer side or within the customer’s control – such as access issues or a meter turned off – the field personnel inputs the appropriate code as to why the meter was not read. Customer-related skip codes such as no one home, need a key, locked gate, meter locked, etc., are submitted to the AMR system, which sends an automatic letter to the customer to contact the Company. If an actual meter read or skip code is not entered into the Meter Reading system, it automatically

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generates a “No Read Returned” code. In other words, the data listed for each month provides the number of actual attempts to read meters, with a reason why this was not successful or “skip code” and the number of meters we did not attempt to read at all as “No Read Returned.” Accordingly, for each month, the tables list the unique number of meters, but the same meter may appear in a table over several months.

Typically, “No Read Returned” entries are related to situations where we are unsuccessful in getting a manual reading in previous months due to customer-controlled issues and moved our focus and resources to meters that we either had not attempted to read previously or knew that we would have access to.

As mentioned above, when we are unable to manually read a meter that is not transmitting usage data, we will reach out to the customer. When the field personnel enters a skip code that is customer-related, the AMR-system sends a letter to the customer asking them to contact the Company. The letter is sent each month when we attempt to read the meter. After six months of no read, we will initiate additional methods to contact the customer through phone calls and email. We may also employ alternative avenues to locate property owners, such as asking neighbors or tenants, or searching available public records like property taxes. The Company is allowed to disconnect the customer after a meter goes unread for 18 months due to access issues, following appropriate notices, although we seldom use this option because these customers are typically continuing to pay their estimated bills. If meters are not energized, we will remove them with customer permission, which stops the automated AMR read requests.

The number of meters that go unread fluctuates annually and depends on how successful we have been when reaching out to customers, how responsive customers have been to our efforts to communicate with them, and how successful we have been at solving access and other customer-related issues.

Additionally, often used skip codes that apply to both AMR and AMI meters include:

- *Meter Off*: The meter is turned off, for example, because on the customer-side the breaker is turned off.
- *Non-energized*: During new construction or after re-model, the premise has not yet been energized.
- *Dead Register*: Meter is not working and needs to be replaced (generates a work order).
- *Meter Removed*: Meter is removed in the field but still shows in the Meter Reading system.
- *No Answer*: No access to premises.

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- *Service Cut at Pole:* Service disconnected either for non-payment or security.
- *OC Meter Maintenance:* Meter communication malfunction (generates a work order).

In 2023, supply chain issues related to obtaining parts from our AMR vendor for legacy meters continued to be a challenge, resulting in a significant decrease in automated read performance and driving our inability to receive and exchange meters/modules that were not transmitting. This ultimately caused an increase in “No Read Return” estimates. Looking forward, by the end of Q1 2024, most of the supply chain issues we have experienced that contributed to the decreased meter performance have been resolved and inventory levels have returned to normal for most meter types.

Meter Reading Staffing

Table 1 below provides the 2023 meter reading staffing level information, as required by Part D above. The Table shows part-time and full-time equivalent numbers and does not count temporary staff positions. The “Other” category numbers include Xcel Energy personnel located in our Sioux Falls Service Center who read meters in western Minnesota and South Dakota as well as staff based out of our Grand Forks and Fargo service centers that perform work in Minnesota.

**Table 1
2023 Meter Reading Staff Levels**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Metro East	5	5	5	5	7	7	8	8	8	8	8	8
Metro West	8	8	7	7	7	9	9	9	9	9	9	9
Northwest	3	3	3	3	3	3	3	3	3	3	3	3
Southeast	5	5	5	5	4	4	4	4	4	4	4	4
Other	6	6	6	6	6	6	6	7	7	7	7	7

In 2023, meter reading staff were combined with field representative staff, creating a larger “universal team” with responsibilities that include electric and gas manual meter reads, verification of vacant properties, field collections, field disconnection of gas and electric meters and reconnection of electric meters. The Company believes the shift to a larger cross-trained team provides a more efficient use of employee resources stationed at our regional work centers, particularly through the AMI and gas meter module replacement period. Our legacy meter reading group was fully staffed in all work centers at the end of 2023 within the new universal team structure.

D. INVOLUNTARY SERVICE DISCONNECTION DATA

We provide Attachment D in compliance with the NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, requiring that the gas utilities append our year-end Residential Customer Status Reports to our annual Gas Service Quality Reports.¹ Additionally, in compliance with the requirement that gas utilities provide a narrative explanation of our involuntary service disconnection performance, as needed, including steps taken to improve performance in the future, we provide the following narrative.

In 2023, the Company saw an increase in customer disconnections. We believe this is a direct reflection of the current economy, amplified by customers who continue to struggle to pay their bills coming out of the pandemic. During the pandemic, many of our credit guidelines were modified to help impacted customers maintain their service during that difficult time. This included suspending disconnection notices and disconnection of service, as well as decreasing down payment requirements to set arrangements through May 2022 and at that time, customer arrearages grew. As the pandemic wound down, some of those processes slowly reverted to normal business operations.

During the pandemic and shortly thereafter, low downpayment requirements and unlimited payment arrangement opportunities resulted in customers continuing to accrue higher and higher past due balances, even while on payment arrangements. One of the impacts of modifying credit guidelines for these pandemic measures is that it is more difficult for customers to get caught up on their payments – because they are often starting at a higher past due balance. As a result, Xcel Energy continues to see past due balances grow, and in the event of disconnection, this makes it harder for a customer to resume service due to the magnitude of that past due balance. Even so, we continue to work with our customers to set up payment arrangements to avoid disconnection and help bring their past due balance down in a manageable but meaningful way.

While AMI is not a factor in Gas Service Quality, the Residential Customer Status Report combines gas and electric reporting in some instances. It is therefore worth noting that AMI has also contributed to the increase in customers disconnections. As we noted in our Electric Service Quality Annual Report, filed on April 1, 2024, “the deployment of AMI technology allows more eligible customers to be disconnected and reconnected where previously, resources limited our ability to perform them. Disconnecting a larger eligible group of customers that may otherwise not have been

¹ The Residential Customer Status Report is filed under Docket No, E,G999/PR-YY-02.

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disconnected before provides the opportunity to interact with them and offer energy assistance options they may be wholly unaware of. Additionally, AMI technology can reconnect customers who have made a payment arrangement in as little as 15 minutes.”

E. SERVICE EXTENSION REQUESTS

In accordance with the Commission’s NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, utilities “*shall report, as described by Minn. R. 7826.1600, items A and B:*

- A. *The number of customers requesting a service extension by customer class.*
 - *The interval between the date service was installed and the later of the customer-requested in-service date or the date the premises were ready for service.*
- B. *The number of customers requesting service at a location previously served by the utility.*
 - *The interval between the date service was installed and the later of the customer-requested in-service date or the date the premises were ready for service.*

Additionally, these same utilities shall report the types of extension requests, such as requests for reconnection after disconnection for nonpayment, for both locations previously served and not previously served.”

We provide the required information as Attachment E to this Annual Report.

As noted in our May 18, 2009 Comments in Docket No. G999/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. In 2023, the Company completed 196 reconnections after disconnection for nonpayment.

The number of residential and commercial new service installations in 2023 increased significantly as compared to 2022 with a 31 percent increase in residential services and a 129 percent increase in commercial services. These new service installations are most likely due to inflationary pressures levelling off and industry supply chain issues being resolved. Based on the nature of the work itself, installation times can vary and is dependent on several factors such as weather impacts, significant storm events,

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complexity of the work, and job site readiness. In mid-2023, the Company improved the capabilities of a design automation tool to reduce the manual input of new service information and increase data accuracy by reducing human error. The efficiencies gained through this automation tool allowed the company to manage the new service installations with our existing personnel. While the updated automation tool created efficiencies in reduction of manual inputs, the intended savings in service lead-times were not realized. Rather, the average number of recorded days increased because the automatic tool efficiencies allowed for work orders to be entered earlier in the process while crews were not available to install any earlier. This increase in average days is transparent to the customer, supported by flat or increasing customer satisfaction scores performed through regular surveys.

F. CUSTOMER DEPOSITS

In accordance with the Commission’s NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, gas utilities “*shall report on customer deposits within their annual service quality reports whenever their deposit collection policies change. These reports shall include:*

- *a description of the previous deposit collection policy;*
- *a description of the new deposit collection policy;*
- *the reason for the policy change; and*
- *data from the previous three years regarding the number of customers who were required to make a deposit as a condition of receiving service and the total number of deposits held at the end of each year.”*

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. The Company made no change to this process in 2023.

G. CUSTOMER COMPLAINTS

In accordance with the Commission’s NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, gas utilities “*shall report, as described by Minn. R. 7826.2000:*

- *The number of complaints received.*
- *The number and percentage of complaints alleging:*
 - *Billing errors,*
 - *Inaccurate metering,*

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- *Wrongful disconnection,*
- *High bills,*
- *Inadequate service,*
- *Involving service-extension intervals,*
- *Service-restoration intervals,*
- *Any other identifiable subject matter involved in five percent or more of customer complaints.*
- *The number and percentage of all complaints resolved by taking any of the following actions:*
 - *Taking the action the customer requested,*
 - *Taking an action the customer and the utility agree is an acceptable compromise,*
 - *Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility,*
 - *Refusing to take the action the customer requested.*
- *The number of complaints forwarded to the utility by the Commission's Consumer Affairs Office for further investigation and action.*

We provide the required information as Attachment F to this Annual Report. The identical information was included as Attachment G-1 in our Electric Service Quality Annual Report, filed April 1, 2024 in Docket No. E002/M-24-27.

H. GAS EMERGENCY PHONE LINE ANSWER TIME

In accordance with the Commission's NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, the Company provides "*Telephone answer times to the utility's gas emergency phone line.*"

We provide as Attachment G 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 natural gas emergency.² In 2023, we answered 80.1 percent of gas emergency calls in 20 seconds.

I. GAS EMERGENCY RESPONSE TIMES

² Phone numbers included in the "all gas calls" here are our general 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).

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In accordance with the Commission’s NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, the Company provides, “*The percentage of emergencies responded to within one hour and within more than one hour,*” and “[*t*]he average number of minutes it takes to respond to an emergency.”

We provide our 2023 Natural Gas Emergency Response Time results under our Service Quality Tariff as Attachment H to this Annual Report. Our average annual emergency response time for 2023 is 29.01 minutes. A summary of these performance results is also submitted to the Commission as part of our Annual Report – Tariff Service Quality Plan filed on May 1, 2024 in Docket Nos. E,G002/CI-02-2034 and E,G002/M-12-383. Our Service Quality Tariff Natural Gas Emergency Response metric was developed through Docket No. E,G002/CI-02-2034, and memorialized in the Commission’s May 6, 2009 Order in that Docket. The data in Attachment H includes the following call types:

- Fire,
- Explosion,
- Blowing gas,
- Indoor and outdoor odors,
- Carbon monoxide calls, *with* and *without* symptoms,
- Ice/snow on regulator,
- No gas; and
- High pressure gas.

J. EXCAVATION DAMAGES

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require: “*Gas Utilities shall report on excavation damages using the following metrics:*

- a. The number of excavation tickets received;*
- b. The number of excavation damages;*
- c. The number of excavation damages per 1,000 excavation tickets; and*
- d. The number of at fault damages.*

An ‘at fault damage’ shall be defined as a damage where the root cause of the damage falls under the responsibility of the utility or its contractors including mislocates made by the company or its contract locating companies.

The information for subparts a, b, and d can be found on Attachment A, the appended PHMSA report. Additionally, the requirement of subpart c., the number of excavation damages per 1,000 excavation tickets, is 1.6.

K. SERVICE INTERRUPTIONS

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that gas utilities report *“the number of service interruptions categorized according to whether it was:*

- *caused by the utility’s employees or contractors, or*
- *whether it was due to an unplanned cause.”*

We provide our Natural Gas Service Interruptions report for 2023 as Attachment I. This metric reports the number of homes that experienced an unplanned service interruption, the number of incidents, and the average outage time of those interruptions.

The number of outages can vary depending on the season. There can also be an increase in outages during the warmer months when there tends to be more construction with outages caused by dig-ins. In addition, there can be a large range of variability in the number of homes impacted by one incident. The drivers to this variability include:

- Public safety: A key factor during emergency situations and decisions to interrupt the gas supply are made based on safety risks; we will always error on the side of safety when making decisions to interrupt gas in-lieu-of using an alternate method to maintain system pressure.
- Type, size, and system operating pressure are key factors that influence the number of homes involved.

L. MAJOR INCIDENT REPORTING

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that gas utilities report:

- *“Summaries of major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MNOPS) according to the criteria used by MNOPS to identify reportable events.*
- *Each summary shall include the following items:*
 - *The location*
 - *When the incident occurred*
 - *How many customers were affected*
 - *How the company was made aware of the incident*
 - *The root cause of the incident*
 - *The actions taken to fix the problem*

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- *What actions were taken to contact customers*
- *Any public relations or media issues*
- *Whether the customer or the company relighted*
- *The longest any customer was without gas during the incident.”*

We provide as Attachment J to this Annual Report, a Summary of the natural gas incidents³ during 2023.

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 completed notification forms to the Consumer Affairs Office (CAO) and Department of Commerce (Department), within a reasonably prompt time. Once the incident has been resolved, Operations notifies our Customer Advocate group who then emails a Summary to the CAO and Department to close the incident communication. This year there were three instances where a natural gas major reportable incident was not contemporaneously reported to the CAO and Department of Commerce.

Attachment J contains “private data on individuals,” such as property addresses 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.

M. INTEGRITY MANAGEMENT PLAN REPORTING

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that, *“Xcel Energy . . . shall report the following metrics from their Annual PHMSA Distribution Reports in their service quality reports in place of any previously ordered Integrity Management Plan, Distribution Integrity Management Plan, and Transmission Integrity Management Plan reporting requirements:*

- *Miles of Distribution Main*
- *Number of Main Leaks*
- *Number of Main Leaks by Cause*
- *Number of Hazardous Main Leaks by Cause*
- *Main Leaks per 1,000 Miles of Main*
- *Number of Services*
- *Number of Service Leaks*
- *Number of Service Leaks by Cause*

³ Major reportable incidents are as defined by the Minnesota Office of Pipeline Safety.

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- *Number of Hazardous Service Leaks by Cause*
- *Service Leaks per 1,000 Services.*”

This information can be found on Attachment A, the appended PHMSA report. Additionally, the number of main leaks per 1,000 miles of main is 21.6 and the number of service leaks per 1,000 services is 3.6.

N. EFV AND MANUAL SHUT-OFF VALVES

The Commission’s NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require the Gas Utilities to “*confirm with the Commission that they have completed their EFV and manual shut-off valve outreach pursuant to the Commission’s July 31, 2019 Order in Docket No. 18-41. Upon receiving confirmation from the Commission, utilities that have completed their EFV and manual shut-off valve outreach may cease annual reporting on EFVs, manual shut-off valves and related outreach in their annual service quality reports, including the reporting of EFV and manual shut-off valve data pursuant to the Commission’s November 14, 2019 Order in Docket Nos. G-004/M-19-280, G-004/M-19-300, G-011/M-19-303, and G-002/M-19-305. Utilities shall continue appending their annual PHMSA reports to their service quality reports, which contains information on the number of EFVs and manual shut-off valves installed on their system.*”

In the Company’s March 30, 2020 compliance filing, the Company fully complied with of the Commission’s November 14, 2019 Order in Docket No. G-002/M-19-305 by (a) identifying specific types of customers that do not have Excess Flow Valves (EFVs), (b) establishing a plan to meet with these customers and in fact doing so, and (c) explaining that it would not seek specific recovery of the approximately \$2,000 to implement its communication plan under these ordering points. The Commission accepted the Company’s compliance with these order points in its February 23, 2021 Order in Docket No. G999/CI-18-41. The Company includes its PHMSA report as Attachment A for information on the number of EFV and manual shut-off valves installed on our system.

O. MNOPS EMERGENCY RESPONSE VIOLATIONS AND VIOLATION LETTERS RECEIVED FROM MNOPS

The Commission’s NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require that “*All Gas Utilities shall provide a summary of any violations cited by MnOPS along with a description of the violation and remediation in each circumstance, and a count of violations by citation code.*”

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In 2023, the Company received eleven MnOPS violation letters. Violation letters are typically triggered by a MnOPS inspection, damage that occurred in the field, or a complaint from an excavator. Upon receipt of a MnOPS violation letter, the Company is given a set amount of time (determined by MnOPS) to provide a response outlining a remediation plan or other steps taken to remediate the violation. MnOPS closes these items with either a letter or a verbal notification. Table 2 below provides the required summary.

Table 2
MnOPS 2023 Violation Summary Table

#	Citation Code	Summary	Description	Remediation
<i>[Protected data begins...]</i>				
<i>...Protected data ends]</i>				
2	192.605(a)	Gas flow was incorrectly designated as 2 way, was only 1 way feed.	Maplewood outage	Developed more robust bypass procedures for monitoring pressures and identifying gas flow.
3	192.605(a)	Gas flow was incorrectly designated as 2 way, was only 1 way feed.	Roseville outage	Additional monitoring time was designated in operating procedures, additional training on the use of gas flow analyzing tools.
<i>[Protected data begins...]</i>				
<i>...Protected data ends]</i>				
6	MS216D.04 Sub 3 (a)	Underground electric line not marked	Electric line damage	Paid \$1000 civil penalty
7	MS216D.04 Sub 3 (a)	Underground electric line not marked	Electric line damage	Paid \$1000 civil penalty

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8	MS216D.04 Sub 3 (a)	Underground electric line not marked	Electric line damage	Paid \$1000 civil penalty
9	MS216D.04 Sub 3 (a)	Underground electric line mislocated	Electric line damage	Paid \$1000 civil penalty
10	MS216D.04 Sub 3 (a)	Underground electric line not marked	Electric line damage	Paid \$1000 civil penalty
11	MS216D.04 Sub 3 (a)	Underground electric line not marked with time frame on ticket	Electric line damage	Paid \$1000 civil penalty

P. WEB-BASED METRICS

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that “*beginning with their 2024 service quality reports (filed in 2025) the Gas Utilities shall report the following web-based metrics within their annual service quality reports:*

- a. *The percentage of uptime of the utility’s enterprise-wide website (may not be state specific)*
- b. *The percentage of uptime for web payment services ability (defined as the percentage of time that web payment services are available to some customers on utility-based platforms)*
- c. *The error rate percentage for the utility-based payment services (defined as payment processing error rate – does not include errors outside of the utility’s control such as non-sufficient funds (“NSF”), expired customer debit or credit cards, etc.)*
- d. *The yearly total number of website visits to initial facing enterprise-wide website (may not be state specific);*
- e. *The yearly number of logins via electronic customer communication platforms (to include enterprise-wide website and mobile apps, if applicable; may not be state specific and provides combined total for all customer logins, regardless of platform).*

The Company will begin reporting its web-based metrics in its 2024 Gas Service Quality Annual Report, filed in 2025.

Q. METER EQUIPMENT MALFUNCTIONS (FIELD ORDERS)

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that Xcel Energy report:

- *Volume of investigation and remediate*
- *Volume of investigate and refer*
- *Volume of remediate upon referral field orders*

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- *Average response time for each of the above categories by month and year*
- *Minimum days, maximum days, and standard deviation for each category*
- *Volume of excluded field orders.”*

In compliance with above referenced Commission Order, we provide as Attachment K meter equipment malfunction, investigation and remediation information for our natural gas and electric operations as included in our Electric Service Quality Annual Report submitted on April 1, 2024 in Docket No. E002/M-24-27.

A remediate-upon-referral work order stems from the initial visit of a contract employee to remedy a situation, and where that contract employee finds that the situation requires a higher level of occupational qualification to complete the necessary work, such as a gas meter exchange. In 2023 we performed within the field response parameters prescribed in our tariff, completing a total of 4,433 natural gas orders with an average response time of 7.9 days.

CONCLUSION


Xcel Energy respectfully requests the Commission accept this 2023 Annual Natural Gas Service Quality Report.

Dated: May 1, 2024

Northern States Power Company

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

 U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration	ANNUAL REPORT FOR CALENDAR YEAR 2023 GAS DISTRIBUTION SYSTEM	Initial Date Submitted:	03/12/2024
		Report Submission Type	INITIAL
		Date Submitted:	

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 20 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

Important: Please read the separate instructions for completing this form before you begin. They clarify the information requested and provide specific examples. If you do not have a copy of the instructions, you can obtain one from the PHMSA Pipeline Safety Community Web Page at <http://www.phmsa.dot.gov/pipeline/library/forms>.

PART A - OPERATOR INFORMATION	(DOT use only)		20240945-59318
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1. Name of Operator	NORTHERN STATES POWER CO OF MINNESOTA
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)	
2a. Street Address	825 RICE ST
2b. City and County	ST PAUL
2c. State	MN
2d. Zip Code	55117
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER	31636
4. HEADQUARTERS NAME & ADDRESS	
4a. Street Address	414 NICOLLET MALL
4b. City and County	MINNEAPOLIS
4c. State	MN
4d. Zip Code	55402
5. STATE IN WHICH SYSTEM OPERATES	MN
6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)	
Natural Gas	
7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):	
Investor Owned	

PART B - SYSTEM DESCRIPTION

1.GENERAL											
	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN	0.1	11	0	760	8996.1	0	0	0	8.8	0	9776
NO. OF SERVICES	45	1866	16	4617	451031	0	0	299	4574	0	462448

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2. MILES OF MAINS IN SYSTEM AT END OF YEAR												
MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS					
STEEL	0.1	167.1	197.5	263.7	100.2	43.9	772.5					
DUCTILE IRON	0	0	0	0	0	0	0					
COPPER	0	0	0	0	0	0	0					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	0	0	0	0	0	0					
PLASTIC PE	0.1	6649.3	1865.4	481.2	0	0	8996					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	0.2	4.9	2.7	0.2	0.8	0	8.8					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	0.4	6821.3	2065.6	745.1	101	43.9	9777.3					
Describe Other Material:		unknown										
3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR				AVERAGE SERVICE LENGTH: 95								
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS					
STEEL	311	5330	786	98	15	4	6544					
DUCTILE IRON	0	0	0	0	0	0	0					
COPPER	1	296	2	0	0	0	299					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	0	0	0	0	0	0					
PLASTIC PE	150	392272	58243	322	44	0	451031					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	3319	851	386	18	0	0	4574					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	3781	398749	59417	438	59	4	462448					
Describe Other Material:		unknown										
4. MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION												
	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	2020-2029	TOTAL
MILES OF MAIN	424.5	7.6	4.6	44.9	207.7	426.8	1207	3352.6	2141.9	1337.1	622.5	9777.2
NUMBER OF SERVICES	21738	374	169	1189	7471	22094	71395	133281	110236	67142	27359	462448
PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR												

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CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE	2	1	40	36
NATURAL FORCE DAMAGE	11	8	57	36
EXCAVATION DAMAGE	56	56	260	257
OTHER OUTSIDE FORCE DAMAGE	10	7	55	44
PIPE, WELD OR JOINT FAILURE	25	8	136	40
EQUIPMENT FAILURE	80	4	917	114
INCORRECT OPERATIONS	0	0	2	2
OTHER CAUSE	27	13	178	51

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 549
NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 33

PART D - EXCAVATION DAMAGE	PART E – RESERVED
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<p>1. TOTAL NUMBER OF EXCAVATION DAMAGES BY APPARENT ROOT CAUSE: <u>317</u></p> <p>a. One-Call Notification Practices Not Sufficient: <u>80</u></p> <p>b. Locating Practices Not Sufficient: <u>63</u></p> <p>c. Excavation Practices Not Sufficient: <u>174</u></p> <p>d. Other: <u>0</u></p>	
<p>2. NUMBER OF EXCAVATION TICKETS <u>198447</u></p>	

PART F - LEAKS ON FEDERAL LAND	PART G – PERCENT OF UNACCOUNTED FOR GAS
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<p>TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: <u>0</u></p>	<p>UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.</p> <p>[(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR.</p> <p>FOR YEAR ENDING 6/30: <u>2.72%</u></p>
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PART H - ADDITIONAL INFORMATION

PART I - PREPARER

<u>Lisa Kallberg Compliance Consultant</u> (Preparer's Name and Title)	<u>(651) 788-0648</u> (Area Code and Telephone Number)
<u>elisabeth.m.kallberg@xcelenergy.com</u> (Preparer's email address)	<u>(000) 000-0000</u> (Area Code and Facsimile Number)

	January	February	March	April	May	June	July	August	September	October	November	December	2023
1 All Residential Calls offered to Agents	61,915	53,127	61,850	75,401	74,741	81,449	83,598	86,536	73,064	68,945	58,958	51,318	830,902
2 All BSC Calls Offered to Agents	4,680	4,295	5,358	4,564	4,698	4,510	3,376	4,743	4,431	4,680	4,432	4,262	54,029
3 All Credit Calls Offered to Agents	8,913	16,060	21,137	24,459	31,667	26,855	25,651	30,312	27,046	23,994	19,969	15,139	271,202
4 All PAR Calls Offered to Agents	1,979	1,904	2,514	2,881	6,037	4,438	5,193	4,868	4,723	3,496	3,088	2,691	43,812
5 All Calls Offered to Agents	77,487	75,386	90,859	107,305	117,143	117,252	117,818	126,459	109,264	101,115	86,447	73,410	1,199,945
6 All Residential Calls Answered by Agents within 20 seconds	32,278	33,647	47,845	52,853	51,040	54,088	51,302	42,665	34,218	26,879	23,824	22,878	473,517
7 All BSC Calls Answered by Agents within 20 seconds	1,958	2,640	2,815	2,796	3,150	3,442	2,736	3,682	2,861	2,690	2,219	2,150	33,139
8 All Credit Calls Answered by Agents within 20 seconds	6,769	13,323	18,618	19,368	22,922	24,026	22,274	24,042	19,729	16,991	15,100	11,604	214,766
9 All PAR Calls Answered by Agents within 20 seconds	1,520	1,459	1,631	1,449	1,183	1,988	1,902	2,128	1,347	1,521	1,770	1,802	19,700
10 All Calls Answered by Agents within 20 seconds	42,525	51,069	70,909	76,466	78,295	83,544	78,214	72,517	58,155	48,081	42,913	38,434	741,122
11 Non-Billing and Non-Outage Calls Completed in IVR	36,145	27,507	32,176	25,171	40,410	40,123	31,297	31,758	43,699	33,262	35,670	23,844	401,062
12 Billing Calls Handled by IVR	105,493	96,589	109,030	103,662	104,551	105,000	104,977	112,670	102,512	105,319	100,421	93,970	1,244,194
13 Outage Calls Handled by IVR	11,555	11,696	11,087	54,795	17,312	30,187	45,074	26,496	20,347	17,643	11,170	9,224	266,586
14 Outage Calls Offered to Agents	9,128	8,208	8,479	25,520	14,894	19,090	22,687	18,539	15,008	13,822	10,393	8,342	174,110
15 Total Outage Calls	20,683	19,904	19,566	80,315	32,206	49,277	67,761	45,035	35,355	31,465	21,563	17,566	440,696
16 All Calls Offered to Agents + Outage Calls Handled by IVR	89,042	87,082	101,946	162,100	134,455	147,439	162,892	152,955	129,611	118,758	97,617	82,634	1,466,531
17 All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	54,080	62,765	81,996	131,261	95,607	113,731	123,288	99,013	78,502	65,724	54,083	47,658	1,007,708
18 All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	194,535	183,671	210,976	265,762	239,006	252,439	267,869	265,625	232,123	224,077	198,038	176,604	2,710,725
19 All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	159,573	159,354	191,026	234,923	200,158	218,731	228,265	211,683	181,014	171,043	154,504	141,628	2,251,902

		January	February	March	April	May	June	July	August	September	October	November	December	2023
20	Service Level All Calls (Residential, BSC, Credit and PAR and all calls handled by IVR)	84.8%	88.5%	91.8%	89.4%	86.1%	88.5%	86.8%	81.9%	81.5%	79.4%	81.4%	82.6%	85.3%
21	Service Level All Calls (Residential, BSC, Credit and PAR) and IVR Handled Outage Calls	60.7%	72.1%	80.4%	81.0%	71.1%	77.1%	75.7%	64.7%	60.6%	55.3%	55.4%	57.7%	68.7%
22	Service Level (agent only)	54.9%	67.7%	78.0%	71.3%	66.8%	71.3%	66.4%	57.3%	53.2%	47.6%	49.6%	52.4%	61.8%
23	Average Speed of Answer - ASA (Agent only Residential, BSC, Credit and PAR)	137	60	30	65	50	46	61	76	84	114	114	100	76
	ASA Residential	158	75	28	81	45	55	71	97	97	146	148	122	92
	ASA BSC	174	84	130	85	67	56	34	36	84	108	142	147	96
	ASA Credit	18	14	10	17	24	12	14	19	21	23	19	27	18
	ASA PAR	25	22	39	75	278	100	182	156	325	203	86	49	151

Notes:

11	IVR handled calls are answered immediately with an average speed to answer calls calculated using 0 seconds and includes non-billing and non-outage IVR calls that did not route to an agent. These calls may have been offered messaging that can answer many upfront questions, including but not limited to billing credits, scam information, call before you dig information, the hold time length, or will direct the caller to other resources.
20	The service level formula is: (All Calls Answered by Agents within 20 seconds + All IVR Handled calls) / (All Calls Offered to Agents + All IVR Handled Calls). Through AMI deployment this includes calls to the vendor and is filed annually in the AMI Annual Report on Nov 1 in Docket No. E002/M-21-814 in compliance with the Commission's 6/28/23 Order in Docket No. E002/M-21-814, Order Pts 9 and 10.
21	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)
	Agent call volumes includes calls offered and handled at both company offices and at remote locations where agents work at home.
	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 (Voice Portal).
	BSC = Builders Call Line
	PAR = Personal Account Representative

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

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A÷B Percent Read by Utility (Company)
JANUARY	1680207	165141	13324	3788	1862460	1867069	99.75%
FEBRUARY	1681955	163649	13050	3751	1862405	1868341	99.68%
MARCH	1684337	165279	13309	3793	1866718	1869891	99.83%
APRIL	1684885	165261	13311	3789	1867246	1871155	99.79%
MAY	1687130	165443	13308	3785	1869666	1872896	99.83%
JUNE	1688769	165623	13305	3789	1871486	1874769	99.82%
JULY	1691019	165671	13300	3789	1873779	1877291	99.81%
AUGUST	1693727	165751	13297	3790	1876565	1880354	99.80%
SEPTEMBER	1696074	165940	13296	3789	1879099	1882477	99.82%
OCTOBER	1698509	166187	13295	3794	1881785	1885821	99.79%
NOVEMBER	1700462	166364	13290	3793	1883909	1888271	99.77%
DECEMBER	1701104	166059	13240	3768	1884171	1890560	99.66%

*The number of reads per month is based on the meter read schedule for the month. Example January 2023 runs from December 31 to February 4 2023 to capture all meter read routes.

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

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A÷B Percent Read by Customer
JANUARY	14	1			15	1867069	0.00%
FEBRUARY	9				9	1868341	0.00%
MARCH	12				12	1869891	0.00%
APRIL	6				6	1871155	0.00%
MAY	6	1			7	1872896	0.00%
JUNE	10	1			11	1874769	0.00%
JULY	12				12	1877291	0.00%
AUGUST	10				10	1880354	0.00%
SEPTEMBER	10				10	1882477	0.00%
OCTOBER	8				8	1885821	0.00%
NOVEMBER	3				3	1888271	0.00%
DECEMBER	10				10	1890560	0.00%

C-1. The number and percentage of residential 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	1155	1404	1596	1424	1445	1373	1079	927	797	981	800	800	13781	81.75%
OC Meter Maint	75	100	133	152	196	200	162	116	76	62	43	34	1349	8%
DEAD REGISTER	88	99	61	48	14	12	14	13	8	2	18	1	378	2.24%
NO ANSWER	33	25	19	31	20	7	4	10	10	12	17	23	211	1.25%
BAD KEY OR CODE	24	32	35	15	7	4	4	10	13	9	2	7	162	0.96%
GATE PROBLEM	24	22	43	14	13	7	13	4	0	4	8	6	158	0.94%
METER REMOVED	9	21	15	16	10	6	12	6	5	12	10	9	131	0.78%
NEED KEY OR CODE	16	11	13	12	13	5	7	15	8	6	15	4	125	0.74%
SNOW/MUD	17	45	18	1	0	0	0	0	0	0	0	0	81	0.48%
DOG	9	11	14	9	9	4	4	0	3	2	2	1	68	0.40%
METER OFF	2	10	6	9	9	1	2	3	8	5	9	3	67	0.40%
SPS DEAD REGISTER	0	0	4	1	1	2	8	3	8	3	10	16	56	0.33%
NO ACCESS BACK YARD	4	5	20	8	6	1	0	0	2	2	2	2	52	0.31%
SERVICE CUT AT POLE	1	4	6	6	4	4	3	3	1	4	8	7	51	0.30%
KEY NOT AVAILABLE	4	2	6	5	4	0	4	1	5	3	1	2	37	0.22%
DOOR LOCKED	9	3	3	3	1	2	2	0	6	2	2	3	36	0.21%
METER BLOCKED	4	3	2	5	2	6	2	2	4	0	2	0	32	0.19%
EMED Meter Maint	0	0	0	12	0	0	0	0	0	0	0	0	12	0.07%
UNSAFE CONDITION	1	5	1	1	0	0	2	0	0	0	0	0	10	0.06%
REPLACE GLASS	0	1	2	1	0	0	1	0	2	1	1	0	9	0.05%
ABS MCC Calc Reading	0	0	0	0	1	1	1	0	1	0	1	2	7	0.04%
BAD ROAD	1	1	2	1	0	2	0	0	0	0	0	0	7	0.04%
CUSTOMER READING	1	1	0	0	0	0	0	0	1	0	1	1	5	0.03%
Bad Ert	0	1	0	1	0	0	0	1	0	0	1	0	4	0.02%
GARAGE LOCKED	0	1	0	0	0	0	0	1	0	1	0	1	4	0.02%
INCLEMENT WEATHER	1	0	0	1	0	0	0	0	2	0	0	0	4	0.02%
Non-Energized	0	0	1	0	0	0	1	0	0	0	0	1	3	0.02%
REFUSED ADMITTANCE	0	0	1	0	0	0	0	0	0	1	0	1	3	0.02%
ABS Stale Reads - MCC	0	0	0	0	0	0	0	0	0	1	0	0	1	0.01%
CLOSED LOOP	0	0	0	0	1	0	0	0	0	0	0	0	1	0.01%
CUST REQUESTS SKIP	0	0	0	1	0	0	0	0	0	0	0	1	2	0.01%
DOG NEXT DOOR	0	1	0	1	0	0	0	0	0	0	0	0	2	0.01%
HANDHELD ESTIMATE	0	0	0	0	0	1	0	0	0	0	0	0	1	0.01%
METER TOO HIGH	0	1	0	0	0	0	0	0	0	0	0	0	1	0.01%
METER WILL NOT PROBE	0	0	0	0	0	0	0	1	0	0	0	0	1	0.01%
OC CellNet New: no premise ID	0	0	0	0	0	0	1	0	1	0	0	0	2	0.01%
VACANT	0	0	0	0	0	0	0	0	0	1	0	0	1	0.01%
WRONG ROUTE	0	1	1	0	0	0	0	0	0	0	0	0	2	0.01%
TOTAL	1478	1810	2002	1778	1756	1638	1326	1116	961	1114	953	925	16857	100%

C-1. The number and percentage of commercial 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	93	101	125	127	153	183	161	162	156	164	150	164	1739	73.50%
OC Meter Maint	10	9	15	9	11	18	16	12	4	6	6	5	121	5.11%
METER OFF	3	4	7	13	5	5	7	7	5	11	11	8	86	3.63%
METER REMOVED	3	5	7	6	6	4	9	3	3	10	9	8	73	3.09%
DEAD REGISTER	8	7	4	7	7	3	6	4	2	2	9	3	62	2.62%
SPS DEAD REGISTER	0	0	1	0	0	5	3	5	3	8	5	9	39	1.65%
NO ANSWER	2	6	4	2	5	1	0	3	3	3	2	1	32	1.35%
SERVICE CUT AT POLE	2	2	2	3	0	1	3	2	2	5	4	5	31	1.31%
NEED KEY OR CODE	1	1	5	3	2	1	0	4	3	1	3	1	25	1.06%
BAD KEY OR CODE	1	4	1	5	0	0	2	1	1	2	1	1	19	0.80%
DOOR LOCKED	0	0	1	3	4	0	0	0	4	2	2	3	19	0.80%
Non-Energized	0	2	3	3	1	1	0	0	0	2	2	0	14	0.59%
VACANT	0	0	1	0	1	1	5	0	2	2	1	1	14	0.59%
BUSINESS CLOSED	0	4	1	0	2	0	0	1	1	0	1	1	11	0.46%
KEY NOT AVAILABLE	0	1	1	1	1	1	0	1	2	3	0	0	11	0.46%
GATE PROBLEM	0	1	1	2	1	0	0	0	0	1	4	0	10	0.42%
SNOW/MUD	2	2	5	1	0	0	0	0	0	0	0	0	10	0.42%
UNSAFE CONDITION	1	1	0	0	0	0	1	1	2	2	1	1	10	0.42%
METER BLOCKED	0	1	1	2	0	0	0	1	0	0	1	0	6	0.25%
BAD ROAD	0	0	1	0	0	1	1	1	0	0	0	0	4	0.17%
Bad Ert	0	0	0	2	0	0	0	0	0	1	0	1	4	0.17%
CANNOT LOCATE	0	0	0	0	0	0	0	1	0	0	0	3	4	0.17%
ABS Data Corrupt - BS	0	0	0	0	1	1	0	1	0	0	0	0	3	0.13%
EMED Meter Maint	0	0	0	2	0	0	0	0	0	1	0	0	3	0.13%
REPLACE GLASS	0	0	1	0	1	0	0	1	0	0	0	0	3	0.13%
SEASONAL	0	0	1	1	0	0	0	0	0	0	0	1	3	0.13%
ABS MCC Calc Reading	0	0	0	1	0	0	0	0	0	1	0	0	2	0.08%
REFUSED ADMITTANCE	0	0	1	0	0	0	0	0	1	0	0	0	2	0.08%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	0	1	0	0	0	1	0.04%
DOG NEXT DOOR	0	0	0	0	0	0	0	0	0	0	0	1	1	0.04%
GARAGE LOCKED	0	0	0	0	1	0	0	0	0	0	0	0	1	0.04%
INCLEMENT WEATHER	0	0	0	1	0	0	0	0	0	0	0	0	1	0.04%
NOT A DEMAND METER	0	0	0	0	0	0	0	1	0	0	0	0	1	0.04%
PAINTED OVER	0	1	0	0	0	0	0	0	0	0	0	0	1	0.04%
TOTAL	126	152	189	194	202	226	214	212	195	227	212	217	2366	100%

C-1. The number and percentage of industrial 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	7	6	10	8	11	6	12	9	8	10	8	17	112	64.00%
DEAD REGISTER	2	2	3	2	2	4	1	1	0	2	1	0	20	11.43%
METER OFF	3	3	3	2	0	1	0	0	1	0	0	0	13	7.43%
METER REMOVED	1	0	0	2	2	2	0	0	0	1	1	0	9	5.14%
SPS DEAD REGISTER	0	0	0	0	0	0	1	1	2	1	2	0	7	4.00%
SERVICE CUT AT POLE	0	0	0	0	0	1	1	1	1	1	0	0	5	2.86%
VACANT	1	1	0	1	0	0	0	0	0	1	0	0	4	2.29%
Bad Ert	0	0	0	0	0	0	0	1	1	1	0	0	3	1.71%
METER WILL NOT PROBE	0	0	0	0	0	0	0	0	0	0	1	0	1	0.57%
Non-Energized	0	0	1	0	0	0	0	0	0	0	0	0	1	0.57%
TOTAL	14	12	16	15	15	14	15	13	13	17	13	17	175	100%

C-1. The number and percentage of other 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: Others

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	1	0	1	0	0	0	0	0	0	0	1	1	4	100%
TOTAL	1	0	1	0	0	0	0	0	0	0	1	1	4	100%

C-2. The number and percentage of residential 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	181	124	134	117	199	273	293	295	279	268	213	224	2600	75.49%
OC Meter Maint	14	15	23	18	24	28	28	27	28	40	29	25	299	8.68%
NO ANSWER	7	11	5	22	9	5	6	7	11	11	13	6	113	3.28%
DEAD REGISTER	22	16	7	7	1	2	8	1	3	6	6	0	79	2.29%
METER OFF	2	3	3	5	8	9	8	10	4	10	10	0	72	2.09%
BAD KEY OR CODE	11	9	8	5	5	0	2	8	6	4	2	2	62	1.80%
NEED KEY OR CODE	3	4	4	4	3	2	1	2	5	7	6	1	42	1.22%
METER REMOVED	1	5	2	2	1	1	2	5	0	3	3	4	29	0.84%
KEY NOT AVAILABLE	1	0	6	2	2	0	5	1	3	0	2	0	22	0.64%
SERVICE CUT AT POLE	1	0	1	1	1	0	2	2	1	3	3	6	21	0.61%
SPS DEAD REGISTER	0	0	0	0	0	0	0	1	11	2	2	3	19	0.55%
METER BLOCKED	1	0	1	2	1	1	0	3	2	1	2	1	15	0.44%
DOOR LOCKED	2	3	1	1	3	0	0	0	2	2	0	0	14	0.41%
GATE PROBLEM	0	1	1	0	1	0	3	1	2	2	0	2	13	0.38%
Non-Energized	0	0	1	0	0	1	1	2	1	1	3	1	11	0.32%
NO ACCESS BACK YARD	0	0	0	3	0	1	0	1	1	2	0	1	9	0.26%
DOG	1	0	0	0	0	0	0	0	1	2	3	0	7	0.20%
SNOW/MUD	1	2	1	0	0	0	0	0	0	0	0	0	4	0.12%
UNSAFE CONDITION	0	0	2	0	0	0	0	0	0	0	2	0	4	0.12%
Bad Ert	0	0	0	1	0	0	0	0	0	1	0	0	2	0.06%
REFUSED ADMITTANCE	0	0	0	0	0	0	0	0	1	0	1	0	2	0.06%
BAD ROAD	0	0	0	0	0	0	0	1	0	0	0	0	1	0.03%
CUSTOMER READING	0	0	0	1	0	0	0	0	0	0	0	0	1	0.03%
EMED Meter Maint	0	0	0	1	0	0	0	0	0	0	0	0	1	0.03%
NO ADULT	0	0	0	0	0	0	0	0	0	1	0	0	1	0.03%
VACANT	0	0	0	0	0	0	0	0	0	1	0	0	1	0.03%
TOTAL	248	193	200	192	258	323	359	367	361	367	300	276	3444	100%

C-2. The number and percentage of commercial 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	36	26	39	28	53	66	65	71	82	98	80	93	737	72.25%
METER OFF	9	6	7	7	11	9	4	8	5	5	8	3	82	8.04%
DEAD REGISTER	5	6	6	12	1	1	3	2	5	5	8	2	56	5.49%
OC Meter Maint	2	3	2	2	1	2	0	0	2	2	1	3	20	1.96%
METER REMOVED	0	0	0	2	0	1	1	1	1	3	4	4	17	1.67%
NO ANSWER	0	2	1	2	2	1	0	0	0	4	2	2	16	1.57%
SPS DEAD REGISTER	0	0	0	0	0	1	1	5	2	3	1	3	16	1.57%
NEED KEY OR CODE	1	0	1	0	0	2	2	0	0	2	3	2	13	1.27%
VACANT	0	0	0	1	1	0	0	1	4	3	2	0	12	1.18%
BUSINESS CLOSED	0	1	0	2	0	0	0	3	0	0	1	0	7	0.69%
BAD KEY OR CODE	0	0	1	0	0	0	0	0	1	0	1	2	5	0.49%
CANNOT LOCATE	0	0	0	0	0	0	0	0	1	2	1	1	5	0.49%
DOOR LOCKED	0	0	0	0	1	0	1	0	0	0	2	1	5	0.49%
METER BLOCKED	1	1	0	1	0	0	0	0	0	0	1	0	4	0.39%
Non-Energized	0	0	0	2	0	0	0	1	0	0	0	1	4	0.39%
UNSAFE CONDITION	0	0	0	0	2	0	0	0	0	0	2	0	4	0.39%
KEY NOT AVAILABLE	1	0	0	0	0	0	0	1	1	0	0	0	3	0.29%
ABS Data Corrupt - BS	0	0	0	0	0	0	0	0	0	0	1	1	2	0.20%
BAD ROAD	0	0	0	0	0	0	0	1	0	1	0	0	2	0.20%
GATE PROBLEM	0	0	0	0	0	0	1	0	0	0	1	0	2	0.20%
REFUSED ADMITTANCE	0	0	1	0	0	0	0	0	0	0	0	1	2	0.20%
SNOW/MUD	1	0	1	0	0	0	0	0	0	0	0	0	2	0.20%
ABS Data Corrupt - MCC	0	0	0	1	0	0	0	0	0	0	0	0	1	0.10%
EMED Meter Maint	1	0	0	0	0	0	0	0	0	0	0	0	1	0.10%
OC CellNet New: no premise ID	0	0	0	0	0	0	0	0	0	0	1	0	1	0.10%
SERVICE CUT AT POLE	0	0	0	0	0	0	0	0	0	0	0	1	1	0.10%
TOTAL	57	45	59	60	72	83	78	94	104	128	120	120	1020	100%

C-2. The number and percentage of industrial 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	8	5	7	9	10	7	9	9	10	8	7	12	435	71.13%
METER OFF	1	0	0	0	2	1	1	2	1	2	2	1	13	9.15%
DEAD REGISTER	0	0	0	0	1	3	3	2	1	0	1	1	12	8.45%
METER REMOVED	0	1	0	0	0	0	2	2	0	2	2	2	11	7.75%
SPS DEAD REGISTER	0	0	0	0	0	0	0	0	0	0	3	1	4	2.82%
Non-Energized	0	1	0	0	0	0	0	0	0	0	0	0	1	0.70%
TOTAL	9	7	7	9	13	11	15	15	12	12	15	17	142	100%

C-2. The number and percentage of other 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	2	1	1	1	2	1	1	1	1	1	1	1	14	100%
TOTAL	2	1	1	1	2	1	1	1	1	1	1	1	14	100%

D. Total number of meters installed by month.**

	Residential	Commercial	Industrial	Other	Total
JANUARY	1682464	167120	13367	4118	1867069
FEBRUARY	1683679	167175	13363	4124	1868341
MARCH	1685163	167245	13361	4122	1869891
APRIL	1686355	167316	13363	4121	1871155
MAY	1688009	167409	13362	4116	1872896
JUNE	1689732	167565	13354	4118	1874769
JULY	1692186	167636	13351	4118	1877291
AUGUST	1695150	167739	13345	4120	1880354
SEPTEMBER	1697112	167897	13348	4120	1882477
OCTOBER	1700186	168161	13350	4124	1885821
NOVEMBER	1702408	168395	13346	4122	1888271
DECEMBER	1704533	168562	13345	4120	1890560

**We have removed “deleted meters” from the total number of meters installed per month. The “deleted meters” designation is given to meters that were incorrectly entered into the system and were never truly installed at a premise. This ensures our data is more representative of meters in the field.

Discreet Meters Unread 6-12 Months

All Occurrences Not Read for 6-12 Months					
Year	Residential	Commercial	Industrial	Other	Total
2019	1,678	874	139	11	2,702
2020	1,794	953	386	13	3,146
2021	2,325	809	250	4	3,388
2022	11,765	1,196	163	11	13,135
2023	16,857	2,366	175	4	19,402

Discreet Meters Unread 12+ Months

All Occurrences Not Read for Longer than 12 Months					
Year	Residential	Commercial	Industrial	Other	Total
2019	582	606	310	50	1,548
2020	773	684	371	40	1,868
2021	639	674	722	20	2,055
2022	2112	784	591	25	3,512
2023	3,444	1,020	142	14	4,620

Utility Monthly Report												
Name of Utility		Xcel Energy				Highlight Indicates Data Required per Statutes 216B.091 and 216B.096						
Reporting Month/Year		Dec-23										
All Utilities												
		A	B	C	D	E	F	G	H	I	J	K
	Utility	# Residential Customers	Total Revenue from Sales to Residential Customers	# Past Due Residential Customers	Total Dollars Past Due Residential Customers	Average Past Due Dollar Amount Per Past Due Customers	Average Monthly Residential Bill	New LIHEAP Customers	Cumulative LIHEAP Customers (year to date)	Total Dollars Received From LIHEAP	Total Dollars Received from other sources	Total Residential Write-Offs due to uncollectible
Jan-23	Xcel Energy	1,309,949	\$220,746,613	186,970	\$101,900,867	\$545	\$169	4,897	21,865	\$2,065,412	\$155,129	\$1,514,233
Feb-23	Xcel Energy	1,311,963	\$176,497,425	188,508	\$111,418,396	\$591	\$135	6,830	28,695	\$2,876,581	\$128,726	\$2,286,568
Mar-23	Xcel Energy	1,313,778	\$183,691,187	184,942	\$116,619,219	\$631	\$140	9,392	38,087	\$3,554,551	\$155,538	\$2,534,361
Apr-23	Xcel Energy	1,315,040	\$133,023,557	183,329	\$112,962,768	\$616	\$101	4,928	43,015	\$4,903,453	\$145,033	\$2,300,055
May-23	Xcel Energy	1,316,260	\$125,535,771	228,996	\$103,005,156	\$450	\$95	6,604	49,619	\$6,131,116	\$264,849	\$2,170,254
Jun-23	Xcel Energy	1,317,941	\$144,308,092	165,780	\$90,327,871	\$545	\$109	6,670	56,289	\$5,691,992	\$301,111	\$2,350,198
Jul-23	Xcel Energy	1,320,110	\$162,299,339	168,431	\$89,036,628	\$529	\$123	3,306	59,595	\$2,263,602	\$387,868	\$1,759,898
Aug-23	Xcel Energy	1,321,267	\$181,868,327	176,324	\$90,775,844	\$515	\$138	218	59,813	\$94,525	\$429,793	\$1,692,517
Sep-23	Xcel Energy	1,322,755	\$152,401,087	181,036	\$92,757,884	\$512	\$115	7	59,820	\$3,710	\$772,242	\$1,279,576
Oct-23	Xcel Energy	1,324,838	\$128,381,952	189,652	\$96,915,274	\$511	\$97	-	59,820	\$5,320	\$511,740	\$1,750,475
Nov-23	Xcel Energy	1,326,709	\$117,605,126	183,016	\$94,060,936	\$514	\$89	18,689	18,689	\$6,704,158	\$279,001	\$1,379,201
Dec-23	Xcel Energy	1,329,168	\$150,837,283	189,361	\$98,150,749	\$518	\$113	6,844	25,533	\$4,007,170	\$172,710	\$1,697,476
All Utilities												
		L	M	N	O	P	Q	R	S	T		
	Utility	# Residential Customers Receiving Disconnect Notices	# Residential Customers Involuntarily Disconnected	# Residential Customers restored to service w/in 24 hours (SRSQ)	# Residential Customers restored to service by entering a payment plan (SRSQ)	# Residential Customers restored at same address	Total # Residential Customers Reconnected	# Residential Customers Remaining Disconnected, 1-30 days	# Residential Customers Remaining Disconnected, 31-60 days	# Residential Customers Remaining Disconnected, 60+ days		
Jan-23	Xcel Energy	61,015	505	274	368	438	438	81	36	108		
Feb-23	Xcel Energy	63,023	501	280	363	378	378	54	31	89		
Mar-23	Xcel Energy	81,034	436	216	268	369	369	21	27	58		
Apr-23	Xcel Energy	67,975	464	209	274	389	389	25	10	49		
May-23	Xcel Energy	61,470	4,822	1,722	1,953	3,299	3,299	511	74	37		
Jun-23	Xcel Energy	57,933	3,699	1,618	1,489	3,009	3,009	401	321	91		
Jul-23	Xcel Energy	49,219	3,995	1,949	1,992	3,265	3,265	650	401	539		
Aug-23	Xcel Energy	70,641	3,140	1,434	1,581	2,612	2,612	538	337	715		
Sep-23	Xcel Energy	67,643	3,206	1,498	1,794	2,881	2,881	450	229	820		
Oct-23	Xcel Energy	69,237	1,485	732	810	1,527	1,527	182	175	520		
Nov-23	Xcel Energy	60,996	1,685	784	911	1,527	1,527	217	67	380		
Dec-23	Xcel Energy	64,321	784	410	445	861	861	68	69	234		

All Utilities, October - April											
	# Customers Seeking Cold Weather Rule Protections	# Customers Granted Cold Weather Rule Protections	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection heat affected (electric)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (electric)	Total Customers Disconnected
Jan-23	15,529	15,529	0	0	0	0	0	0	0	505	505
Feb-23	15,993	15,993	0	0	0	0	0	0	0	501	501
Mar-23	18,849	18,849	0	0	0	0	0	0	0	436	436
Apr-23	24,914	24,914	0	0	0	0	0	0	0	464	464
May-23	n/a	n/a	0	0	0	0	243	0	3,954	625	4,822
Jun-23	n/a	n/a	0	0	0	0	98	1	3,067	533	3,699
Jul-23	n/a	n/a	0	0	0	0	45	0	3,239	711	3,995
Aug-23	n/a	n/a	0	0	0	0	39	0	2,587	514	3,140
Sep-23	n/a	n/a	0	0	0	0	16	0	2,048	1142	3,206
Oct-23	21,125	21,125	0	0	0	0	0	0	2	1,483	1,485
Nov-23	19,440	19,440	0	0	0	0	0	0	6	1,679	1,685
Dec-23	16,981	16,981	0	0	0	0	0	0	0	784	784
	# of Appeal Notices sent to customers	# of Payment Plan (PP) requests received	# of mutually agreed PP	# reconnect request appeals withdrawn	# of customers with current payment plans	# customers disconnected 24 hours or more heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (gas)	# customers disconnected 24 hours or more heat affected (electric)	# customers disconnected 24 hours or more non-heat affected (electric)	# accounts reconnected within 24 hrs	Total # Customers Reconnected
Jan-23	0	15,529	15,529	0	27,481	0	0	0	231	274	438
Feb-23	0	15,993	15,993	0	28,840	0	0	0	221	280	378
Mar-23	0	18,849	18,849	0	33,443	0	0	0	220	216	369
Apr-23	0	24,914	24,914	0	39,050	0	0	0	255	209	389
May-23	0	0	0	0	42,397	236	0	1,892	225	1,722	3,299
Jun-23	0	0	0	0	43,758	88	1	1,669	321	1,618	3,009
Jul-23	0	0	0	0	42,287	43	0	1,619	382	1,949	3,265
Aug-23	0	0	0	0	44,015	36	0	1,370	296	1,434	2,612
Sep-23	0	0	0	0	44,045	15	0	1,110	583	1,498	2,881
Oct-23	0	21,125	21,125	0	40,354	0	0	2	714	732	1,527
Nov-23	0	19,440	19,440	0	34,858	0	0	6	866	784	1,527
Dec-23	2	16,981	16,979	0	30,793	0	0	0	374	410	861

Electric Utilities Only				
	# Customers Requesting Medical Status	# Customers Granted Medical Status	# Medical Accounts Renewed	# Customers Denied Medical Status
Jan-23	215	185	1,622	30
Feb-23	93	79	1,445	14
Mar-23	85	74	1,350	11
Apr-23	93	76	1,379	17
May-23	154	133	1,453	21
Jun-23	181	132	1,525	49
Jul-23	197	160	1,623	37
Aug-23	236	176	1,716	60
Sep-23	216	172	1,865	44
Oct-23	121	92	1,973	29
Nov-23	76	52	2,010	24
Dec-23	526	441	1,995	85

Total Number of Disconnected Customers			
Data December - June Filed July 2023		Data July- November Filed December 2023	
Zip Code	Count	Zip Code	Count
55423	342	55429	665
55430	315	55106	446
55343	297	55430	407
55411	287	55428	405
55429	255	55443	393
55428	251	55411	355
55416	240	55117	340
55421	237	55423	324
55106	234	55421	301
55403	231	55343	279
55404	225	55412	240
55016	217	55416	233
55414	206	55404	230
55426	197	55414	229
55412	189	55432	227
55425	187	55426	218
55418	180	55125	217
55419	180	55119	216
55420	180	55403	213
55305	165	55422	207
55117	164	55425	206
55417	156	55420	194
55987	155	55016	192
55427	154	55427	188
55076	147	55419	183
55405	137	55418	165
56001	135	55344	155
56301	131	55441	151
55112	126	55112	150
55113	124	55406	145
55077	114	55130	138
55021	113	55305	135
55369	113	55405	135
55125	111	55021	129
55119	110	55129	125
55406	109	55118	124
55422	106	55337	123
55337	102	55444	120
56560	102	55431	119
55401	96	55987	117
55066	95	55077	112
55408	91	55417	111
55432	90	55438	111
55413	89	55437	108
55118	88	55447	108
55431	88	55076	103
55128	87	55128	101
55437	78	55075	100
55130	72	55369	100
55110	67	55408	95
56304	67	55445	82
55024	64	55107	79

55443	64	55113	78
56303	64	55413	77
55104	63	55401	76
55438	59	56301	75
55129	58	55409	74
55033	57	55435	72
55082	55	55446	71
55344	55	56001	71
55311	52	55044	68
55447	52	56303	66
55057	50	55068	65
55103	50	55024	63
55109	50	55066	58
55364	50	55103	55
55075	49	55109	55
55107	48	55116	52
55410	47	55057	51
56387	47	55121	49
55441	46	55364	47
55378	45	55410	47
55415	45	55347	46
55068	44	55378	45
55407	44	55433	43
55409	44	55033	39
55446	42	55122	38
55345	41	55407	38
55454	38	55317	37
55435	37	56304	37
55331	36	55025	35
55391	35	55331	35
55041	34	55345	35
56401	34	55311	34
55436	33	55102	33
55346	32	55454	33
56164	32	55362	32
56721	32	55436	32
55387	31	55316	30
55122	30	55346	30
55105	29	55038	29
55317	29	55388	29
56472	29	55126	27
55444	28	56379	27
55445	28	55055	22
55316	26	55442	22
55126	25	55415	21
55025	24	55105	20
55347	24	55387	20
56265	22	56265	20
55384	21	55108	19
56529	21	55391	19
55102	20	55927	19
55433	20	56164	19
55981	20	55110	18
55127	19	55384	18
55424	19	55449	18
56011	19	56377	18
56379	19	56560	18

55374	18	55372	17
55352	16	55395	17
55439	16	55397	17
55315	15	55356	16
55959	15	55424	16
55116	14	55101	15
55359	14	55352	15
55372	14	55992	15
55376	14	56529	15
55927	14	55373	14
56468	14	55363	13
55434	13	55041	12
56003	13	55071	12
55009	12	55340	12
55121	12	55376	12
55373	12	56011	12
55101	11	55947	11
55947	11	55043	10
55043	10	55114	10
55322	10	55963	10
55388	10	56003	10
55442	10	55045	9
56266	10	55301	9
56374	10	55328	9
55363	9	55368	9
55402	9	56175	9
55449	9	56721	9
55963	9	55049	8
55992	9	55104	8
56037	9	55309	8
56175	9	55315	8
56425	9	55359	8
55019	8	55439	8
55055	8	55956	8
55071	8	55959	8
55328	8	55092	7
55356	8	55981	7
55940	8	56096	7
56465	8	56270	7
55049	7	55019	6
55052	7	55042	6
55108	7	55052	6
55362	7	55127	6
55983	7	55308	6
56065	7	55322	6
56096	7	55360	6
56115	7	55434	6
56229	7	55920	6
56474	7	55940	6
55001	6	55985	6
55074	6	56387	6
55301	6	56547	6
55340	6	55124	5
55360	6	55339	5
55375	6	55354	5
55386	6	55357	5
55956	6	55367	5

56144	6	55375	5
56442	6	55991	5
56473	6	56144	5
56547	6	56172	5
55079	5	56401	5
55120	5	56468	5
55334	5	55001	4
55357	5	55009	4
55381	5	55014	4
56016	5	55334	4
56063	5	55402	4
56068	5	55983	4
56074	5	56037	4
56078	5	56072	4
56172	5	56093	4
56222	5	56123	4
56367	5	56170	4
56514	5	56266	4
55045	4	56285	4
55054	4	56374	4
55092	4	56473	4
55308	4	55074	3
55310	4	55313	3
55314	4	55341	3
55397	4	55342	3
55920	4	55366	3
55924	4	55374	3
56123	4	55386	3
56151	4	55924	3
56214	4	55941	3
56377	4	56028	3
55013	3	56063	3
55014	3	56068	3
55018	3	56074	3
55020	3	56115	3
55046	3	56222	3
55056	3	56229	3
55087	3	56260	3
55089	3	56316	3
55115	3	56367	3
55339	3	55013	2
55941	3	55027	2
55955	3	55089	2
55957	3	55319	2
55982	3	55321	2
55985	3	55327	2
55991	3	55335	2
56028	3	55349	2
56072	3	55381	2
56170	3	55390	2
56282	3	55925	2
56585	3	55982	2
55044	2	56216	2
55090	2	56282	2
55321	2	56284	2
55324	2	56297	2
55335	2	56329	2

55341	2	56334	2
55342	2	56340	2
55349	2	56425	2
55368	2	56465	2
55390	2	56472	2
56080	2	55003	1
56093	2	55018	1
56140	2	55031	1
56141	2	55040	1
56230	2	55053	1
56270	2	55060	1
56297	2	55084	1
56320	2	55085	1
56362	2	55120	1
56580	2	55318	1
55012	1	55329	1
55027	1	55370	1
55031	1	55371	1
55065	1	55910	1
55085	1	55944	1
55124	1	55945	1
55309	1	55946	1
55313	1	55955	1
55319	1	55969	1
55327	1	56016	1
56042	1	56042	1
56044	1	56044	1
56048	1	56048	1
56054	1	56065	1
56071	1	56080	1
56091	1	56091	1
56120	1	56132	1
56223	1	56186	1
56245	1	56214	1
56253	1	56230	1
56284	1	56245	1
56285	1	56273	1
56310	1	56283	1
56331	1	56307	1
56356	1	56310	1
56375	1	56312	1
56448	1	56335	1
56519	1	56352	1
56525	1	56369	1
56594	1	56373	1
		56474	1
		56525	1
		56580	1
		56585	1

Gas													
Residential	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2023
# of Installations	154	102	181	163	343	425	356	450	461	583	526	395	4,139
Avg. days to complete from customer and site ready	1.4	4.6	9.6	8.9	5.9	6.7	7.7	9.2	10.6	5.7	17.4	22.8	10.2

Gas													
Commercial	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2023
# of Installations	11	8	13	13	13	15	24	42	37	62	69	30	337
Avg. days to complete from customer and site ready	3.9	10.9	12.2	14.7	10.2	37.5	30.7	26.5	28.6	31.2	31.1	32.3	27.1

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

ANNUAL SUMMARY OF CUSTOMER COMPLAINTS
 For the period of January 01, 2023 to December 31, 2023
 filed in accordance with Minn. R. 7820.0500

Name of Utility: Northern States Power Company, a Minnesota Corporation
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by: Robert Duenes, Customer Advocate Analyst, Customer Care (806) 513-1493

I. Complaint Type	RESIDENTIAL			COMMERCIAL			INDUSTRIAL			GOVERNMENT		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
A. Billing Error	258	241	17	4	4	0	0	0	0	0	0	0
B. High Bill	26	24	2	0	0	0	1	1	0	0	0	0
C. Inaccurate Metering	37	34	3	1	1	0	0	0	0	0	0	0
D. Inadequate Service	188	181	7	10	8	2	0	0	0	0	0	0
D.1. Inadequate Service: CWRP	5	5	0	0	0	0	0	0	0	0	0	0
D.2. Inadequate Service: Customer Service	15	15	0	1	1	0	0	0	0	0	0	0
D.3. Inadequate Service: Filed/Operations	73	68	5	4	4	0	0	0	0	0	0	0
D.4. Inadequate Service: Programs and Services	95	93	2	5	3	2	0	0	0	0	0	0
E. Service Ext Interval	10	9	1	9	7	2	0	0	0	0	0	0
F. Service Rest Interval	16	14	2	0	0	0	0	0	0	0	0	0
G. Wrongful Disconnect	197	191	6	2	2	0	0	0	0	0	0	0
Total Complaints	732	694	38	26	22	4	1	1	0	0	0	0

II. Number of Customers	Electric			Gas		
	2022	2023	Net Change	2022	2023	Net Change
Residential	1,199,122	1,212,790	13,668	444,425	449,623	5,198
Commercial/ Industrial	136,293	137,010	717	35,835	36,017	182
Other	7,227	7,378	151	451	427	-24
Total	1,342,642	1,357,178	14,536	480,711	486,067	5,356

Note: A customer that has both gas and electric service from Xcel Energy will be included in both gas and electric counts

A. The Number of Complaints Received													
Count of Incident ID	Month												
Customer Type	1	2	3	4	5	6	7	8	9	10	11	12	Grand Total
Commercial	1	3	4	3	6	1	8	2	7	3	3	1	42
Commission		1	2	1	4	1	6	2	6		3		26
Informational	1	1	2		1		2			2			9
Internal				1					1	1		1	4
OAG		1		1	1								3
Industrial				1									1
Commission				1									1
Residential	44	44	54	45	103	134	122	150	154	169	99	62	1,180
BBB	2	3	6	3	7	5	2	6	3	7	4	4	52
Commission	25	15	20	20	57	78	75	103	94	125	66	35	713
Commission/BBB										1			1
Commission/Internal				1				1					2
Commission/OAG			2		4		1	2	1	3	1		14
Commission/Officer							1						1
Direct Customer Contact	1	4	1						1				7
Informational	5	10	7	2	6	22	17	11	9	5	5	3	102
Informational/Officer		1											1
Internal	4	3	7	12	9	7	7	3	5	7	6	7	77
OAG	6	7	9	6	18	20	18	19	40	18	15	10	186
OAG/BBB			1										1
OAG/Informational										1			1
OAG/Internal	1												1
Officer		1		1	2	1		4	1	1	1	3	15
Other						1		1		1	1		4
Repeat Customer			1										1
Commission/BBB/OAG							1						1
Grand Total	45	47	58	49	109	135	130	152	161	172	102	63	1,223

B. The Number and Percentage of Complaints Alleging:

Count of Incident ID Customer Type	Month												Grand Total
	1	2	3	4	5	6	7	8	9	10	11	12	
Commercial	1	3	4	3	6	1	8	2	7	3	3	1	42
Commission	1	1	2	1	4	1	6	2	6		3		26
Informational	1	1	2		1		2			2			9
Internal				1					1	1		1	4
OAG		1		1	1								3
Industrial				1									1
Commission				1									1
Residential	44	44	54	45	103	134	122	150	154	169	99	62	1,180
BBB	2	3	6	3	7	5	2	6	3	7	4	4	52
Commission	25	15	20	20	57	78	75	103	94	125	66	35	713
Commission/BBB										1			1
Commission/Internal				1				1					2
Commission/OAG			2		4		1	2	1	3	1		14
Commission/Officer							1						1
Direct Customer Contact	1	4	1						1				7
Informational	5	10	7	2	6	22	17	11	9	5	5	3	102
Informational/Officer		1											1
Internal	4	3	7	12	9	7	7	3	5	7	6	7	77
OAG	6	7	9	6	18	20	18	19	40	18	15	10	186
OAG/BBB			1										1
OAG/Informational										1			1
OAG/Internal	1												1
Officer		1		1	2	1		4	1	1	1	3	15
Other						1		1		1	1		4
Repeat Customer			1										1
Commission/BBB/OAG							1						1
Grand Total	45	47	58	49	109	135	130	152	161	172	102	63	1,223

Count of Incident ID Customer Type	Month												Grand Total
	1	2	3	4	5	6	7	8	9	10	11	12	
Billing Error	13	6	20	9	33	51	40	61	48	70	34	20	405
High Bill	1	6	2	2	6	3	3	4	6	6		3	42
Inaccurate Billing						2					1		3
Inaccurate Metering	7	3	8	2	3	6	7	5	6	6	4	4	61
Inadequate Service: Cold Weather Rule Protection											2	4	6
Inadequate Service: Customer Service	3	6	9	13	4	3	1	3	4	1			47
Inadequate Service: Field/Operations	5	7	5	11	12	15	18	15	14	10	14	5	131
Inadequate Service: Programs and Services	13	13	9	9	22	10	14	21	23	28	26	16	204
Service Ext Interval	1	2	3		1	1	3	2	8	5	3		29
Service Ext Service				1									1
Service Rest Interval	1	3		1	2	2	1	5	1	4		1	21
Solar: Other			1										1
Wrongful Disconnect	1	1	1	1	26	42	43	36	51	42	18	10	272
Grand Total	45	47	58	49	109	135	130	152	161	172	102	63	1,223

Count of Incident ID Customer Type	Percentage												Grand Total
	1	2	3	4	5	6	7	8	9	10	11	12	
Commercial	2.2%	6.4%	6.9%	6.1%	5.5%	0.7%	6.2%	1.3%	4.3%	1.7%	2.9%	1.6%	3.4%
Billing Error	0.0%	0.0%	25.0%	66.7%	16.7%	0.0%	37.5%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Inaccurate Metering	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	2.4%
Inadequate Service: Customer Service	0.0%	33.3%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%
Inadequate Service: Field/Operations	100.0%	33.3%	0.0%	0.0%	0.0%	100.0%	12.5%	50.0%	0.0%	33.3%	0.0%	100.0%	16.7%
Inadequate Service: Programs and Services	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	25.0%	50.0%	0.0%	33.3%	66.7%	0.0%	16.7%
Service Ext Interval	0.0%	0.0%	50.0%	0.0%	16.7%	0.0%	25.0%	0.0%	100.0%	33.3%	0.0%	0.0%	31.0%
Wrongful Disconnect	0.0%	33.3%	25.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.9%
Industrial	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
High Bill				100.0%									100.0%
Residential	97.8%	93.6%	93.1%	91.8%	94.5%	99.3%	93.8%	98.7%	95.7%	98.3%	97.1%	98.4%	96.5%
Billing Error	29.5%	13.6%	35.2%	15.6%	31.1%	38.1%	30.3%	40.7%	31.2%	41.4%	34.3%	32.3%	33.7%
High Bill	2.3%	13.6%	3.7%	2.2%	5.8%	2.2%	2.5%	2.7%	3.9%	3.6%	0.0%	4.8%	3.5%
Inaccurate Billing	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.3%
Inaccurate Metering	15.9%	6.8%	14.8%	4.4%	2.9%	4.5%	5.7%	3.3%	3.9%	3.6%	3.0%	6.5%	5.1%
Inadequate Service: Cold Weather Rule Protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	6.5%	0.5%
Inadequate Service: Customer Service	6.8%	11.4%	16.7%	28.9%	2.9%	2.2%	0.8%	2.0%	2.6%	0.6%	0.0%	0.0%	3.8%
Inadequate Service: Field/Operations	9.1%	13.6%	9.3%	24.4%	11.7%	10.4%	13.9%	9.3%	9.1%	5.3%	14.1%	6.5%	10.5%
Inadequate Service: Programs and Services	29.5%	29.5%	16.7%	17.8%	21.4%	7.5%	9.8%	13.3%	14.9%	16.0%	24.2%	25.8%	16.7%
Service Ext Interval	2.3%	4.5%	1.9%	0.0%	0.0%	0.7%	0.8%	1.3%	0.6%	2.4%	3.0%	0.0%	1.4%
Service Ext Service	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Service Rest Interval	2.3%	6.8%	0.0%	2.2%	1.9%	1.5%	0.8%	3.3%	0.6%	2.4%	0.0%	1.6%	1.8%
Solar: Other	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Wrongful Disconnect	2.3%	0.0%	0.0%	2.2%	22.3%	31.3%	35.2%	24.0%	33.1%	24.9%	18.2%	16.1%	22.6%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Count of Incident ID Row Labels	Column Labels												Grand Total
	1	2	3	4	5	6	7	8	9	10	11	12	
Billing Error	28.9%	12.8%	34.5%	18.4%	30.3%	37.8%	30.8%	40.1%	29.8%	40.7%	33.3%	31.7%	33.1%
High Bill	2.2%	12.8%	3.4%	4.1%	5.5%	2.2%	2.3%	2.6%	3.7%	3.5%	0.0%	4.8%	3.4%
Inaccurate Billing	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.2%
Inaccurate Metering	15.6%	6.4%	13.8%	4.1%	2.8%	4.4%	5.4%	3.3%	3.7%	3.5%	3.9%	6.3%	5.0%
Inadequate Service: Cold Weather Rule Protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	6.3%	0.5%
Inadequate Service: Customer Service	6.7%	12.8%	15.5%	26.5%	3.7%	2.2%	0.8%	2.0%	2.5%	0.6%	0.0%	0.0%	3.8%
Inadequate Service: Field/Operations	11.1%	14.9%	8.6%	22.4%	11.0%	11.1%	13.8%	9.9%	8.7%	5.8%	13.7%	7.9%	10.7%
Inadequate Service: Programs and Services	28.9%	27.7%	15.5%	18.4%	20.2%	7.4%	10.8%	13.8%	14.3%	16.3%	25.5%	25.4%	16.7%
Service Ext Interval	2.2%	4.3%	5.2%	0.0%	0.9%	0.7%	2.3%	1.3%	5.0%	2.9%	2.9%	0.0%	2.4%
Service Ext Service	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Service Rest Interval	2.2%	6.4%	0.0%	2.0%	1.8%	1.5%	0.8%	3.3%	0.6%	2.3%	0.0%	1.6%	1.7%
Solar: Other	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Wrongful Disconnect	2.2%	2.1%	1.7%	2.0%	23.9%	31.1%	33.1%	23.7%	31.7%	24.4%	17.6%	15.9%	22.2%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

E. The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action													
Commission	Commission												
Count of Incident ID	Month	2	3	4	5	6	7	8	9	10	11	12	Grand Total
Commercial	1	1	2	1	4	1	6	2	6		3		26
Commission		1	2	1	4	1	6	2	6		3		26
Industrial				1									1
Commission				1									1
Residential	25	15	22	21	61	78	78	106	95	129	67	35	732
Commission	25	15	20	20	57	78	75	103	94	125	66	35	713
Commission/BBB										1			1
Commission/Internal				1				1					2
Commission/OAG			2		4		1	2	1	3	1		14
Commission/Officer							1						1
Commission/BBB/OAG							1						1
Grand Total	25	16	24	23	65	79	84	108	101	129	70	35	759

Customer Complaint Report
JANUARY, 2023

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	387	3	4	1	395	75.24%	394	1	0
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	24	1	0	0	25	4.76%	25	0	0
Inaccurate Metering	18	0	0	0	18	3.43%	18	0	0
Inadequate Service	78	0	1	0	79	15.05%	79	0	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	2	0	0	0	2	0.38%	2	0	0
Wrongful Disconnect	6	0	0	0	6	1.14%	6	0	0
Total Commercial	515	4	5	1	525		524	1	0
Total Commercial Percentage	98.10%	0.76%	0.95%	0.19%					
Industrial									
Billing Errors	104	1	0	0	105	84.00%	105	0	0
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	2	0	0	0	2	1.60%	2	0	0
Inaccurate Metering	2	0	0	0	2	1.60%	2	0	0
Inadequate Service	16	0	0	0	16	12.80%	16	0	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	0	0	0	0		0.00%	0	0	0
Wrongful Disconnect	0	0	0	0		0.00%	0	0	0
Total Industrial	124	1	0	0	125				
Total Industrial Percentage	99.20%	0.80%	0.00%	0.00%					
Residential									
Billing Errors	265	4	3	1	273	20.81%	449	1	0
Complaint	0	0	0	1	1	0.08%	49	0	0
High Bill	9	0	1	0	10	0.76%	40	0	0
Inaccurate Metering	33	0	0	0	33	2.52%	14	0	0
Inadequate Service	892	22	12	2	928	70.73%	853	0	0
MR-Special Call Cntr	1	0	0	0	1	0.08%	3	0	0
Service Extension	0	0	0	0		0.00%	24	0	0
Service Restoration	11	0	1	0	12	0.91%	0	1	0
Wrongful Disconnect	54	0	0	0	54	4.12%	0	2	0
Total Residential	1,265	26	17	4	1,312		1,432	4	0
Total Residential Percentage	96.42%	1.98%	1.30%	0.30%					
Total State of Minnesota	1,904	31	22	5	1,962		1,956	5	0
Total ST of MN Percentage	97.04%	1.58%	1.12%	0.25%					

* Includes all decoupling calls, complaints of which are reported annually in separate filing on February 1st.

Customer Complaint Report
FEBRUARY, 2023

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	363	4	6	0	373	70.24%	370	2	1
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	28	0	2	0	30	5.65%	29	1	0
Inaccurate Metering	33	0	0	0	33	6.21%	32	1	0
Inadequate Service	79	0	1	0	80	15.07%	79	1	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	2	0	0	0	2	0.38%	2	0	0
Wrongful Disconnect	12	1	0	0	13	2.45%	13	0	0
Total Commercial	517	5	9	0	531		525	5	1
Total Commercial Percentage	97.36%	0.94%	1.69%	0.00%					
Industrial									
Billing Errors	78	0	0	0	78	74.29%	78	0	0
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	2	0	0	0	2	1.90%	2	0	0
Inaccurate Metering	3	0	0	0	3	2.86%	3	0	0
Inadequate Service	22	0	0	0	22	20.95%	22	0	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	0	0	0	0		0.00%	0	0	0
Wrongful Disconnect	0	0	0	0		0.00%	0	0	0
Total Industrial	105	0	0	0	105		105	0	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
Residential									
Billing Errors	174	4	2	0	180	15.86%	180	0	0
Complaint	1	0	0	0	1	0.09%	0	1	0
High Bill	3	0	0	0	3	0.26%	3	0	0
Inaccurate Metering	47	0	1	0	48	4.23%	48	0	0
Inadequate Service	825	6	8	2	841	74.10%	841	0	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	12	1	0	0	13	1.15%	13	0	0
Wrongful Disconnect	48	1	0	0	49	4.32%	49	0	0
Total Residential	1,110	12	11	2	1,135		1,134	1	0
Total Residential Percentage	97.80%	1.06%	0.97%	0.18%					
Total State of Minnesota	1,732	17	20	2	1,771		1,764	6	1
Total ST of MN Percentage	97.80%	0.96%	1.13%	0.11%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
MARCH, 2023

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	399	5	1	0	405	69.71%	405	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	26	0	0	0	26	4.48%	26	0	0
Inaccurate Metering	31	0	0	0	31	5.34%	31	0	0
Inadequate Service	101	1	1	0	103	17.73%	102	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	5	0	0	0	5	0.86%	5	0	0
Wrongful Disconnect	11	0	0	0	11	1.89%	11	0	0
Total Commercial	573	6	2	0	581		580	1	0
Total Commercial Percentage	98.62%	1.03%	0.34%	0.00%					
Industrial									
Billing Errors	104	0	3	0	107	73.29%	106	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	1	0	0	0	1	0.68%	1	0	0
Inaccurate Metering	4	0	0	0	4	2.74%	4	0	0
Inadequate Service	32	0	0	0	32	21.92%	31	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.68%	1	0	0
Wrongful Disconnect	1	0	0	0	1	0.68%	1	0	0
Total Industrial	143	0	3	0	146		144	2	0
Total Industrial Percentage	97.95%	0.00%	2.05%	0.00%					
Residential									
Billing Errors	270	4	1	1	276	17.92%	276	275	1
Complaint	0	0	0	0	0	0.00%		0	0
High Bill	3	0	2	0	5	0.32%	5	5	0
Inaccurate Metering	95	1	0	0	96	6.23%	96	96	0
Inadequate Service	1,071	9	15	3	1,098	71.30%	1,098	1098	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	11	0	1	0	12	0.78%	12	12	0
Wrongful Disconnect	52	0	1	0	53	3.44%	53	53	0
Total Residential	1,502	14	20	4	1,540		1,540	1,539	1
Total Residential Percentage	97.53%	0.91%	1.30%	0.26%					
Total State of Minnesota	2,218	20	25	4	2,267		2,264	1,542	1
Total ST of MN Percentage	97.84%	0.88%	1.10%	0.18%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
APRIL, 2023

Turnaround Days for Closing a Complaint

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days	
Commercial										
Billing Errors	344	0	4	0	348	68.24%	347	1	0	
Complaint	0	0	0	0	0	0.00%	0	0	0	
High Bill	17	0	0	0	17	3.33%	16	1	0	
Inaccurate Metering	54	0	0	0	54	10.59%	54	0	0	
Inadequate Service	81	0	2	0	83	16.27%	83	0	0	
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0	
Service Extension	0	0	0	0	0	0.00%	0	0	0	
Service Restoration	8	0	0	0	8	1.57%	8	0	0	
Wrongful Disconnect	11	1	0	0			12	0	0	
Total Commercial	515	1	6	0	510		520	2	0	
Total Commercial Percentage	100.98%	0.20%	1.18%	0.00%						
Industrial										
Billing Errors	68	0	1	0	69	75.00%	69	0	0	
Complaint	0	0	0	0	0	0.00%	0	0	0	
High Bill	2	0	0	0	2	2.17%	2	0	0	
Inaccurate Metering	5	0	0	0	5	5.43%	5	0	0	
Inadequate Service	13	0	0	0	13	14.13%	13	0	0	
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0	
Service Extension	0	0	0	0	0	0.00%	0	0	0	
Service Restoration	2	0	0	0	2	2.17%	2	0	0	
Wrongful Disconnect	1	0	0	0	1	1.09%	1	0	0	
Total Industrial	91	0	1	0	92		92	0	0	
Total Industrial Percentage	98.91%	0.00%	1.09%	0.00%						
Residential										
	0	349	1	2	0	352	22.58%	352	0	0
	0	2	0	1	0	3	0.19%	0	3	0
	0	3	0	0	0	3	0.19%	3	0	0
	0	75	0	0	0	75	4.81%	75	0	0
	0	954	16	15	1	986	63.25%	985	1	0
	0	0	0	0	0	0	0.00%	0	0	0
	0	2	0	0	0	2	0.13%	2	0	0
	0	25	0	1	0	26	1.67%	26	0	0
	0	111	0	1	0	112	7.18%	112	0	0
Total Residential	1,521	17	20	1	1,559		1,555	4	0	
Total Residential Percentage	97.56%	1.09%	1.28%	0.06%						
Total State of Minnesota	2,127	18	27	1	2,161		2,167	6	0	
Total ST of MN Percentage	98.43%	0.83%	1.25%	0.05%						

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
MAY, 2023

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	300	2	4	0	306	72.34%	302	4	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	17	1	1	0	19	4.49%	19	0	0
Inaccurate Metering	6	0	1	0	7	1.65%	7	0	0
Inadequate Service	79	0	0	0	79	18.68%	78	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	11	0	1	0	12	2.35%	12	0	0
Wrongful Disconnect	8	0	0	0			8	0	0
Total Commercial	421	3	7	0	423		426	5	0
Total Commercial Percentage	99.53%	0.71%	1.65%	0.00%					
Industrial									
Billing Errors	115	0	1	0	116	83.45%	115	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	4	0	0	0	4	2.88%	4	0	0
Inadequate Service	17	0	0	0	17	12.23%	17	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	2	0	0	0	2	1.44%	2	0	0
Total Industrial	138	0	1	0	139		138	1	0
Total Industrial Percentage	99.28%	0.00%	0.72%	0.00%					
Residential									
Billing Errors	259	2	8	0	269	9.11%	268	0	1
Complaint	6	1	0	0	7	0.24%	3	3	1
High Bill	2	0	0	0	2	0.07%	2	0	0
Inaccurate Metering	10	0	1	0	11	0.37%	11	0	0
Inadequate Service	2,255	44	40	6	2,345	79.38%	2,341	2	2
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	2	0	1	0	3	0.10%	3	0	0
Service Restoration	10	0	3	0	13	0.44%	13	0	0
Wrongful Disconnect	296	3	5	0	304	10.29%	304	0	0
Total Residential	2,840	50	58	6	2,954		2,945	5	4
Total Residential Percentage	96.14%	1.69%	1.96%	0.20%					
Total State of Minnesota	3,399	53	66	6	3,516		3,509	11	4
Total ST of MN Percentage	96.67%	1.51%	1.88%	0.17%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
JUNE, 2023

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	262	3	3	0	268	72.83%	264	4	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	8	0	0	0	8	2.17%	8	0	0
Inaccurate Metering	7	0	1	0	8	2.17%	8	0	0
Inadequate Service	71	0	0	0	71	19.29%	71	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	1.63%	6	0	0
Wrongful Disconnect	7	0	0	0	7	1.90%	7	0	0
Total Commercial	361	3	4	0	368		364	4	0
Total Commercial Percentage	98.10%	0.82%	1.09%	0.00%					
Industrial									
Billing Errors	90	1	0	0	91	85.05%	88	3	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	1	0	0	0	1	0.93%	1	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	12	0	0	0	12	11.21%	12	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	1.87%	2	0	0
Wrongful Disconnect	1	0	0	0	1	0.93%	1	0	0
Total Industrial	106	1	0	0	107		104	3	0
Total Industrial Percentage	99.07%	0.93%	0.00%	0.00%					
Residential									
Billing Errors	344	0	8	0	352	14.31%	352	0	0
Complaint	7	0	1	0	8	0.33%	1	7	0
High Bill	11	0	0	0	11	0.45%	11	0	0
Inaccurate Metering	17	0	21	0	38	1.54%	38	0	0
Inadequate Service	1832	12	28	2	1,874	76.18%	1873	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	15	0	5	0	20	0.81%	20	0	0
Wrongful Disconnect	151	0	6	0	157	6.38%	157	0	0
Total Residential	2,377	12	69	2	2,460		2,452	8	0
Total Residential Percentage	96.63%	0.49%	2.80%	0.08%					
Total State of Minnesota	2,844	16	73	2	2,935		2,920	15	0
Total ST of MN Percentage	96.90%	0.55%	2.49%	0.07%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
JULY, 2023

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	221	2	10	0	233	71.47%	228	5	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	13	0	0	0	13	3.99%	13	0	0
Inaccurate Metering	8	0	1	0	9	2.76%	9	0	0
Inadequate Service	56	0	0	0	56	17.18%	56	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	8	0	1	0	9	2.76%	9	0	0
Wrongful Disconnect	6	0	0	0	6	1.84%	6	0	0
Total Commercial	312	2	12	0	326		321	5	0
Total Commercial Percentage	95.71%	0.61%	3.68%	0.00%					
Industrial									
Billing Errors	44	0	0	0	44	74.58%	44	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	1	0	0	0	1	1.69%	1	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	13	0	0	0	13	22.03%	13	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	1	0	0	0	1	1.69%	1	0	0
Total Industrial	59	0	0	0	59		59	0	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
Residential									
Billing Errors	423	3	8	1	435	14.16%	435	0	0
Complaint	6	0	0	0	6	0.20%	1	5	0
High Bill	3	0	0	0	3	0.10%	3	0	0
Inaccurate Metering	20	0	3	0	23	0.75%	23	0	0
Inadequate Service	2,358	18	36	2	2,414	78.61%	2,412	2	0
MR-Special Call Cntr	2	0	0	0	2	0.07%	0	2	0
Service Extension	2	0	2	0	4	0.13%	4	0	0
Service Restoration	17	0	9	0	26	0.85%	26	0	0
Wrongful Disconnect	150	2	6	0	158	5.14%	158	0	0
Total Residential	2,981	23	64	3	3,071		3,062	9	0
Total Residential Percentage	97.07%	0.75%	2.08%	0.10%					
Total State of Minnesota	3,352	25	76	3	3,456		3,442	14	0
Total ST of MN Percentage	96.99%	0.72%	2.20%	0.09%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
AUGUST, 2023

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	257	5	7	0	269	71.35%	265	3	1
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	9	0	0	0	9	2.39%	9	0	0
Inaccurate Metering	42	0	2	0	44	11.67%	43	1	0
Inadequate Service	39	0	2	0	41	10.88%	40	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	3	0	0	0	3	0.80%	3	0	0
Wrongful Disconnect	11	0	0	0	11	2.92%	11	0	0
Total Commercial	361	5	11	0	377		371	5	1
Total Commercial Percentage	95.76%	1.33%	2.92%	0.00%					
Industrial									
Billing Errors	72	0	0	0	72	74.23%	72	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	5	0	0	0	5	5.15%	5	0	0
Inadequate Service	16	0	0	0	16	16.49%	16	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	0	0	1	0	1	1.03%	1	0	0
Wrongful Disconnect	3	0	0	0	3	3.09%	3	0	0
Total Industrial	96	0	1	0	97		97	0	0
Total Industrial Percentage	98.97%	0.00%	1.03%	0.00%					
Residential									
Billing Errors	577	5	6	2	590	17.10%	590	0	0
Complaint	8	0	1	0	9	0.26%	5	3	1
High Bill	11	0	0	0	11	0.32%	11	0	0
Inaccurate Metering	94	0	9	0	103	2.98%	102	1	0
Inadequate Service	2,487	21	23	3	2,534	73.43%	2,532	2	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	7	0	5	1	13	0.38%	13	0	0
Wrongful Disconnect	179	2	10	0	191	5.53%	191	0	0
Total Residential	3,363	28	54	6	3,451		3,444	6	1
Total Residential Percentage	97.45%	0.81%	1.56%	0.17%					
Total State of Minnesota	3,820	33	66	6	3,925		3,912	11	2
Total ST of MN Percentage	97.32%	0.84%	1.68%	0.15%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
SEPTEMBER, 2023

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	272	0	1	0	273	85.58%	267	5	1
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	7	0	0	0	7	2.19%	7	0	0
Inaccurate Metering	5	0	0	0	5	1.57%	5	0	0
Inadequate Service	32	0	0	0	32	10.03%	31	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	0.63%	2	0	0
Wrongful Disconnect	0	0	0	0	0	0.00%	0	0	0
Total Commercial	318	0	1	0	319		312	6	1
Total Commercial Percentage	99.69%	0.00%	0.31%	0.00%					
Industrial									
Billing Errors	46	0	0	0	46	85.19%	46	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	1	0	0	0	1	1.85%	1	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	7	0	0	0	7	12.96%	7	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	0	0	0	0	0	0.00%	0	0	0
Total Industrial	54	0	0	0	54		54	0	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
Residential									
Billing Errors	485	5	4	1	495	17.90%	494	1	0
Complaint	2	0	0	0	2	0.07%	2	0	0
High Bill	10	0	0	0	10	0.36%	10	0	0
Inaccurate Metering	13	0	0	0	13	0.47%	13	0	0
Inadequate Service	2007	8	34	1	2,050	74.11%	2045	4	1
MR-Special Call Cntr	2	0	0	0	2	0.07%	2	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	7	0	2	0	9	0.33%	9	0	0
Wrongful Disconnect	174	1	10	0	185	6.69%	185	0	0
Total Residential	2,700	14	50	2	2,766		2,760	5	1
Total Residential Percentage	97.61%	0.51%	1.81%	0.07%					
Total State of Minnesota	3,072	14	51	2	3,139		3,126	11	2
Total ST of MN Percentage	97.87%	0.45%	1.62%	0.06%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
OCTOBER, 2023

Turnaround Days for
Closing a Complaint

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	258	2	1	0	261	73.73%	259	2	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	8	0	1	0	9	2.54%	8	1	0
Inaccurate Metering	17	0	0	0	17	4.80%	17	0	0
Inadequate Service	47	0	0	0	47	13.28%	47	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	7	0	0	0	7	1.98%	7	0	0
Wrongful Disconnect	13	0	0	0	13	3.67%	13	0	0
Total Commercial	350	2	2	0	354		351	3	0
Total Commercial Percentage	98.87%	0.56%	0.56%	0.00%					
Industrial									
Billing Errors	56	0	0	0	56	73.68%	55	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	2	0	0	0	2	2.63%	2	0	0
Inadequate Service	15	0	0	0	15	19.74%	15	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	1.32%	1	0	0
Wrongful Disconnect	2	0	0	0	2	2.63%	2	0	0
Total Industrial	76	0	0	0	76		75	1	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
Residential									
Billing Errors	334	4	1	0	339	12.65%	339	0	0
Complaint	4	1	0	0	5	0.19%	1	4	0
High Bill	8	1	0	0	9	0.34%	9	0	0
Inaccurate Metering	15	0	0	0	15	0.56%	15	0	0
Inadequate Service	2144	27	43	6	2,220	82.84%	2211	9	0
MR-Special Call Cntr	1	0	0	0	1	0.04%	1	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	11	0	1	0	12	0.45%	12	0	0
Wrongful Disconnect	77	0	2	0	79	2.95%	79	0	0
Total Residential	2,594	33	47	6	2,680		2,667	13	0
Total Residential Percentage	96.79%	1.23%	1.75%	0.22%					
Total State of Minnesota	3,020	35	49	6	3,110		3,093	17	0
Total ST of MN Percentage	97.11%	1.13%	1.58%	0.19%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
NOVEMBER, 2023

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	228	0	5	0	233	77.15%	228	5	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	3	0	0	0	3	0.99%	3	0	0
Inaccurate Metering	26	0	0	0	26	8.61%	26	0	0
Inadequate Service	31	1	0	0	32	10.60%	32	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	0.66%	2	0	0
Wrongful Disconnect	6	0	0	0	6	1.99%	6	0	0
Total Commercial	296	1	5	0	302		297	5	0
Total Commercial Percentage	98.01%	0.33%	1.66%	0.00%					
Industrial									
Billing Errors	39	0	1	0	40	70.18%	39	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	5	0	0	0	5	8.77%	5	0	0
Inadequate Service	8	0	0	0	8	14.04%	8	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	3.51%	2	0	0
Wrongful Disconnect	2	0	0	0	2	3.51%	2	0	0
Total Industrial	56	0	1	0	57		56	1	0
Total Industrial Percentage	98.25%	0.00%	1.75%	0.00%					
Residential									
Billing Errors	264	3	5	1	273	10.87%	272	1	0
Complaint	2	0	0	0	2	0.08%	0	2	0
High Bill	1	0	0	0	1	0.04%	1	0	0
Inaccurate Metering	37	0	0	0	37	1.47%	37	0	0
Inadequate Service	2056	30	42	3	2,131	84.87%	2130	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	1	0	5	0.20%	5	0	0
Wrongful Disconnect	62	0	0	0	62	2.47%	62	0	0
Total Residential	2,426	33	48	4	2,511		2,507	4	0
Total Residential Percentage	96.61%	1.31%	1.91%	0.16%					
Total State of Minnesota	2,778	34	54	4	2,870		2,860	10	0
Total ST of MN Percentage	96.79%	1.18%	1.88%	0.14%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Customer Complaint Report
DECEMBER, 2023

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	275	2	2	0	279	72.85%	277	1	1
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	4	0	0	0	4	1.04%	4	0	0
Inaccurate Metering	45	0	0	0	45	11.75%	44	1	0
Inadequate Service	44	0	0	1	45	11.75%	45	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	1.57%	6	0	0
Wrongful Disconnect	4	0	0	0	4	1.04%	4	0	0
Total Commercial	378	2	2	1	383		380	2	1
Total Commercial Percentage	98.69%	0.52%	0.52%	0.26%					
Industrial									
Billing Errors	55	0	0	0	55	90.16%	53	2	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	2	0	0	0	2	3.28%	2	0	0
Inadequate Service	4	0	0	0	4	6.56%	4	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	0	0	0	0	0	0.00%	0	0	0
Total Industrial	61	0	0	0	61		59	2	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
Residential									
Billing Errors	232	3	3	0	238	10.94%	238	0	0
Complaint	3	0	0	0	3	0.14%	1	2	0
High Bill	6	0	0	0	6	0.28%	6	0	0
Inaccurate Metering	38	0	0	0	38	1.75%	38	0	0
Inadequate Service	1779	43	36	3	1,861	85.52%	1861	0	0
MR-Special Call Cntr	1	0	0	0	1	0.05%	0	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	0	0	4	0.18%	4	0	0
Wrongful Disconnect	25	0	0	0	25	1.15%	25	0	0
Total Residential	2,088	46	39	3	2,176		2,173	3	0
Total Residential Percentage	95.96%	2.11%	1.79%	0.14%					
Total State of Minnesota	2,527	48	41	4	2,620		2,612	7	1
Total ST of MN Percentage	96.45%	1.83%	1.56%	0.15%					

* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Xcel Energy
 Natural Gas Service Quality Report - 2023
 Emergency Calls Average Speed of Answer

All Natural Gas Emergency Calls*

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	2023 Average
Average Speed of Answer (in Seconds)	10	8	5	8	7	6	6	6	7	7	7	6	7
Agent Offered Call Volume	2,918	2,474	2,526	2,945	2,986	3,429	3,456	3,573	2,821	3,190	3,064	2,742	36,124

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

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	2023 Average
Average Speed of Answer (in Seconds)	14	9	8	11	10	11	10	9	9	10	9	9	10
Agent Offered Call Volume	527	450	434	507	489	540	513	551	568	598	596	525	6,298

*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)

YEAR: 2023

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	440	1786.47	4.06	2220.95	5.05	8896.21	20.22	12903.63	29.33	419	95.23	21	4.77
ECO	CO CHECK/ALARM	1366	5502.57	4.03	8243.45	6.03	23572.6	17.26	37318.62	27.32	1339	98.02	27	1.98
EEX	GAS EXPLOSION	1	4.04	4.04	2.8	2.8	20.4	20.4	27.24	27.24	1	100	0	0
EFI	GAS FIRE	250	1001.58	4.01	2221.25	8.89	4142.82	16.57	7365.65	29.46	249	99.6	1	0.4
EIR	ICE REGULATOR	50	193.98	3.88	238.5	4.77	1036.3	20.73	1468.78	29.38	50	100	0	0
EOI	SMELLS GAS INSIDE	6046	24282.65	4.02	38007.05	6.29	110263.93	18.24	172553.63	28.54	5895	97.5	151	2.5
EOO	SMELLS GAS OUTSIDE	4091	16485.2	4.03	28020.6	6.85	77852.88	19.03	122358.68	29.91	3951	96.58	140	3.42
EPR	HIGH / LOW PRESSURE	383	1533.18	4	3372.15	8.8	6911.32	18.05	11816.65	30.85	375	97.91	8	2.09
ETX	CO EMERGENCY	184	738.03	4.01	987.45	5.37	3407.77	18.52	5133.25	27.9	184	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	746	3011.91	4.04	5242.7	7.03	14130.69	18.94	22385.3	30.01	715	95.84	31	4.16
All Gas Emergency Calls for 2023		13,557	54,539.61	4.02	88,556.90	6.53	250,234.92	18.46	393,331.43	29.01	13,178	97%	379	3%

JANUARY

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	11	42.35	3.85	66.15	6.01	226.6	20.6	335.1	30.46	9	81.82	2	18.18
ECO	CO CHECK/ALARM	105	404.25	3.85	650.25	6.19	1836.75	17.49	2891.25	27.54	103	98.1	2	1.9
EFI	GAS FIRE	18	69.3	3.85	106	5.89	249.8	13.88	425.1	23.62	18	100	0	0
EIR	ICE REGULATOR	31	119.35	3.85	131.2	4.23	603.8	19.48	854.35	27.56	31	100	0	0
EOI	SMELLS GAS INSIDE	544	2094.4	3.85	3382.65	6.22	9870.63	18.14	15347.68	28.21	535	98.35	9	1.65
EOO	SMELLS GAS OUTSIDE	343	1320.55	3.85	2362.95	6.89	6946.15	20.25	10629.65	30.99	333	97.08	10	2.92
EPR	HIGH / LOW PRESSURE	64	246.4	3.85	467.3	7.3	1155.98	18.06	1869.68	29.21	64	100	0	0
ETX	CO EMERGENCY	19	73.15	3.85	108.3	5.7	352.1	18.53	533.55	28.08	19	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	67	257.95	3.85	373.9	5.58	1138.29	16.99	1770.14	26.42	64	95.52	3	4.48
All Gas Emergency Calls for January 2023		1,202	4,627.70	3.85	7,648.70	6.36	22,380.10	18.62	34,656.50	28.83	1,176	98%	26	2%

FEBRUARY

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	5	19.4	3.88	12.2	2.44	92.6	18.52	124.2	24.84	5	100	0	0
ECO	CO CHECK/ALARM	89	345.32	3.88	614.55	6.91	1493.27	16.78	2453.14	27.56	89	100	0	0
EFI	GAS FIRE	21	81.48	3.88	103.5	4.93	359.9	17.14	544.88	25.95	21	100	0	0
EIR	ICE REGULATOR	8	31.04	3.88	55.7	6.96	211.4	26.43	298.14	37.27	8	100	0	0
EOI	SMELLS GAS INSIDE	470	1823.6	3.88	3676.3	7.82	8753.13	18.62	14253.03	30.33	448	95.32	22	4.68
EOO	SMELLS GAS OUTSIDE	250	970	3.88	1800.45	7.2	4607.33	18.43	7377.78	29.51	243	97.2	7	2.8
EPR	HIGH / LOW PRESSURE	48	186.24	3.88	282.7	5.89	907.19	18.9	1376.13	28.67	48	100	0	0
ETX	CO EMERGENCY	12	46.56	3.88	74.2	6.18	241.6	20.13	362.36	30.2	12	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	52	201.76	3.88	299.15	5.75	1312.28	25.24	1813.19	34.87	50	96.15	2	3.85
All Gas Emergency Calls for February 2023		955	3,705	3.88	6,918.75	7.24	17,978.70	18.83	28,602.85	29.95	924	97%	31	3%

MARCH

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	11	43.34	3.94	49.1	4.46	235.6	21.42	328.04	29.82	10	90.91	1	9.09
ECO	CO CHECK/ALARM	66	260.04	3.94	428.4	6.49	1170.38	17.73	1858.82	28.16	63	95.45	3	4.55
EFI	GAS FIRE	17	66.98	3.94	107.4	6.32	302.49	17.79	476.87	28.05	16	94.12	1	5.88
EIR	ICE REGULATOR	9	35.46	3.94	39.1	4.34	162.4	18.04	236.96	26.33	9	100	0	0
EOI	SMELLS GAS INSIDE	458	1804.52	3.94	2807.4	6.13	8238.02	17.99	12849.94	28.06	444	96.94	14	3.06
EOO	SMELLS GAS OUTSIDE	270	1063.8	3.94	1711.05	6.34	4937.9	18.29	7712.75	28.57	266	98.52	4	1.48
EPR	HIGH / LOW PRESSURE	40	157.6	3.94	265.4	6.64	670.39	16.76	1093.39	27.33	40	100	0	0
ETX	CO EMERGENCY	15	59.1	3.94	73.55	4.9	302.79	20.19	435.44	29.03	15	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	48	189.12	3.94	339.4	7.07	955.29	19.9	1483.81	30.91	43	89.58	5	10.42
All Gas Emergency Calls for March 2023		934	3,680	3.94	5,820.80	6.23	16,975.26	18.17	26,476.02	28.35	906	97%	28	3%

APRIL

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	28	108.36	3.87	131.3	4.69	576.1	20.57	815.76	29.13	27	96.43	1	3.57
ECO	CO CHECK/ALARM	88	340.56	3.87	597.55	6.79	1374.05	15.61	2312.16	26.27	87	98.86	1	1.14
EFI	GAS FIRE	21	81.27	3.87	114.1	5.43	281.59	13.41	476.96	22.71	21	100	0	0
EIR	ICE REGULATOR	1	3.87	3.87	7.3	7.3	20.9	20.9	32.07	32.07	1	100	0	0
EOI	SMELLS GAS INSIDE	459	1776.33	3.87	2657.05	5.79	8251.19	17.98	12684.57	27.64	445	96.95	14	3.05
EOO	SMELLS GAS OUTSIDE	235	909.45	3.87	1521.3	6.47	4727.1	20.12	7157.85	30.46	224	95.32	11	4.68
EPR	HIGH / LOW PRESSURE	17	65.79	3.87	103.5	6.09	270.59	15.92	439.88	25.88	17	100	0	0
ETX	CO EMERGENCY	14	54.18	3.87	79.4	5.67	231.6	16.54	365.18	26.08	14	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	44	170.28	3.87	272.3	6.19	816.38	18.55	1258.96	28.61	43	97.73	1	2.27
All Gas Emergency Calls for April 2023		907	3,510	3.87	5,483.80	6.05	16,549.50	18.25	25,543.39	28.16	879	97%	28	3%

MAY

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	42	168	4	164.4	3.91	786.89	18.74	1119.29	26.65	42	100	0	0
ECO	CO CHECK/ALARM	91	364	4	609.2	6.69	1542.45	16.95	2515.65	27.64	89	97.8	2	2.2
EFI	GAS FIRE	30	120	4	203.75	6.79	443.3	14.78	767.05	25.57	30	100	0	0
EOI	SMELLS GAS INSIDE	490	1960	4	2679.35	5.47	8749.17	17.86	13388.52	27.32	484	98.78	6	1.22
EOO	SMELLS GAS OUTSIDE	268	1072	4	1572.65	5.87	5159.61	19.25	7804.26	29.12	261	97.39	7	2.61
EPR	HIGH / LOW PRESSURE	13	52	4	108.9	8.38	231.19	17.78	392.09	30.16	13	100	0	0
ETX	CO EMERGENCY	14	56	4	84.6	6.04	273.7	19.55	414.3	29.59	14	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	34	136	4	174.1	5.12	738.1	21.71	1048.2	30.83	32	94.12	2	5.88
All Gas Emergency Calls for May 2023		982	3,928	4.00	5,596.95	5.70	17,924.41	18.25	27,449.36	27.95	965	98%	17	2%

JUNE

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	69	279.45	4.05	318.4	4.61	1338.49	19.4	1936.34	28.06	67	97.1	2	2.9
ECO	CO CHECK/ALARM	104	421.2	4.05	497.5	4.78	1742.38	16.75	2661.08	25.59	104	100	0	0
EFI	GAS FIRE	22	89.1	4.05	141.05	6.41	393.29	17.88	623.44	28.34	22	100	0	0
EOI	SMELLS GAS INSIDE	512	2073.6	4.05	3181.45	6.21	9665.27	18.88	14920.32	29.14	498	97.27	14	2.73
EOO	SMELLS GAS OUTSIDE	300	1215	4.05	2128.05	7.09	5887.35	19.62	9230.4	30.77	290	96.67	10	3.33
EPR	HIGH / LOW PRESSURE	15	60.75	4.05	52	3.47	325.5	21.7	438.25	29.22	13	86.67	2	13.33
ETX	CO EMERGENCY	8	32.4	4.05	50.6	6.33	143.2	17.9	226.2	28.27	8	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	35	141.75	4.05	268.05	7.66	547.87	15.65	957.67	27.36	34	97.14	1	2.86
All Gas Emergency Calls for June 2023		1,065	4,313	4.05	6,637.10	6.23	20,043.35	18.82	30,993.70	29.10	1,036	97%	29	3%

JULY

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	53	223.66	4.22	230.25	4.34	1117.79	21.09	1571.7	29.65	50	94.34	3	5.66
ECO	CO CHECK/ALARM	109	459.98	4.22	602.7	5.53	1979.25	18.16	3041.93	27.91	105	96.33	4	3.67
EFI	GAS FIRE	14	59.08	4.22	116.8	8.34	287.59	20.54	463.47	33.11	14	100	0	0
EOI	SMELLS GAS INSIDE	517	2181.74	4.22	3164.7	6.12	9790.57	18.94	15137.01	29.28	497	96.13	20	3.87
EOO	SMELLS GAS OUTSIDE	322	1358.84	4.22	2046.05	6.35	6466.52	20.08	9871.41	30.66	306	95.03	16	4.97
EPR	HIGH / LOW PRESSURE	12	50.64	4.22	46.1	3.84	188.1	15.68	284.84	23.74	11	91.67	1	8.33
ETX	CO EMERGENCY	10	42.2	4.22	72.6	7.26	188.29	18.83	303.09	30.31	10	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	43	181.46	4.22	402.75	9.37	940.67	21.88	1524.88	35.46	37	86.05	6	13.95
All Gas Emergency Calls for July 2023		1,080	4,557.60	4.22	6,681.95	6.19	20,958.78	19.41	32,198.33	29.81	1,030	95%	50	5%

AUGUST

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	54	212.76	3.94	228.85	4.24	951.99	17.63	1393.6	25.81	50	92.59	4	7.41
ECO	CO CHECK/ALARM	143	563.42	3.94	886.5	6.2	2397.87	16.77	3847.79	26.91	143	100	0	0
EFI	GAS FIRE	20	78.8	3.94	116.45	5.82	318	15.9	513.25	25.66	20	100	0	0
EOI	SMELLS GAS INSIDE	480	1891.2	3.94	2866	5.97	9078.99	18.91	13836.19	28.83	470	97.92	10	2.08
EOO	SMELLS GAS OUTSIDE	373	1469.62	3.94	1852.6	4.97	6583.93	17.65	9906.15	26.56	364	97.59	9	2.41
EPR	HIGH / LOW PRESSURE	11	43.34	3.94	54.1	4.92	190.2	17.29	287.64	26.15	11	100	0	0
ETX	CO EMERGENCY	16	63.04	3.94	76.8	4.8	309.5	19.34	449.34	28.08	16	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	56	220.64	3.94	513.4	9.17	1038.77	18.55	1772.81	31.66	56	100	0	0
All Gas Emergency Calls for August 2023		1,153	4,542.82	3.94	6,594.70	5.72	20,869.25	18.10	32,006.77	27.76	1,130	98%	23	2%

SEPTEMBER

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	61	246.44	4.04	444.85	7.29	1260.75	20.67	1952.04	32	57	93.44	4	6.56
ECO	CO CHECK/ALARM	113	456.52	4.04	698.3	6.18	2082.03	18.43	3236.85	28.64	111	98.23	2	1.77
EEX	Gas Explosion	1	4.04	4.04	2.8	2.8	20.4	20.4	27.24	27.24	1	100	0	0
EFI	GAS FIRE	25	101	4.04	88.1	3.52	439.7	17.59	628.8	25.15	25	100	0	0
EOI	SMELLS GAS INSIDE	438	1769.52	4.04	2487.6	5.68	8154.38	18.62	12411.5	28.34	432	98.63	6	1.37
EOO	SMELLS GAS OUTSIDE	360	1454.4	4.04	1860.35	5.17	7002.47	19.45	10317.22	28.66	347	96.39	13	3.61
EPR	HIGH / LOW PRESSURE	16	64.64	4.04	1053.8	65.86	333.69	20.86	1452.13	90.76	15	93.75	1	6.25
ETX	CO EMERGENCY	12	48.48	4.04	49.4	4.12	221.3	18.44	319.18	26.6	12	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	57	230.28	4.04	324.8	5.7	935.29	16.41	1490.37	26.15	56	98.25	1	1.75
All Gas Emergency Calls for September 2023		1,083	4,375.32	4.04	7,010.00	6.47	20,450.01	18.88	31,835.33	29.40	1,056	98%	27	2%

OCTOBER

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	60	255.6	4.26	361.6	6.03	1104.82	18.41	1722.02	28.7	59	98.33	1	1.67
ECO	CO CHECK/ALARM	154	656.04	4.26	821.8	5.34	2826.35	18.35	4304.19	27.95	149	96.75	5	3.25
EFI	GAS FIRE	20	85.2	4.26	88.7	4.44	344.2	17.21	518.1	25.91	20	100	0	0
EIR	ICE REGULATOR	1	4.26	4.26	5.2	5.2	37.8	37.8	47.26	47.26	1	100	0	0
EOI	SMELLS GAS INSIDE	571	2432.46	4.26	3459.15	6.06	10291.23	18.02	16182.84	28.34	556	97.37	15	2.63
EOO	SMELLS GAS OUTSIDE	470	2002.2	4.26	3254.35	6.92	9091.53	19.34	14348.08	30.53	444	94.47	26	5.53
EPR	HIGH / LOW PRESSURE	48	204.48	4.26	350.85	7.31	920.69	19.18	1476.02	30.75	47	97.92	1	2.08
ETX	CO EMERGENCY	20	85.2	4.26	93.45	4.67	386.8	19.34	565.45	28.27	20	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	123	523.98	4.26	999.3	8.12	2333.28	18.97	3856.56	31.35	118	95.93	5	4.07
All Gas Emergency Calls for October 2023		1,467	6,249.42	4.26	9,434.40	6.43	27,336.70	18.63	43,020.52	29.33	1,414	96%	53	4%

NOVEMBER

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	31	127.41	4.11	144.5	4.66	951.89	30.71	1223.8	39.48	28	90.32	3	9.68
ECO	CO CHECK/ALARM	164	674.04	4.11	1062.85	6.48	2772.03	16.9	4508.92	27.49	160	97.56	4	2.44
EFI	GAS FIRE	17	69.87	4.11	894	52.59	282.89	16.64	1246.76	73.34	17	100	0	0
EOI	SMELLS GAS INSIDE	534	2194.74	4.11	4139.1	7.75	9450.93	17.7	15784.77	29.56	526	98.5	8	1.5
EOO	SMELLS GAS OUTSIDE	518	2128.98	4.11	5407.2	10.44	9586.85	18.51	17123.03	33.06	499	96.33	19	3.67
EPR	HIGH / LOW PRESSURE	56	230.16	4.11	260	4.64	972.9	17.37	1463.06	26.13	56	100	0	0
ETX	CO EMERGENCY	20	82.2	4.11	96.55	4.83	332.6	16.63	511.35	25.57	20	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	111	456.21	4.11	771.55	6.95	2029.1	18.28	3256.86	29.34	107	96.4	4	3.6
All Gas Emergency Calls for November 2023		1,451	5,963.61	4.11	12,775.75	8.80	26,379.19	18.18	45,118.55	31.09	1,413	97%	38	3%

DECEMBER

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time	Avg Dispatch Time	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	15	59.7	3.98	69.35	4.62	252.69	16.85	381.74	25.45	15	100	0	0
ECO	CO CHECK/ALARM	140	557.2	3.98	773.85	5.53	2355.79	16.83	3686.84	26.33	136	97.14	4	2.86
EFI	GAS FIRE	25	99.5	3.98	141.4	5.66	440.07	17.6	680.97	27.24	25	100	0	0
EOI	SMELLS GAS INSIDE	573	2280.54	3.98	3506.3	6.12	9970.42	17.4	15757.26	27.5	560	97.73	13	2.27
EOO	SMELLS GAS OUTSIDE	382	1520.36	3.98	2503.6	6.55	6856.14	17.95	10880.1	28.48	374	97.91	8	2.09
EPR	HIGH / LOW PRESSURE	43	171.14	3.98	327.5	7.62	744.9	17.32	1243.54	28.92	40	93.02	3	6.98
ETX	CO EMERGENCY	24	95.52	3.98	128	5.33	424.29	17.68	647.81	26.99	24	100	0	0
NOGAS	CUSTOMER REPORTS NO GAS	76	302.48	3.98	504	6.63	1345.37	17.7	2151.85	28.31	75	98.68	1	1.32
All Gas Emergency Calls for December 2023		1,278	5,086.44	3.98	7,954.00	6.22	22,389.67	17.52	35,430.11	27.72	1,249	97%	29	3%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2023
Outages Due to Employees/Contractors													
Number of Homes	0	0	0	0	0	314	0	0	0	0	131	0	445
Number of Incidents	0	0	0	0	0	1	0	0	0	0	1	0	2
Average Outage Time (Hr: Min)	0:00	0:00	0:00	0:00	0:00	11:00	0:00	0:00	0:00	0:00	5:00	0:00	8:00
Outages Due to All Other Causes													
Number of Homes	0	0	0	0	21	0	0	116	0	0	10	0	147
Number of Incidents	0	0	0	0	2	0	0	1	0	0	1	0	4
Average Outage Time (Hr: Min)	0:00	0:00	0:00	0:00	N/A	0:00	0:00	6:00	0:00	0:00	N/A	0:00	6:00

Address	City	Date	Number of Customers Affected	How Xcel Became Aware	Root Cause	Actions to Fix	Actions to Contact Public	Were There Public Relations Issues	Customer or Company Relight?	Gas off	Gas on	Duration	Gas Explosion?	Commission Notified	
<i>[PROTECTED DATA BEGINS...]</i>															
	Saint Paul	3/29/2023	0	911	3" gas service hit	Secured the area and repaired the main, no customers were out	N/A	N/A	N/A	1:13 PM	4:15 PM	3 hours	No	Yes	
	Mounds View	5/1/2023	19	Fire Dept	2" gas main hit	Secured the area and repaired the main	N/A	N/A	Company	12:30 PM	N/A	N/A	No	No	
	Saint Cloud	5/3/2023	2	911	6" gas main hit	Secured the area and repaired the main	Evacuated less than 20 houses	N/A	Company	3:28 PM	N/A	N/A	No	No	
	Forest Lake	6/22/2023	314	911	2" PE Main hit	Secured the area and repaired the main	Evacuated nearby structures	Yes	Company	1:15 PM	12:29 AM	11 hours	No	Yes	
	Moorhead	08/26/23	116	Customer call	Valve inadvertently turned off by city maintenance work	Gas was reintroduced	Outbound Call	N/A	Company	10:59 AM	5:10 PM	6 hours	No	Yes	
	Forest Lake	11/09/23	10 +	911	2" gas service	Secured the area and repaired the service	N/A	N/A	Company	10:20 AM	N/A	N/A	No	Yes	
	Saint Paul	11/13/23	131	911	2" gas line hit	Secured the area and repaired the main	N/A	N/A	Company	11:40 AM	4:25 PM	5 hours	No	No	
<i>...PROTECTED DATA ENDS]</i>															

Utility	Work_Resolution	Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Electric	INVESTIGATE AND REMEDIATE	Order Count	287	281	348	221	253	233	236	243	206	208	160	335	3011
		Average Days	5.41	5.93	4.99	14.70	3.60	4.21	5.73	6.04	3.32	3.50	2.93	6.43	5.63
		Min Days	1	1	1	1	1	0	1	1	1	1	1	0	0
		Max of Days	158	260	205	483	23	97	233	334	72	52	25	283	483
		StdDev of Days	12.48	19.57	14.58	63.30	2.27	8.22	19.86	28.81	5.20	4.41	2.40	21.82	23.13
	INVESTIGATE AND REFER	Order Count	35	44	49	28	21	25	37	20	28	33	23	28	371
		Average Days	4.43	10.59	2.73	4.39	2.71	26.56	17.46	21.85	2.89	2.73	2.52	9.18	8.54
		Min Days	2	1	1	1	1	1	1	1	1	1	1	1	1
		Max of Days	7	152	6	29	6	287	341	231	6	6	5	56	341
		StdDev of Days	1.82	27.01	1.32	4.98	1.65	66.20	63.72	54.75	1.50	1.42	1.34	13.15	31.47
	REMEDIATE UPON REFERRAL	Order Count	1				1			2	2	2		1	9
		Average Days	4.00				1.00			3.50	6.50	6.50		6.00	4.89
		Min Days	4				1			1	1	3		6	1
		Max of Days	4				1			6	12	10		6	12
		StdDev of Days	0.00				0.00			3.54	7.78	4.95		0.00	4.01
Electric Order Count			323	325	397	249	275	258	273	265	236	243	183	364	3391
Electric Average Days			5.30	6.56	4.72	13.54	3.52	6.38	7.32	7.22	3.29	3.42	2.88	6.64	5.95
Electric Min Days			1	1	1	1	1	0	1	1	1	1	1	0	
Electric Max of Days			158	260	205	483	23	287	341	334	72	52	25	283	483
Electric StdDev of Days			11.78	20.75	13.68	59.73	2.24	22.67	29.91	31.53	4.92	4.14	2.29	21.25	24.17

Gas	INVESTIGATE AND REMEDIATE	Order Count	220	212	372	295	378	286	246	250	323	263	216	98	3159
		Average Days	7.25	8.11	7.97	6.37	6.50	6.76	7.06	5.82	5.82	8.17	10.09	7.05	7.17
		Min Days	2	1	1	0	1	0	1	1	1	0	1	1	0
		Max of Days	14	13	164	13	125	15	126	120	13	195	217	14	217
		StdDev of Days	2.54	2.93	8.66	2.94	6.83	2.74	8.01	7.74	2.38	13.27	24.15	3.55	9.12
	INVESTIGATE AND REFER	Order Count	48	59	105	90	135	79	48	58	64	52	43	18	799
		Average Days	7.17	7.90	8.34	7.02	6.74	8.05	7.15	4.74	5.36	6.29	5.12	8.28	6.91
		Min Days	2	2	3	1	1	2	1	2	2	2	1	1	1
		Max of Days	12	13	14	13	13	33	13	11	13	14	10	36	36
		StdDev of Days	2.46	2.83	2.78	2.60	2.70	5.16	2.32	2.16	2.32	2.44	2.43	7.93	3.30
	REMEDIATE UPON REFERRAL	Order Count	16	38	42	110	74	66	33	29	18	20	20	9	475
		Average Days	42.13	11.68	12.24	24.41	6.19	9.41	17.33	6.55	10.78	6.70	10.15	13.78	14.34
		Min Days	1	0	1	0	0	1	0	1	1	1	1	4	0
		Max of Days	252	45	74	300	27	33	81	19	35	20	41	21	300
		StdDev of Days	83.33	11.57	16.99	43.36	4.93	8.01	21.40	4.13	9.31	5.11	8.18	6.24	28.49
Gas Order Count			284	309	519	495	587	431	327	337	405	335	279	125	4433
Gas Average Days			9.20	8.51	8.39	10.50	6.51	7.40	8.11	5.69	5.97	7.79	9.33	7.71	7.89
Gas Min Days			1	0	1	0	0	0	0	1	1	0	1	1	0
Gas Max of Days			252	45	164	300	125	33	126	120	35	195	217	36	300
Gas StdDev of Days			20.95	4.99	8.91	21.83	5.89	4.52	10.18	6.84	3.18	11.88	21.45	4.90	12.37
Total E & G Order Count			607	634	916	744	862	689	600	602	641	578	462	489	7824
Total E & G Average Days			7.12	7.51	6.80	11.52	5.56	7.02	7.75	6.36	4.98	5.95	6.77	6.91	7.05
Total E & G Days Min			1	0	1	0	0	0	0	1	1	0	1	0	
Total E & G Days Max			252	260	205	483	125	287	341	334	72	195	217	283	483
Total E & G Days Std Dev			16.81	15.28	11.37	38.86	5.21	14.32	21.51	21.53	4.12	9.67	17.01	18.50	18.46

CERTIFICATE OF SERVICE

I, Christine Schwartz, 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. G002/M-24-31

Dated this 1st day of May 2024

/s/

Christine Schwartz
Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
John	Coffman	john@johncoffman.net	AARP	871 Tuxedo Blvd. St. Louis, MO 63119-2044	Electronic Service	No	OFF_SL_24-31_M-24-31
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_24-31_M-24-31
George	Crocker	gwillc@nawo.org	North American Water Office	5093 Keats Avenue Lake Elmo, MN 55042	Electronic Service	No	OFF_SL_24-31_M-24-31
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_24-31_M-24-31
Edward	Garvey	edward.garvey@AESLconsulting.com	AESL Consulting	32 Lawton St Saint Paul, MN 55102-2617	Electronic Service	No	OFF_SL_24-31_M-24-31
Todd J.	Guerrero	todd.guerrero@kutakrock.com	Kutak Rock LLP	Suite 1750 220 South Sixth Street Minneapolis, MN 554021425	Electronic Service	No	OFF_SL_24-31_M-24-31
Annete	Henkel	mui@mutilityinvestors.org	Minnesota Utility Investors	413 Wacouta Street #230 St. Paul, MN 55101	Electronic Service	No	OFF_SL_24-31_M-24-31
Michael	Hoppe	lu23@ibew23.org	Local Union 23, I.B.E.W.	445 Etna Street Ste. 61 St. Paul, MN 55106	Electronic Service	No	OFF_SL_24-31_M-24-31
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	150 S. 5th Street Suite 1200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-31_M-24-31
Sarah	Johnson Phillips	sarah.phillips@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-31_M-24-31

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	OFF_SL_24-31_M-24-31
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022093	Electronic Service	No	OFF_SL_24-31_M-24-31
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-31_M-24-31
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-31_M-24-31
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_24-31_M-24-31
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_24-31_M-24-31
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_24-31_M-24-31
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-31_M-24-31