414 Nicollet Mall
Minneapolis, MN 55401

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NOT-PUBLIC DATA HAS BEEN EXCISED

April 1, 2024

—Via Electronic Filing—

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

RE: 2023 ANNUAL REPORT AND PETITION
SERVICE QUALITY PERFORMANCE AND PROPOSED RELIABILITY MEASURES
DOCKET NO. E002/M-24-27

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, submits the enclosed 2023 Electric Annual Service Quality Performance Report and Petition of Northern States Power Company (Report). We respectfully request the Commission accept our 2023 Report and approve our proposed reliability standards for 2024.

For ease of review, we present our Report in two parts as noted below.

- Part I: Service Quality and Reporting standards, and
- Part II: Safety and Reliability metrics.

In addition, our Report includes three attachments in live Excel format:

- Attachment G-2 – Response Duration Report
- Attachment K – Outage Cause Codes for Graphs 1A-1D
- Attachment L – Circuit Table

Security, Trade Secret, and Private Data on Individuals Justification

This submission contains information regarding the Company's feeders and other system components, and associated customers served. This information is "security information" as defined by Minn. Stat. § 13.37, subd. 1(a). As we have explained in past filings related to our treatment of customer data, we take our responsibility for the data we maintain in order to provide our customers with reliable and safe service very seriously.

Nearly daily, we become aware of data breaches impacting individuals and organizations. Responsible access to sensitive data must be balanced with accountability for third parties to demonstrate their actions with the data will be in the public interest before gaining access. Additionally, as we have pointed out in the past with respect to utility release of customer data, once released by the utility, the Commission will have no jurisdiction over third parties – and the utilities lose any ability to control its use, sale, or other dissemination.

Our Company principles with respect to privacy are:

- Maintain customer privacy, confidentiality, and security in terms of their usage and how they are connected to the grid; and
- Avoid revealing details that would give a bad actor information to target an attack for maximum impact (ex. peak load, equipment capacities, number of customers, how critical infrastructure is connected to the grid, etc).

Xcel Energy believes some information contained herein could be manipulated to reveal the location and size of facilities serving our customers. The public disclosure or use of this information creates a risk because those who want to disrupt the electrical grid for political or other reasons may learn which facilities to target to create the greatest disruption. For this reason, pursuant to Minn. Stat. § 13.37, subd. 2, we have excised this data from the public version of Attachment L of our filing.

This submission also contains settlement information about one claim against the company where the Company and the settling plaintiff agreed the settlement amount would be maintained as confidential. This information is "trade secret" information as defined by Minn. Stat. §13.37(1)(b). This information derives independent economic value from not being generally known or readily ascertainable by others who could obtain a financial advantage from its use. For this reason, pursuant to Minn. Stat. § 13.37, subd. 2, we have excised this data from the public version of Attachment B our filing.

We have electronically filed this document with the Minnesota Public Utilities Commission and notice of the filing has been served on the parties on the attached service list.

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

Sincerely,

/s/

BRIDGET DOCKTER
MANAGER, POLICY & OUTREACH

Enclosures
c: Service List

REQUIRED INFORMATION

I. SUMMARY OF FILING

A one-paragraph summary is attached to this filing pursuant to Minn. R. 7829.1300, subp. 1.

II. SERVICE ON OTHER PARTIES

Pursuant to Minn. Stat. § 216.17, subd. 3, we have electronically filed this document with the Commission. Pursuant to Minn. R. 7829.1300, subp. 2, the Company has served a copy of this filing on the Department of Commerce and the Office of the Attorney General. A summary of the filing has been served on all parties on the enclosed service list.

III. GENERAL FILING INFORMATION

Pursuant to Minn. R. 7829.1300, subp. 3, the Company provides the following information.

A. Name, Address, and Telephone Number of Utility

Northern States Power Company doing business as:
Xcel Energy
414 Nicollet Mall
Minneapolis, MN 55401
(612) 330-5500

B. Name, Address, and Telephone Number of Utility Attorney

Lauren Steinhaeuser
Assistant General Counsel
Xcel Energy
Minneapolis, MN 55401
lauren.steinhaeuser@xcelenergy.com

C. Date of Filing and Date Standards Take Effect

The date of this filing is April 1, 2024. The Company requests that the Commission accept the attached Report on the Company's performance for 2023. Additionally, we request that our proposed reliability standards be approved for the year 2023.

REQUIRED INFORMATION

Our report on reliability performance for 2023, subject to the standards approved by the Commission, was filed on or before April 1, 2024, as required under Minn. R. 7826.0500, subp.1, for the January 1 through December 31, 2023 period with a supplemental filing being submitted in the August / September 2024 timeframe when IEEE data becomes available.

D. Statute Controlling Schedule for Processing the Filing

No specific statute imposes a schedule controlling the processing of this filing. Pursuant to Minn. R. 7826.1300, this Report is to be filed as a miscellaneous filing under Minn. R. 7829.0100, subp. 11. Under Minn. R. 7829.1400 governing miscellaneous filings, initial comments are due within 30 days of filing, with reply comments due ten days thereafter.

E. Utility Employee Responsible for Filing

Bridget Dockter
Manager, Policy and Outreach
Xcel Energy
414 Nicollet Mall – 401 7th Floor
Minneapolis, MN 55401
(612) 337-2096

IV. MISCELLANEOUS INFORMATION

Pursuant to Minn. R. 7829.0700, the Company requests that the following persons be placed on the Commission's official service list for this proceeding:

Lauren Steinhaeuser
Assistant General Counsel
Xcel Energy
414 Nicollet Mall, 401 – 8th Floor
Minneapolis, MN 55401
lauren.steinhaeuser@xcelenergy.com

Christine Schwartz
Regulatory Administrator
Xcel Energy
414 Nicollet Mall, 401 – 7th Floor
Minneapolis, MN 55401
regulatory.records@xcelenergy.com

Any information requests in this proceeding should be submitted to Ms. Schwartz at the Regulatory Records email address above.

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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'S ANNUAL REPORT ON SAFETY, RELIABILITY, AND SERVICE QUALITY FOR 2023; AND PETITION FOR APPROVAL OF ELECTRIC RELIABILITY STANDARDS FOR 2024	DOCKET NO. E002/M-24-27 **ANNUAL REPORT AND PETITION**

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission the attached Annual Report on our safety, reliability, and service quality performance for 2023. We make this filing pursuant to Minn. R. 7826.0400, 7826.0500, and 7826.1300. This filing also includes our Petition for approval of the Company's proposed reliability standards for the year 2024, as required under Minn. R. 7826.0600. In addition, the Annual Report contains several compliance items from various dockets.

We respectfully request that the Commission accept our annual report for 2023, approve our proposed reliability standards for 2024.

I. DESCRIPTION AND PURPOSE OF FILING

A. Background

Legislation passed in 2001 required that the Commission establish safety, reliability, and service quality standards for electric distribution utilities. After a rulemaking process, the Commission adopted rules that became effective on January 28, 2003. These rules contain both performance standards and reporting requirements. Additionally, the rules require individual utilities to propose electric reliability

standards each year for approval by the Commission. Over time, the Commission added additional compliance obligations through various Order Points.

Consistent with last year, we have separated the Annual Report, as laid out in Minnesota Rules, Chapter 7826, Electric Utility Standards, into two parts: Part I contains Service Quality and Reporting standards; Part II contains the Safety and Reliability metrics.

In this Petition, we request the Commission take two actions on the two items listed below:

- Accept the Company's Annual Report for 2023, and
- Approve our proposed reliability standards for 2024.

Each of these are discussed in more detail below.

A. Accept the Company's Annual Report for 2023

Attached to this Petition is the Company's Annual Report, detailing the Company's safety, reliability and service quality performance for 2023. The Company's Annual Report, and its attachments, is consistent with the Minnesota service quality reporting rules found in Minn. R. Ch. 7826, as well as the various Commission Order Points adopted over the years. In addition to responding to the new compliance obligations ordered from the 2017 through 2023 Annual Reports, the Company has included a compliance matrix to assist our stakeholders to find the information they are looking for within the Annual Report. We respectfully request the Commission accept the Company's Annual Report for 2023.

B. Approve Proposed Reliability Standards for 2024

Minn. R. 7826.0600, subp. 1, requires the Company to propose 2024 standards for SAIFI, SAIDI, and CAIDI. The Company proposed setting the 2024 standards based on the 2024 IEEE benchmarking results as follows:

- Statewide reliability: IEEE second quartile for large utilities;
- Metro East and Metro West work centers: IEEE second quartile for large utilities; and
- Southeast and Northwest work centers: IEEE second quartile for medium utilities.

Our proposal is consistent with the 2024 standards established in the Commission's November 9, 2022 Order in Docket No. E002/M-22-162, Order Point 4. Because the IEEE benchmarking data for the previous year is not available until third quarter of the following year, the 2023 benchmarking data will not be available until the summer of 2024. After this data is received, the Company proposes filing a supplement to its 2023 Annual Report providing the 2023 benchmarking information compared to our 2023 results along with an explanation and action plan for any standards not met for 2023.

V. EFFECT OF CHANGE UPON XCEL ENERGY REVENUE

Approval of our Annual Report and the reliability performance standards proposed in this Petition will not result in any changes to Xcel Energy's revenue.

CONCLUSION

Xcel Energy is committed to providing our customers with safe, reliable and quality customer service. We appreciate this opportunity to report our performance to the Commission, and respectfully request that the Commission accept our Annual Report on safety, reliability, and service quality. We also request that the Commission approve our proposed reliability standards for 2024 as detailed in this Petition.

Dated: April 1, 2024

Northern States Power Company

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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'S ANNUAL REPORT ON SAFETY, RELIABILITY, AND SERVICE QUALITY FOR 2023; AND PETITION FOR APPROVAL OF ELECTRIC RELIABILITY STANDARDS FOR 2024	DOCKET NO. E002/M-24-27 **ANNUAL REPORT AND PETITION**

SUMMARY OF FILING

Please take notice that on April 1, 2024 Northern States Power Company doing business as Xcel Energy filed with the Minnesota Public Utilities Commission a Petition requesting approval of its 2023 Electric Annual Service Quality Performance Report and Petition of Northern States Power Company, requesting the Commission accept our 2023 report and approve our proposed reliability standards for 2024.

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Xcel Energy's Service Quality Annual Report Part I

Safety, Reliability Standards, and Service Quality for 2023

April 1, 2024
Docket No. E002/M-24-27

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Requirement	Item	Location
7826.0400 ANNUAL SAFETY REPORT.		
	A. summaries of all reports filed with the United States Occupational Safety and Health Administration and the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry during the calendar year	Section II.A
	B. a description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electrical system failures and all remedial action taken as a result of any injuries or property damage described.	Section II.B
7826.0500 RELIABILITY REPORTING REQUIREMENTS.		
	A. the utility's SAIDI for the calendar year, by work center and for its assigned service area as a whole; B. the utility's SAIFI for the calendar year, by work center and for its assigned service area as a whole; C. the utility's CAIDI for the calendar year, by work center and for its assigned service area as a whole; D. an explanation of how the utility normalize its reliability data to account for major storms	Section IV.B.1.a
	E. an action plan for remedying any failure to comply with the reliability standards set forth in part 7826.0600 or an explanation as to why noncompliance was unavoidable under the circumstances;	Section IV.B.2.a
	F. to the extent feasible, a report on each interruption of a bulk power supply facility during the calendar year, including the reasons for interruption, duration of interruption, and any remedial steps that have been taken or will be taken to prevent future interruption;	Section IV.B.3
	G. a copy of each report filed under part 7826.0700;	Section IV.B.4.a
	H. to the extent technically feasible, circuit interruption data, including identifying the worst performing circuit in each work center, stating the criteria the utility used to identify the worst performing circuit, stating the circuit's SAIDI, SAIFI, and CAIDI, explaining the reasons that the circuit's performance is in last place, and describing any operational changes the utility has made, is considering, or intends to make to improve its performance;	Section IV.B.2.b
	I. data on all known instances in which nominal electric service voltages on the utility's side of the meter did not meet the standards of the American National Standards Institute for nominal system voltages greater or less than voltage range B.	Section IV.B.5
	J. data on staffing levels at each work center, including the number of full-time equivalent positions held by field employees responsible for responding to trouble and for the operation and maintenance of distribution lines;	Section IV.B.6
	K. Any other information the utiltity considers relevant in evaluating its reliabilty performance	
7826.0600 RELIABILITY STANDARDS.		
	Subpart 1. Annually proposed individual reliability standards. On or before April 1 of each year, each utility shall file proposed reliability performance standards in the form of proposed numerical values for the SAIDI, SAIFI, and CAIDI for each of its work centers. These filings shall be treated as "miscellaneous tariff filings" under the commission's rules of practice and procedure, part 7829.0100, subpart 11.	Section IV
7826.0700 REPORTING MAJOR SERVICE INTERRUPTIONS.		

Requirement	Item	Location
	Subpart 1. Contemporaneous reporting. A utility shall promptly inform the commission's Consumer Affairs Office of any major service interruption. At that time, the utility shall provide the following information, to the extent known: A. the location and cause of the interruption; B. the number of customers affected; C. the expected duration of the interruption; and D. the utility's best estimate of when service will be restored, by geographical area.	Section IV.B.4.a
	Subp. 2. Written report. Within 30 days, a utility shall file a written report on any major service interruption in which ten percent or more of its Minnesota customers were out of service for 24 hours or more. This report must include at least a description of: A. the steps the utility took to restore service; and B. any operational changes the utility has made, is considering, or intends to make, to prevent similar interruptions in the future or to restore service more quickly in the future.	Section IV.B.4.a
7826.1200 CALL CENTER RESPONSE TIME.		
	Subpart 1. Calls to business office. On an annual basis, utilities shall answer 80 percent of calls made to the business office during regular business hours within 20 seconds. "Answer" means that an operator or representative is ready to render assistance or accept the information to handle the call. Acknowledging that the customer is waiting on the line and will be served in turn is not an answer. If the utility uses an automated call- processing system, the 20-second period begins when the customer has selected a menu option to speak to a live operator or representative. Utilities using automatic call-processing systems must provide that option, and they must not delay connecting the caller to a live operator or representative for purposes of playing promotional announcements.	Section III.E
	Subp. 2. Calls regarding service interruptions. On an annual basis, utilities shall answer 80 percent of calls directed to the telephone number for reporting service interruptions within 20 seconds. "Answer" may mean connecting the caller to a recording providing, to the extent practicable, at least the following information: A. the number of customers affected by the interruption; B. the cause of the interruption; C. the location of the interruption; and D. the utility's best estimate of when service will be restored, by geographical area.	Section III.E
7826.1400 REPORTING METER-READING PERFORMANCE.		
	The annual service quality report must include a detailed report on the utility's meter-reading performance, including, for each customer class and for each calendar month: A. the number and percentage of customer meters read by utility personnel; B. the number and percentage of customer meters self-read by customers; C. the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read; and	Section III.A.1
	D. data on monthly meter-reading staffing levels, by work center or geographical area	Section III.A.1
7826.1500 REPORTING INVOLUNTARY DISCONNECTIONS.		
	The annual service quality report must include a detailed report on involuntary disconnections of service, including, for each customer class and each calendar month: A. the number of customers who received disconnection notices; B. the number of customers who sought cold weather rule protection under Minnesota Statutes, sections 216B.096 and 216B.097, and the number who were granted cold weather rule protection; C. the total number of customers whose service was disconnected involuntarily and the number of these customers restored to service within 24 hours; and D. the number of disconnected customers restored to service by entering into a payment plan	Section III.C
7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.		
	The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month: A. the number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service; and B. the number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.	Section III.D
7826.1700 REPORTING CALL CENTER RESPONSE TIMES.		
	The annual service quality report must include a detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information.	Section III.E

Requirement	Item	Location
7826.1800 REPORTING EMERGENCY MEDICAL ACCOUNT STATUS.		
And Commission Order in Docket No. E002/M-22-162, Dated October 20, 2023.	The annual service quality report must include the number of customers who requested emergency medical account status under Minnesota Statutes, section 216B.098, subdivision 5, the number whose applications were granted, and the number whose applications were denied and the reasons for each denial.	Section III.F
7826.1900 REPORTING CUSTOMER DEPOSITS.		
	The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.	Section III.G
7826.2000 REPORTING CUSTOMER COMPLAINTS.		
	The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information: A. the number of complaints received; B. the number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service- extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints; C. the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days; D. the number and percentage of all complaints resolved by taking any of the following actions: (1) taking the action the customer requested; (2) taking an action the customer and the utility agree is an acceptable compromise; (3) providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility; or (4) refusing to take the action the customer requested; and E. the number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.	Section III.H
COMMISSION ORDERS		
Docket E002/M-23-73 **December 5, 2023**	4. Set Xce Energy's 2023 statewide Reliability Standard at the IEEE benchmarking 2nd quartile for large utilities. Set Xcel's Southease and Northwest work center reliability standards at the IEEE benchmarking 2nd quartile for medium utilities. Set Xcel's Metro East and Metro West work center reliability center standards at the IEEE benchmarking 2nd quartile for large utilities. Required Xcel to file a supplement to its 2023 SQSR report 30 days after IEEE publishes the 2023 benchmarking results, with an explanation for any standards the utility did not meet.	Section V.A
Docket E002/M-23-73 **December 5, 2023**	5. Direct Xcel to provide an analysis of the incremental costs associated with achieving IEEE first quartile performance that includes a discussion of timeframes, costs, and benefits in their SRSQ 2024 filing	Section V.A
Docket E002/M-23-73 **December 5, 2023**	6. Required Xcel to discuss how to lower the difference in SAIDI, SAIFI, and CAIDI between feeders associated with the different customer classess in their 2024 filing, including costs and benefits to implementation. This requirement ends on December 31, 2024, unless the Commission changes or extends it.	Section V.A
Docket E002/M-23-73 **December 5, 2023**	8. Require Xcel to provide a response to the CAO and customers contacting the Xcel Energy Advocay Team regarding new service installations within two business days. The Xcel Advocacy Team will be trained to work with CAO on new service installation efforts and require Xcel to report information on these efforts in its 2023 service quality report.	Section III.D
Docket E002/M-23-73 **December 5, 2023**	9. On the AMP AMI filing by Xcel, directed the Executive Secretary to open a notice and comment on the advocacy of Xcel's efforts to address billing issues associated with AMI implementation for its AMP customers	Section III.H
Docket Nos. E002/M-20-406 and E002/CI-17-401 **May 18, 2023**	3. Required Xcel to conduct an analysis that examines whether there is a relationship between poor performance on the five identified metrics displayed on the interactive map and equity indicators. Required Xcel to file this analysis with its next service quality report due April 1, 2024. 4. If Xcel's analysis determines there are disparities in any of the five metrics displayed on the map, required Xcel to identify preliminary steps it could take to rectify the disparities and if Commission approval is required, where and when it would expect to file solutions. This should include an analysis of whether modifications to Xcel's Quality of Service Plan are necessary to address any identified disparities. Required Xcel to file this preliminary plan with its next service quality report due April 1, 2024	Section IV.A
Docket No. E002/M-22-233 **March 22, 2023**	1. The Commission grants the petition of Northern States Power Company d/b/a Xcel Energy for a temporary variance to Minn. R. 7820.2500 for customers subscribed to Residential Service, Residential Time-of-Day Service, Small General Service, or Small General Time of Day Service. The variance may commence within 30 days, and shall be reevaluated annually in the Company's service quality reporting dockets until the variance is made permanent or terminated.	Section III.J

Requirement	Item	Location
Docket No. E002/M-22-233 March 22, 2023	5. Xcel Energy shall file a report on the following evaluation metrics in its service quality reports for 2023, 2024 and 2025: A. Meter-related complaints for advanced metering infrastructure. B. The percentage of customers flagged for disconnection who pay their disconnection amount in full in the current process versus after the variance has been implemented. C. The number of field visits required when the Company is unable to reach the customer (speaking to the customer or leaving a voicemail). D. The length of time for reconnecting each customer, and the method for reconnecting the customer. E. Re-analysis of actual costs for disconnection/reconnection requiring in-person visits and those performed remotely. F. Detailed cost information and subsequent analysis of costs as opposed to the Company's proposed language stating adjustments to costs can be following the first year of reporting. G. Progress exploring texting capabilities for customer contact and progress on an automated process for reconnection. H. Progress adding a direct link on its website to submit the Medically Necessary Equipment & Emergency Certification Form. I. Feedback from the Department of Commerce, Energy Assistance Unit regarding remote disconnection. J. Compliance with all consumer protection measures ordered in this proceeding. K. Detailed information on the number of customers opting out of AMI meter installation and demand-billed customers compared to customers with AMI meters installed. L. A proposal for using the capacity of its advanced metering infrastructure to restore electric service to customers during periods of extreme heat.	Section III.J
Docket No. E002/M-22-233 March 22, 2023	6. Within 30 days of filing its 2023, 2024, and 2025 service quality reports, Xcel Energy shall engage stakeholders to discuss the evaluation metrics requirements established in this docket. •Complaints related to AMI meters. •The percentage of customers flagged for disconnection who pay their disconnection amount in full under the current process, and the percentage under the new process.	Section III.J
Docket No. E002/M-22-233 March 22, 2023	Additionally, the Company agreed to file a report 30 days after our first year of full deployment on the implementation of the new disconnection/reconnection policy. The report will include: •Complaints related to AMI meters. •The percentage of customers flagged for disconnection who pay their disconnection amount in full under the current process, and the percentage under the new process. •The number of field visits required when the Company is unable to reach the customer (speaking to the customer or leaving a voicemail). •The length of time for reconnecting each customer, and the method for reconnecting the customer. •Updated calculation of the Company's costs to disconnect and reconnect a customer remotely, and the costs to disconnect and reconnect a customer in person when a site visit is required. •Detailed cost information and subsequent analysis of costs. •The Company's progress in developing the capacity to contact customers via text, and in developing an automated process for reconnection. •The Company's progress adding a direct link on the Company's website to submit the Medically Necessary Equipment & Emergency Certification Form. •Feedback from the Department's Energy Assistance Unit regarding remote disconnection. •Compliance with all consumer protection measures ordered in this proceeding.	Section III.J
Docket E,G-999/PR-22-13 Docket E002/M-22-162 January 18, 2023	1. Eliminated the standalone Annual Summary of Customer Complaints docket (YY-13). 2. Required utilities to include customer complaint data from Minn. Rules 7820.0500 in their Annual Service Quality reports with data filed as part of Minn. Rules 7826.2000.	Section III.H
Docket E002/M-22-162 November 9, 2023	6. Require Xcel Energy to provide, beginning with its April 1, 2023 service quality filing, an additional data set that reports discreet meters unread for 6-12 months and 12+ months, with a single meter listed in the longest appropriate category only, in Xcel Energy's reporting under MN Rules Section 7826.1400. To the extent possible, include historic data in this format as well, with the past five years being optimal.	Section III.A.1; Attachment C
Docket E002/M-22-162 November 9, 2023	7. Required Xcel Energy to document response duration in days, beginning from the date of initial customer contact to the date of Company reply, for inquiries, complaints, or disputes related to DERs and/or the interconnection process that are received through Xcel's call center, email, or otherwise. Information shall be shared in a .xlsx format in the Company's 2023 service quality filing and in the temporary annual report in Docket No. E-999/CI-16-521.	Section III.H.4

Requirement	Item	Location
Docket E002/M-22-162 November 9, 2023	8. Required Xcel, MP, OTP to each display, either directly or via a link to a PDF file, the utility's public facing summary, as shown in Attachment A, on the utility's website placed such that the summary is available to a website user after a single click away from the home page.	Section IV.A
DOCKET E002/M-21-237 December 2, 2021	2. Required Xcel, MP, OTP to provie the following new information regardig electronic utility- customer interaction beginning with the reports filed in April 2023 Percenage Uptime to second decimal: General Website xx.xx% Payment Services xx.xx% Outage map &/or Outage Info page xx.xx% Error Rate Percentage to the third decimal Payment Serices* xx.xxx% *if more granular data is available, please break down the error rate for unexpected errors, errors outside of the customer's control (i.e. how often to online payments fail for reasons other than insufficient funds or expired payment methods), and/or some other meaningful categorization." 3. XE, MP and OTP provide percentage uptime and error rate percentage information in their annual reports for the next three reporting cycles, to build baselines for web-based service metrics (for 2021, 2022, 2023 annual reports)	Section III.I
DOCKET E002/M-21-237 December 2, 2021	4. XE, MP and OTP continue to provide information on electronic utility-customer interaction such that baseline data are collected: a. Yearly total number of website visits b. Yearly total number of logins via electronic customer communication platforms; c. Yearly total number of emails or other customer service electronic communications received; and d. Categorization of email subject, and electronic customer service communications by subject, including categories for communications related to assistance programs and disconnections as part of reporting under Minn. R. 7826.1700	Section III.I
DOCKET E002/M-21-237 December 2, 2021	6. Xcel to add in the upcoming and subsequent reports a "DER Complaint" reporting subcategory, following discussion with an input from the Complaint working group	Section III.H
Docket E002/M-20-406; December 18, 2020 Order	4. The Commission grants a variance to Minn. R. 7826.0500, subp.1, item G, applicable to MP, OTP and Xcel. The utilities must file a summary table that includes the information contained in the reports, similar to Att G of Xcel's filing	Section IV.B.4.a
Docket E002/M-20-406; December 18, 2020 Order	5. Utilities must file the reliability (SAIDI, SAIFI, CAIDI, MAIFI, normalized/non-normalized) for feeders with grid modernization investments such as Advanced Metering Infractructure or Fault Location Isolation and Service Restoration to the historic five-year average reliability for the same feeders before grid modernization investments.	Section IV B.1.d
Docket E002/M-22-162; Order Date October 20, 2023	2. Xcel must file the information listed below with its future SRSQ reports until such time as the Commission modifies the reporting requirem2. Xcel must file the information listed below with its future SRSQ reports until such time as the Commission modifies the reporting requirement. Xcel shall provide the following information, as a downloadable .csv or .xlsx file, by feeder, for the calendar year. Xcel may exclude feeders that meet the 15/15 aggregation standard. a. Reliability reporting region where the feeder is located b. The substation the feeder is on, with its full name c. The zip code in which teh feeder is primarily located d. The number of customers on the feeder, including the proportion of residential to commercial and industrial e. Whether the feeder is overhead or underground f. SAIDI, SAIFI, and CAIDI, normalized (IEEE 1366 Standard) and with Major Event Days g. Number of outages, total customer outages, and total customer-minutes-out for the following situations: i. All levels, All Causes included ii. Bulk Power Supply - All causes, distribution, substation, transmission substation, and transmission line levels; iii. All levels, no "planned" cause, includes bulk power supply iv. All levels, "planned" cause only, includes bulk power supplyent. Xcel shall provide the following information, as a downloadable .csv or .xlsx file, by feeder, for the calendar year. Xcel may exclude feeders that meet the 15/15 aggregation standard. a. Reliability reporting region where the feeder is located b. The substation the feeder is on, with its full name c. The zip code in which teh feeder is primarily located d. The number of customers on the feeder, including the proportion of residential to commercial and industrial e. Whether the feeder is overhead or underground f. SAIDI, SAIFI, and CAIDI, normalized (IEEE 1366 Standard) and with Major Event Days g. Number of outages, total customer outages, and total customer-minutes-out for the following situations: i. All levels, All Causes included ii. Bulk Power Supply - All causes, distribution, substation, transmission substation, and transmission line levels; iii. All levels, no "planned" cause, includes bulk power supply iv. All levels, "planned" cause only, includes bulk power supply	Section IV.B.1.b

Requirement	Item	Location
Docket E002/M-22-162; Order Date October 20, 2023	2. Cont'd h. Number of outages, total customer outages, and total customer-minutes-out in the following primary outage cause categories, normalized and non-normalized i. Equipment - OH ii. Equipment - UG III. Lightning iv. Other v. Power Supply vi. Planned vii. Public viii. Unknown ix. Vegetation x. Weather - non-lightning xi. Wildlife	Section IV.B.1.b`
Docket E002/M-22-162 Order Date: October 20, 2023	4.(a) Non-normalized SAIDI, SAIFI and CAIDI values	Section IV.B.1.b
Docket E002/M-22-162 Order Date: October 20, 2023	4.(b) SAIDI, SAIFI, and CAIDI, MAIFI, CEMI, and CELI normalized values calculated using the 2.5 base method.	Section IV.B.1.b
Docket E002/M-22-162 Order Date: October 20, 2023	4.(c) MAIFI – normalized and non-normalized.	Section IV.C.1
Docket E002/M-22-162 Order Date: October 20, 2023	4. (e) CEMI – at normalized and non-normalized outage levels of 4, 5, and 6 interruptions.	Section IV.C.2
Docket E002/M-22-162 Order Date: October 20, 2023	4.(f) The highest number of interruptions experienced by any one customer (or feeder, if customer level is not available).	Section IV.C.2
Docket E002/M-22-162 Order Date: October 20, 2023	4.(g) CELI – at normalized and non-normalized intervals of greater than 6 hours, 12 hours, and 24 hours.	Section IV.C.3
Docket E002/M-22-162 Order Date: October 20, 2023	4.(h) The longest experienced interruption by any one customer (or feeder, if customer level is not available).	Section IV.C.3
Docket E002/M-22-162 Order Date: October 20, 2023	4.(j) A breakdown of field versus office staff as required Minn. Rules 7826.0500 Subp. 1, J, including separate information on the number of contractors for each work center.	Section IV.B.6
Docket E002/M-22-162 Order Date: October 20, 2023	4. (d) Estimated restoration time accuracy, using the following windows: a. Within -90 minutes to 0 of estimated restoration time b. Within 0 to +30 minutes of estimated restoration time	Section IV.B.4.b
Docket E002/M-22-162 Order Date: October 20, 2023	4.(i) Performance by customer class,If reporting by class is not yet possible, an explanation of when the utility will have this capability.	Section IV.B.1.b
Docket E002/M-22-162 Order Date: October 20, 2023	4.(k) Causes of sustained customer outages, by work center.	Section IV.B.2.a
Docket E002/M-14-131 December 12, 2014	3. Required Xcel to augment its next filing to include a description of the policies, procedures and actions that it has implemented, and plans to implement, to assure reliability, including information on how it is demonstrating pro-active management of the system as a whole, increased reliability, and active contingency planning. 4. Required Xcel to incorporate into its next filing a summary table that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability.	Section IV.A Section IV.B.1.b
Docket G002/CI-08-871 Docket E,G002/M-09-224 November 30, 2010	Direct Xcel to file the following information with its annual electric service quality reports filed pursuant to Minn. Rules, Part 7826.0500 and its annual gas service quality reports established in Docket No. G-999/CI-09-409 starting in 2013: • Volume of Investigate and Remediate Field orders; • Volume of Investigate and Refer Field orders; • Volume of Remediate Upon Referral Field orders; • Average response time for each of the above categories by month and year; • Minimum days, maximum days, and standard deviations for each category; and • Volume of excluded field orders.	Section III.B
Docket E002/M-05-551 April 7,2006	3. In its annual safety, reliability, and service quality report due on or before April 1, 2007, Xcel Energy shall report on the 25 worst performing circuits in each of its four work centers.	Section IV.B.2.b
Docket E002/M-04-511 November 3, 2004	6. Xcel shall include, on a going forward basis, data regarding credit calls but not calls from C&I customers in its calculation of call center response times	Section III.E

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I. FILING REQUIREMENT

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report on our safety, reliability, and service quality performance for 2023.

We submit this report pursuant to Minn. R. 7826.0400, 7826.0500, 7826.1300, and 7820.2500. This Annual Report also contains additional items ordered by the Commission and stemming from previous Annual Service Quality Reports, Performance Based Ratemaking (PBR), and Advanced Meter Infrastructure (AMI) related dockets. For ease of use, we provide a compliance matrix starting on page **vi** detailing the various rule requirements and Order Points, along with page references to this report.

In compliance with the Rules, this report is organized into the following sections:

II. ANNUAL SAFETY REPORT FOR 2023

Minn. R. 7826.0400 requires the Company to provide an Annual Safety Report on or before April 1 of each year on its safety performance during the last calendar year. The Annual Safety Report has two elements required by Minnesota Rules, which are each addressed in subparts A and B below.

A. REPORTS TO OSHA AND THE MINNESOTA DEPARTMENT OF LABOR & INDUSTRY

Pursuant to Minn. R. 7826.0400, subpart A, the Company must provide *"summaries of all reports filed with the United States Occupational Safety and Health Administration and the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry during the calendar year."*

Throughout 2023, we continued our commitment to provide our employees with a safe work environment and to promote awareness of safe work practices. As to reports filed with OSHA, each year, the U.S. Department of Labor, Bureau of Labor Statistics Survey of Occupational Injuries and Illnesses requests information on randomly selected plants and facilities operated by Xcel Energy. Attachment A provides a summary of the data requested by and provided to the U.S. Department of Labor for 2023. This attachment includes the required information from OSHA Form 300A.

We did not file any reports with the occupational Safety and Health Division of the Minnesota Department of Labor and Industry in 2023.

B. INCIDENTS RESULTING IN COMPENSATION BECAUSE OF DOWNED WIRES OR OTHER ELECTRICAL SYSTEM FAILURES

Pursuant to Minn. R. 7826.0400, subpart B, the Company must provide *"[a] description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electrical system failures and all remedial action taken as a result of any inquiries or property damage described."*

Attachment B to this Annual Report includes the required information regarding claims paid in 2023 related to injury or property damage resulting from downed wires, other electrical system failures, or claim types that have been historically reported to the Commission. The Rule requires a description of incidents that occurred during the calendar year (i.e., 2023), but this summary also reflects payments made in 2023 for any qualifying events that happened in a prior year. In general, when an incident occurs from a downed wire or failed equipment, the Company takes the necessary action to replace, repair, or otherwise fix its equipment.

III. SERVICE QUALITY PERFORMANCE FOR 2023

A. METER READING

Pursuant to Minn. R. 7826.1400, Subparts A-C, the Company must *provide various metrics on its meter-reading performance, including for each customer class and for each calendar month:*

A. "The number and percentage of customer meters read by utility personnel.

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

In addition, in the Commission's November 9, 2022 Order in Docket No. E002/M-22-162, at Order Point 6, the Commission required the Company *"to provide, beginning with its April 2, 2023 service quality filing, an additional data set that reports discreet meters unread for 6-12 months and 12+ months, with a single meter listed in the longest appropriate category only, in Xcel Energy's reporting under MN Rules Section 7826.1400. To the extent possible, include historic data in this format as well, with the past five years being optimal."*

We provide the required meter reading information as Attachment C to this report. Attachment C includes the reporting refinements discussed in our July 31, 2013 Reply Comments in Docket No. E002/M-13-255 which 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, and we have reported the number of meters installed by month rather than only a year-end total. Also, 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 representative of meters in the field.

While approximately 665,000 of our over 1.3 million customers received an AMI meter through 2023, legacy customer meters continued to be read using the Cellnet Automated Meter Reading (AMR) service, which means that the customers' usage data is transmitted to the Company through the Cellnet system. Provided the Cellnet system functions as intended, Company or contractor field personnel do not need to read or visit meters to bill customers. However, when the Company does not receive an automatic reading from a customer meter for two consecutive months, we then dispatch field personnel to visit the customer's premises to gather the necessary usage information for billing purposes. While at the customer premises, field personnel will attempt to obtain a meter reading. If they are unable to, the field personnel will submit a code in their hand-held device to document the reason why they were not able to obtain the reading.

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 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.

Full deployment of AMI is scheduled before the end of 2025. Under AMI, our meter reading process alters slightly in which meters are read every four hours. The reads contain 16 data points for 15 minute interval data. Specifically, when AMI meters are not communicating, we classify their status as *unreachable*. The Company conducts routine internal reporting every two weeks to locate unreachable meters and generate maintenance orders. Any maintenance orders result in meter field personnel

investigating the unreachable meters.

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.

Additional, 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.
- *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.

As the Company transitions to AMI we anticipate a more cohesive meter network to allow more system readings of the smart meters, decreasing our need to estimate bills or send field personnel to our customers' homes. Because the network mesh that connects the data to and from our customers is Company owned, when issues arise, the Company can address the matter immediately rather than utilizing a third-party vendor. As with any new technology roll-out and as indicated in our AMI proceedings, we expect some initial metering challenges during deployment but see any issues as temporary.

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Pursuant to Minn. R. 7826.1400, Subpart D, the Company must *provide various metrics on its meter-reading performance, including for each customer class and for each calendar month: "Data on monthly meter reading staffing levels by work center or geographical area."*

Table 1 includes 2023 data on monthly meter reading staffing levels by work center or geographical area. The Table shows part-time and full-time equivalent numbers and does not count temporary staff positions. The "Other" category includes Xcel Energy personnel located in our Sioux Falls Service Center who are responsible for reading meters in western Minnesota and South Dakota. Additionally, we now have 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 will provide a more efficient use of employee resources stationed at our regional work centers, particularly through this transitional period. Our legacy meter reading group was fully staffed in all work centers at the end of 2023 within the new universal team structure.

A customer may opt-out of receiving an AMI meter at any time. Instead, those customers receive an opt-out meter that, while it provides advanced capabilities, is not equipped with full smart meter technology. The Company is finding that opt-out meters take longer to read than first anticipated. First, these meters provide interval data and require a manual probe to collect the data. This can take up to three times as long as reading a legacy AMR meter. Second, unlike our legacy meters, opt-out meter placement is random throughout our service area, requiring more time driving from meter to meter. Once full AMI deployment is complete, we will likely gain some efficiency by optimizing our manual meter route.

B. METER EQUIPMENT MALFUNCTIONS

In the Commission's November 30, 2010 Order in Docket Nos. G002/CI-08-871 and E,G002/M-09-224, at Order Point 2, the Commission directed the Company *to file the following information with its annual electric service quality reports filed pursuant to Minn. Rules, Part 7826.0500:*

- *Volume of Investigate and Remediate Field orders;*
- *Volume of Investigate and Refer Field orders;*
- *Volume of Remediate Upon Referral Field orders;*
- *Average response time for each of the above categories by month and year;*
- *Minimum days, maximum days, and standard deviations for each category; and*
- *Volume of excluded field orders.*

In 2023, the Company performed within the field response parameters prescribed in our tariff, completing a total of 3,391 electric orders with an average response time of 5.95 days. Additionally, we completed 347 electric orders for which we experienced access and/or environmental issues, both allowable Exclusions under the tariff. We provide our detailed results in Attachment D.

In 2023, the Company had nine electric meter remediate-upon-referral work orders that were completed outside the one-day maximum. All nine were logged incorrectly and should have been created as investigate and remediate, which would have been completed within the maximum time allotted. Necessary communications have been implemented to prevent this type of situation going forward.

As illustrated on Attachment D, total electric meter malfunction order count decreased when comparing 2023 to 2022. The average and max number of days for electric investigate orders increased in 2023 due to constraints around meter inventory and availability. While we transition to AMI meters, our available inventory of legacy AMR meters has been difficult to maintain. Our AMR vendor experienced supply chain issues related to the communication module and at that time, we were receiving very limited new shipments. This supply chain issue required us to refurbish meters from customers that have transitioned to AMI meters. We expect this metric to improve as more customers receive AMI meters.

C. INVOLUNTARY DISCONNECTIONS

Pursuant to Minn. R. 7826.1500, Subparts A through D, the Company must *provide various metrics related to involuntary disconnections of service, including, for each customer class and each calendar month:*

A. The number of customers who received disconnection notices.
B. The number of customers who sought cold weather rule protection under chapter 7820 and the number who were granted cold weather rule protection.
C. The total number of customers whose service was disconnected involuntarily, and the number of these customers restored to service within 24 hours.
D. The number of disconnected customers restored to service by entering into a payment plan.

Attachment E provides the information required in Minn. Rule 7826.1500 outlined above. In 2023, the Company saw an increase of all four of these metrics. 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. As the pandemic wound down, some of those processes slowly reverted to normal business operations, including sending disconnection notices and completing service disconnections for non-payment. The last process to revert back was down payment requirements for arrangements. During the pandemic and shortly thereafter, customers could set arrangements for as low as two percent down with no restriction on the number of arrangements set. Unfortunately, this resulted in customers continuing to accrue higher past due balances, even while on payment arrangements, making it more difficult for customers to get caught up. This runs counter to the purpose of setting an arrangement, which is designed to help manage customer payments while bringing their account current. As a result, Xcel Energy continues to see past due balances grow, and in the event of disconnection, makes it harder for a customer to resume service due to the magnitude of that past due balance. The purpose for updated pay arrangement guidelines is to create a structure where customers can receive assistance in avoiding disconnection, while setting up the framework that helps bring their past due balance down in a manageable but meaningful way.

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 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.

D. SERVICE EXTENSION RESPONSE TIMES

Pursuant to Minn. R. 7826.1600, Subparts A and B, the Company must *provide a report on service extension request response times, including, for each customer class and each calendar month;*

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

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

Table 2 provides information in accordance with Part A of Minn. R. 7826.1600 and includes data on service installations that required construction.

Table 2
2023 New Electric Service Extension Installations

Electric													
Residential	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2023
# of Installations	277	376	539	472	684	666	651	948	809	997	1,004	833	8,256
Avg. days to complete from customer and site ready	3.8	8.0	9.9	14.6	14.6	20.5	22.9	27.8	27.4	31.9	31.4	29.8	23.2

Electric													
Commercial	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2023
# of Installations	31	47	57	41	83	82	76	107	99	108	121	73	925
Avg. days to complete from customer and site ready	4.5	7.1	9.5	11.5	12.6	12.6	15.5	17.2	25.5	25.2	28.3	29.6	18.8

The total number of residential and commercial new service installations in 2023 increased as compared to 2022. This is most likely attributed to the slowly improving economic conditions following the pandemic. The increase in volume for both the residential and commercial sectors were not unexpected, however was a level of

uncertainty around how significant the rebound would be. There are still significant pressures in terms of material supply chains and inflation. We have worked to mitigate supply chains risks as much as possible, including increasing our portfolio of suppliers.

Service installation time can vary and is dependent on several factors such as weather impacts, significant storm events, complexity of the work, and job site readiness. Similar to the supply constraints other sectors have experienced around the country, we have seen this impact installation times as lead times for electrical materials increased 30 percent and has caused shortages for raw materials. This, in part, has caused our electric residential and commercial sector new service installation lead-times to increase.

For Part B of Rule 7826.1600, we note 211,630 customers requested service in 2023 at a location previously served by the Company in 2023. We handle these requests on the next business day. Responding to such a request generally involves setting a meter and connecting the service. Such cases are not reflected in the information provided in Table 2.

In addition to the requirements of Rule 7826.1600, the Commission's December 5, 2023 Order in Docket No. E002/M-23-73 requires:

> *Xcel to provide a response to the CAO and customers contacting the Xcel Energy Advocacy Team regarding new service installations within two business days. The Xcel Advocacy Team will be trained to work with CAO on new service installation efforts and require Xcel to report information on these efforts in its 2023 service quality report.*

In 2023, the Customer Advocate team received 12 complaints related to new service installations. The last of the 12 complaints was received on November 8, 2023; thus no complaints were received after the Commission's Order regarding Xcel Advocacy team training. At this time, all 12 of these complaints have been resolved satisfactorily, with the required equipment delivered, and up-to-date information provided to CAO on all activity. Since the December 5, 2023 Order, the Advocacy team has been trained to provide the CAO an initial response within two business days of receipt of a new service installation complaint. No additional complaints in this category were received between December 5 and December 31, 2023.

E. CALL CENTER RESPONSE TIMES

Pursuant to Minn. R. 7826.1700, the Company must provide *"a detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information."*

In addition, in the Commission's November 3, 2004 Order in Docket No. E002/M-04-511, at Order Point 6, the Commission required the Company to *"include on a going forward basis, data regarding credit calls . . . in its calculation of call center response times."*

Minn. R. 7826.1200, subp. 1 further requires that the Company *answer 80 percent of calls made to the business office during regular business hours within 20 seconds.*

The required month-by-month call center response data can be found in Attachment F.[1] 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. Table 3 below provides a summary of our 2023 call center response time performance.

As required by the Commission, we have included calls from customers with past due balances in our reported call center response time. We also provide as a comparison all service level calls offered to agents, which includes Residential, BSC, Credit, PAR, and IVR.

In addition, Line 23 on Attachment F provides our average speed of answer (ASA) and subsequent rows break out the ASA by call center.

Table 3
2023 Call Center Response Time Summary

Calls Included	2023 Performance	Reference to Att F
Residential, BSC, Credit, PAR, all calls handled by IVR	85.3% in 20 seconds or less	Line 20
Residential, BSC, Credit, PAR, all IVR handled outage calls	68.7% in 20 seconds or less	Line 21

[1] Given the requirement from Docket No. E-002/M-21-814, Order Point 10 that the Company report calls to the "meter installation vendor regarding meter installation," the data in Attachment F includes call center response data for that vendor, which makes up 0.37% of total call volume.

F. EMERGENCY MEDICAL ACCOUNT

Pursuant to Minn. R. 7826.1800, the Company must provide *"the number of customers who requested emergency medical account status under Minnesota Statutes, section 216B.098, subdivision 5, the number whose applications were granted, and the number whose applications were denied and the reasons for each denial."*

In addition, in the Commission Order dated October 20, 2023, under Docket No. E002/M-22-162, the Company was required to *continue to report on its Emergency Medical Account as required under Minn. Rule 7826.1800.*

When customers contact us indicating they have medical or life sustaining equipment, they are transferred directly to our Personal Accounts Department for assistance. A Personal Account Representative (PAR) then sends the customer a medical form which must be completed and returned to the Company. At this time if there is an active disconnection scheduled on the account, the PAR team would cancel this action. The form requires a qualified medical professional to certify the customer's need for medical or life sustaining equipment and must be returned to the Company within 30 days of medical certification. When the Company receives the certification, the PAR team will update the customer's account with the emergency medical account flag, which means the customer's account cannot be disconnected for missed or late payments and the form is filed within our system. The medical certification is required each year. Thirty days prior to expiration of the form, our billing system automatically sends a new form to the customer for certification by an appropriate medical provider. At the end of 2023, the Company had 2,040 Minnesota households with an emergency medical account status.[2]

Table 4 below provides the 2023 monthly counts of requests for emergency medical account status and the count of requests denied for our residential customers. A customer may be denied emergency medical account status because they did not return the form to the Company, or their medical professional refused to certify the customer's need for medical or life support. Each time the customer submits a form with incorrect and/or missing information, or it is not completed by a medical professional, the application is denied and returned to the customer. We will continue to work with the customer on the elements within our control to try and resolve outstanding application issues.

[2] Application forms for customers who wish to notify the Company they have medical or life sustaining equipment are also available on our website https://mn.my.xcelenergy.com/s/billing-payment/energy-assistance/medical-affordability-program.

Table 4
2023 Monthly Emergency Medical Account Status

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Requested	215	93	85	93	154	181	197	236	216	121	76	526	2,193
Denied	30	14	11	17	21	49	37	60	44	29	24	85	421

The Company works to ensure that customers who are eligible for emergency medical account status are aware of the option and enroll in it. To that end, the Company conducts outreach within our service territory to provide information on the statutory protection available to customers with medically necessary equipment. Throughout 2023, we sent approximately 1.2 million outreach items including emails, onserts, automated calls, and manual dials to customers informing them about energy assistance and affordability programs available, including Minnesota Medical Affordability Program ("MAP"). In September of 2023, Xcel Energy delivered a mass notification through bill statements to all residential customers in Minnesota educating them about medical protections and programs available to them. In addition to these mailings, our outreach strategies have included: directly contacting eligible customers to ensure awareness of available programs; ensuring information is easily accessible and understandable on xcelenergy.com; and equipping our customer care agents and employees with key messages to assist our customers and stakeholders in assistance conversations. Additionally, the Company has made contact with the Minnesota Medical Association to further socialize our available medical program information and ensure a wider network of medical professionals are educated on this designation and the protections it provides to potential patients.

G. CUSTOMER DEPOSITS

Pursuant to Minn. R. 7826.1900, the Company is required to report on *"the number of customers who were required to make a deposit as a condition of receiving service."*

During 2023, we requested a total of 409 deposits as a condition of service for our residential customers that had filed for bankruptcy. We requested these deposits upon notification from the bankruptcy court and/or the customer of their bankruptcy petition.

H. CUSTOMER COMPLAINTS

1. Summary Report

Pursuant to Minn. R. 7820.0500, the Company is required *to provide a Report on complaints by customer class and calendar month. Item C also requires:*

The names, addresses, and telephone numbers of personnel designated and authorized to receive and respond to the requests and directives of the Public Utilities Commission regarding customer inquiries, service requests, and complaints.

In addition, pursuant to Minn. R. 7826.2000, the Company is required *to provide a Report on complaints by customer class and calendar month, including at least the following information:*

1. *The number of complaints received*
2. *The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service- extension intervals, service-restoration intervals, and any other*

   identifiable subject matter involved in five percent or more of customer complaints.
3. *The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.*
4. *The number and percentage of all complaints resolved by taking any of the following actions:*
   a. *Taking the action the customer requested;*
   b. *Taking an action the customer and the utility agree is an acceptable compromise;*
   c. *Providing the customer with information that demonstrates that the situation complained of is not reasonable within the control of the utility;*
   d. *Refusing to take the action the customer requested*
   e. *The number of complaints forwarded to the utility by the Commission's Consumer Affairs Office for further investigation and action.*

Finally, in the Commission's January 18, 2023 Order in Docket No. E-002/M-22-162, at Order Points 1 and 2, the Commission *eliminated the standalone Annual Summary of Customer Complaints docket and ordered each utility to include customer complaint data from Minnesota Rules 7820.0500 in their Annual Service Quality reports with data filed as part of Minnesota Rules 7826.2000*

Consistent with the requirements of the Rules set forth above, we provide the required information as Attachment G-1 to this Annual Report, which includes complaints that are handled by the Call Center and the Company's Customer Advocate Group.

Pages 1-4 of Attachment G-1 contain information on customer complaints handled by our Customer Advocates. Attachment G-1, page 5, provides the number of complaints forwarded to the Company by the Commission's Consumer Affairs Office (CAO) for further investigation.

Attachment G-1 pages 6-17 contain information on complaints handled within the Call Centers.

The Company exceeded its Customer Complaint threshold by receiving 759 complaints within an allowable 2023 total of 380 and has incurred a $1 million under performance penalty. Section 6, Sheet 7.6 of our Minnesota Electric Rate Book, provides the requirements for Under Performance payment disbursement.

> 50% of any under performance payments assessed will be applied to customer bills during the following July billing cycle of a given performance year. Any bill credit amounts not remitted by the end of the July billing cycle shall accrue interest beginning after the September billing cycle of the applicable year at a rate equal to that applied to the Company's customer deposits.
>
> 50% of any under performance payments assessed will be added to the amount budgeted for the maintenance and repair of the Company's natural gas and electric distribution system. The Company shall maintain records sufficient to enable tracking, by Work Center, the amounts budgeted, amounts added due to under performance payments incurred, and amounts expended in a given year.

The Company will submit its proposal for how to utilize the underperformance penalty in its Service Quality Tariff report, filed May 1, 2024.

2. Reporting Categories

In the Commission's December 18, 2020 Order in Docket No. E- 002/M-20-406, at Order Point 16, the Commission ordered: *after consultation with Department and Commission staff, each utility must file revised categories for reporting compliant data. The Commission hereby delegates authority to the Executive Secretary to approve additional reporting categories, with the goal of establish them by the April 1, 2021 reporting deadline.*

PUBLIC DOCUMENT
NOT-PUBLIC DATA HAS BEEN EXCISED

In the Commission's December 2, 2021 Order in Docket No. E- 002/M-21-237, at Order Point 6, the Commission required Xcel Energy *to add in the upcoming and subsequent reports a "DER Complaint" reporting subcategory, following discussion with and input from the Complaint working group."*

Commission Staff, including the Consumer Affairs Office (CAO), convened a work group meeting on Monday, March 1, 2021 with the Department of Commerce, Xcel Energy, Minnesota Power, and Otter Tail Power to review and discuss current complaint categories used in annual Safety, Reliability, and Service Quality ("SRSQ") reports. Minnesota Rule 7826.2000 was reviewed along with the current categories used by each of the utilities and the CAO. The group agreed to work together to further refine definitions for existing categories to allow for greater specificity and seek consistency, where possible.

Additional work group meetings were held in June 2021, January 2022, and March 2022 to further discuss and compare the complaint reporting for commonalities. In the March 2022 meeting, the utilities each brought further details regarding the practical application of complaint categories their respective organizations used. These were discussed in detail to find consensus categories and application, where possible, for reporting in annual service quality reports, including category definitions and timing for any changes determined as part of the work group process. Ultimately, parties agreed to additional detail for reporting of the category "Inadequate Service," as listed in Minnesota Rule 7826.2000.

Inadequate Service is a broad topic and separating this category further will assist in the overall depiction of the types of complaints reported. Utilities will break out Inadequate Service into:

- Inadequate Service – Field/Operations
- Inadequate Service – Customer Service
- Inadequate Service – Programs and Services
- Inadequate Service – Cold Weather Rule Protection

Parties in the work group generally agreed that, beginning with the 2023 SRSQ Annual Report, filed in April of 2024, the utilities would report on the customer complaint categories agreed to by consensus. Beginning with this 2023 SRSQ report, we include the breakout of Inadequate Service as described above. The new breakout includes a count of complaints by category, aligned with agreed upon definitions cited above.

Through the workgroup, Commission Staff and Xcel Energy agreed to report on three Distributed Energy Resources (DER) categories that will also generally align with the CAO's DER complaint reporting. They include: billing, interconnection, and other.

Complaint categories are defined as follows:

Billing
- Complaints related to the solar bill presentation not a rule or tariff
- Customer disputes solar credit

Interconnection
- Customer states delay in meter set for billing
- Customer states construction for solar account is delayed
- Installer files complaint instead of customer

Other
- PUC Inquiry
- Customer does not understand the installation of the solar system
- Unable to classify the complaint in a specific category

Table 5 below includes our agreed upon DER complaint categories and their total count in 2023. Through our Personal Account Representative team, we track complaints received from all the Minnesota Renewable Choice Programs (Solar*Rewards Community, Solar*Rewards, and Distributed Generation or standard Interconnection) through the CAO and the Minnesota Office of Attorney General.

Table 5
2023 DER Complaint Count Summary

Complaint Category	**Complaint Count**
Billing	3
Interconnection	9
Other	9
Total Complaints	21

3. AMI Billing Complaints

The Commission's December 5, 2023 Order in Docket No. E002/M-23-73, *directed the Executive Secretary to open a notice and comment on the adequacy of Xcel's efforts to address billing issues associated with AMI implementation for its AMP customers.*

The Commission opened a Comment period requesting additional information from the Company in December of 2023. We have responded to all questions asked of the Commission and the Comment period ended in January of 2024. This item has been closed via the Commission's consent agenda process.

4. DER Response Time

In Docket No. E002/22-162, the Commission's November 9, 2022 Order, Order Point 7, requires the Company *to document response duration in days, beginning from the date of initial customer contact to the date of Company reply, for inquiries, complaints, or disputes related to DERs and/or the interconnection process that are received through Xcel Energy's call center, email, or otherwise. Information shall be shared via an .xlsx format in the Company's 2023 service quality filing and in the temporary annual report in Docket No. E-999/CI-16-521.*

In compliance with the Commission's November Order, the Company submitted an .xlsx format spreadsheet with the required data on March 1, 2024 in Docket No. E002/999/CI-16-521. To fulfill Service Quality reporting requirements, we provide additional context of the compiled data, as well as the same spreadsheet filed on March 1 here as Attachment G-2.

The Company understands that the intention of this Order Point is to provide the Commission with additional information to help them understand the customer interconnection experience[3] and has attempted to fulfill this requirement without negatively impacting the customer experience by delaying response time. Compliance with this Order Point requires us *"to document response duration in days, beginning from the date of initial customer~~s~~ contact to the date of Company reply, for inquiries, complaints, or disputes related to DERs and/or the interconnection process that are received through Xcel Energy's call center, email, or otherwise".* In the November 3, 2022 Staff Briefing Papers Staff recommend a tracking method for customer inquiries and complaints related to DER that extends beyond our Personal Account Representative (PAR) group whose role it is to manage customer complaints.[4] The Company has an established process to track

[3] Staff Briefing Papers Volume 2 of 2, Meeting Date November 3, 2022 in Docket No. E002/ M-22-162.
[4] Staff Briefing Papers: Volume 2/2, Dockter No. E002/M-22-162, November 2, 2022. Staff would like Xcel to

these customer communications through the PAR group. However, Order Point 7 requires us to track from points of "initial" contact for any type of inquiry or any type of correspondence.

In response to the reporting requirement, we have tracked emails to the solar program team, as this is their primary communication channel. We have also tracked manually any initial phone contact with a customer or developer who has submitted a complaint through our PAR group. This group manages and tracks complaints issued from the CAO as well as other channels.[5] Complaints sent to this group are responded to via a direct phone call first. We consider any call to our Call Center to have a response of zero days because the agent picks up the phone immediately. Unfortunately, we do not have the tools to track and report a customer who calls our general Call Center and mentions DER.

The majority of customer inquiries related to DER and/or the interconnection process are received via email and are directed to our solar program staff. We have two email inboxes for DER-related inquiries: (1) Solar*Rewards / Distributed Generation at SolarProgramMN@xcelenergy.com and (2) Solar*Rewards Community at SolarRewardsCommMN@xcelenergy.com. These two email inboxes receive an estimated 500 email inquiries per week from solar installers, developers, and customers regarding various requests, usually on the status of a specific application. These emails are also directed to individuals on our solar program staff. For 2023, we have tracked response times from the date of initial contact to reply by the Company via a queried report using Microsoft Outlook data.

The data filed in Attachment G-2 is summarized in the table below.

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comment on the feasibility of providing response time following initial inquire for all customer contacts to the Company regarding DERs. The Commission is tasked with regulating public utilities for the provision of adequate and reliable services at reasonable rates. More, Minnesota looks to address greenhouse gas emissions "to a level at least 15 percent below 2005 levels by 2015, to a level at least 30 percent below 2005 levels by 2025, and to a level at least 80 percent below 2005 levels by 2050 (MN Statute 216H.02 Subdv. 1)." Progress towards these goals can be aided by distributed generation. Indeed, MN Statute 216B.1611 conceptualizes DERs and their interconnection to the grid as a way to enhance reliability and economic efficiency. More, Minn. Stat. 216B.164 describes the scope of the state's implementation of the Public Utility Regulatory Policies Act (PURPA) as giving "maximum possible encouragement to cogeneration and small power production consistent with protection of the ratepayers and the public." Understanding customer interactions during the process of interconnecting a DER would shed light into an important space for utilities and customers to work together to address broader conservation and reliability goals. Specifically, as Utilities are tasked with reporting the volume of interconnection request as well as "correspondence regarding each application" received for interconnection and parallel operation of distributed generation (216B.1611 Subd. 4(a)) staff believes this additional information would serve the Commission well in terms of understanding, in part, the customer experience of interconnection (Decision Option 7).

[5] See Attachment G-1 for category breakdown.

Table 6a
DER Initial Response Tracking Summary
Solar Program Email Inbox

Number of Total Messages in Dataset	44,787
Number of Initial External Inquiries Received	11,093
Average Response Duration in Business Days	2.3

This dataset (44,787 emails) includes all messages coming in and going out from the program email boxes, including internal emails and automated emails.[6] Based on this dataset, the Company's average response time to initial inquiries was 2.3 business days. It is important to note that this specific dataset relies on unique Conversation IDs to track and record the initial inquiries and responses, and this has presented challenges in refining the data. First, if an email thread changes its subject line mid-conversation, it is assigned a new Conversation ID. Second, while the solar program teams engage with solar installers/developers, customers, and other stakeholders through email as its primary channel, we use a variety of other communication channels as well, making it possible a response was sent other than via email. For instance, the solar program teams host regular scheduled calls with solar installers and developers regarding their interconnection applications and may have addressed their inquiries over the phone, and followed up with details in a separate email from the original Conversation ID.

Table 6b reflects total DER related Customer Complaint initial response times in 2023.

Table 6b
DER Initial Response Tracking Summary
PAR Customer Complaint Call Contact

Number of Customer Complaints in Data Set	21
Average Response Duration in Business Days	8

I. ELECTRONIC CUSTOMER CONTACTS

[6] Automated emails encompass a group of emails that arrive from internal or external sources but no not require an email response. This group includes but is not limited to automated notification emails from the Xcel Energy interconnection application portal, e-signature services (Sertifi), renewable energy credit (REC) issuance reports, etc.

PUBLIC DOCUMENT
NOT-PUBLIC DATA HAS BEEN EXCISED

In the Commission's December 2, 2021 Order in Docket No. E002/M-21-237, at Order Point 2, 3, and 4, the Commission required the Company *to provide the following new information regarding electronic utility-customer interaction beginning with the reports filed in April 2023:*

> *2. Required the Company to provide:*
> - *Percentage Uptime to the second decimal*
> - *General Website*
> - *Payment Services*
> - *Outage map and/or Outage Info Page*
> - *Error Rate Percentage to the third decimal*
> - *Payment Services*
>
> *3. Required the Company to provide percentage uptime and error rate percentage information in their annual reports for the next three reporting cycles to build baselines for web-based service metrics.[2023-2025]*
>
> *4. Required the Company to continue to provide information on electronic utility-customer interaction such that baseline data are collected:*
> *a. Yearly total number of website visits;*
> *b. Yearly total number of logins via electronic customer communication platforms;*
> *c. Yearly total number of emails or other customer service electronic communications received; and*
> *d. Categorization of email subject, and electronic customer service communications by subject, including categories for communications related to assistance programs and disconnections as part of reporting under Minn. R. 7826.1700*

Regarding Order Points 2 and 3, Table 7 illustrates our 2020-2023 percentage uptime for our general website, payment services, and outage map/outage page as well as the error rate percentage for payment services.

Table 7
2020 – 2023 Percentage Uptime

Percentage Uptime		2020	2021	2022	2023
	General Website	100.00%	99.99%	99.98%	99.94%
	Payment Services	99.91%	99.22%	99.56%	99.76%
	Outage map and/or Outage Info Page	100.00%	99.99%	99.98%	99.94%
Error Rate Percentage	Payment Services	0.115%	0.129%	0.142%	0.135%

Regarding Order Point 4, the Company has consistently demonstrated our commitment to quality and reliable service to our customers, and as part of that process, we have continuously optimized the channels in which we interact with our customers. Below we provide an overview of these channels.

- **Email and Other Electronic Customer Communications Received:** The Company's PAR Team works with Community Action Agencies through a live portal to help enroll our customers in the Low Income Home Energy Assistance Program (LIHEAP). The Minnesota Medical Electric Affordability Program receives incoming applications from customers via email and U.S. Mail. For purposes of this tracking, we have counted each application as an electronic communication because most applications require additional correspondence with customers during the application process – we do not track every customer interaction for reporting purposes. As discussed in our 2022 annual report, the Company discontinued using email as a communication channel in June of 2022 due to customer satisfaction. Instead, we continue to work with customers through our call center and our self-service options like My Account and the Interactive Voice Response (IVR).
- **Mobile App and My Account:** Both platforms require authentication and customer activity is trackable. Customers can pay their bill, monitor energy usage, receive notifications, contact Xcel Energy via telephone call or IVR, and perform many other services. Customers can contact us in our mobile application or via a link to a simpler version of our online "Contact Us" form.
- **Social Media:** The Company's Correspondence Team also manages customer contacts received via various social media channels such as Facebook and Twitter and are considered "Impressions." These are platforms where people can view various postings directly from Xcel Energy or from other businesses or individuals and does not require authentication. Impressions can be tracked from Facebook and Twitter.

Table 8 provides a summary of the requested data:

Table 8
2023 Electronic Access

Website Visits	Facebook, Twitter, XcelEnergy.com	10,087,594
Logins via electronic customer communication platforms	My Account, Mobile App	13,810,662
Emails or other customer service electronic communications received	Emergency Medical Account LIHEAP	101,131

J. AMI DISCONNECT/RECONNECT REPORTING

The Commission approved a temporary variance to Minn. R. 7820.2500 for customers subscribed to Residential Service, Residential Time of Day Service, Small General Service, or Small General Time of Day Service in its March 22, 2023 Order in Docket No E002/M-22-233. Order Point 1 stated: "The variance may commence within 30 days and shall be reevaluated annually in the Company's service quality reporting dockets until the variance is made permanent or terminated." The current variance will expire April 22, 2024.

The Company requests a change to the renewal parameters of its temporary variance to Minn. R. 7820.2500 set forth in Order Point 1. Given the current timing of renewal request, review, hearing, and if the Commission chooses, approval, does not align with the re-evaluation timeframe of our Service Quality Annual Reports and will not allow for realistic time to work through the regulatory process. For that reason, we respectfully request 1) the Commission approve our temporary renewal extension request, 2) any approval extends until the Commission decides on the variance request presented in the next Annual Service Quality Report (in this case it would be next year's report of 2024 data filed in 2025), and 3) the gap between expiration of the current variance on April 22, 2024 and the Commission's decision on the present variance request, if approved, be retro-actively effective.

Minn. Rule 7820.2500 requires that,

> *Service may be disconnected only in conjunction with a personal visit by a representative of the utility to the address where the service is rendered and an attempt to make personal contact with the customer at the address. If the address is a building containing two or more dwelling units, the representative shall make a personal visit to the door of the customer's dwelling unit within the building. If security provisions in*

> *the building preclude free access on the part 5 of the representative, the representative shall attempt to gain access to the building from the caretaker, for the purpose of attempting to make personal contact with the customer. The representative of the utility shall at all times be capable of receiving payment, if nonpayment is the cause of the disconnection of service, or the representative shall be able to certify that the cause of disconnection has been remedied by the customer.*

The deployment of Advanced Meter Infrastructure (AMI) provides the Company the ability to remotely manage customer disconnections and reconnections. As we stated in our original Variance Request Petition, filed May 20, 2020,

> two-way communication capabilities between the Company and our customers is one of the valuable benefits of the AMI meters, as it can eliminate or reduce the need to physically visit each meter to collect information or to perform software updates, for example. The AMI meters also contain an internal service switch that we can operate using the two-way communications capabilities that negates the need to make a physical field visit to perform a service reconnection or disconnection; instead, we will be able to perform these remotely. Leveraging these capabilities was part of the benefits we contemplated and outlined in our certification and cost recovery requests for AMI and our Field Area Network (FAN).[7]

The Commission's March 22, 2023 Order, Order Points 5(A-L) require *additional AMI related reporting in our Annual Service Quality for the reporting years of 2023, 2024, and 2025. Those reporting requirements are discussed below.*

Order point 6 then requires that, "*Within 30 days of filing its 2023, 2024, and 2025 service quality reports, Xcel Energy shall engage stakeholders to discuss the evaluation metrics requirements established in this docket."*

[7] See Docket Nos. E002/M-19-666 and E002/M-20-814

a. Meter-related complaints for advanced metering infrastructure.

The Company received nine meter-related complaints related to AMI Opt-Out in 2023. None of the nine complaints were related to customer concerns of disconnection or credit related activity.

b. The percentage of customers flagged for disconnection who pay their disconnection amount in full in the current process versus after the variance has been implemented.

Table 8(b1)

Total 2023 Eligible Customer Disconnections

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Disconnection Notices	38,756	29,715	44,601	52,798	44,830	44,155	41,675	43,901	37,259	39,178	36,587	42,442	495,897
Paid in Full	140	226	331	393	507	411	309	429	307	344	225	128	3,750

Table 8(b2)

Total and Percent 2023 Paid in Full

	January 1 - April 30*	**May 1 - December 31****	**Total**
Disconnection Notices	165,870	330,027	495,897
Paid in Full	1,090	2,660	3,750
Percent of Disconnections Paid in Full	0.66	0.81	

*Period prior to field variance implementation
** Period after field variance implementation

Following Commission approval of our variance request, the Company implemented our new process beginning May 1, 2023. Throughout 2023, a total of 495,897 customers were eligible for disconnection (the due date of their disconnection notice was past). Some customers may have been eligible for disconnection multiple times in 2023, the total amount provided includes these customers. In 2023, a total of 3,750 customers eligible for disconnection paid their account in full. Between January 1 and April 30, 2023 - 1,090 or 29 percent of them paid their balance in full between the time they were eligible for disconnection and prior to physically field disconnection of service. Between From May 1 and December 31, 2023 - 2,660 or 71 percent of them

paid their balance in full between the time they were eligible for disconnection and remote disconnection.

c. The number of field visits required when the Company is unable to reach customers (speaking to the customer or leaving a voicemail)

In 2023, a total of 39,250 AMI disconnection orders were placed. This means an account is eligible for remote disconnection and may have been eligible more than one time in the calendar year. Within the total 39,250, we were able to make a final contact via a phone call or leaving a voice mail with the customer 82 percent of the time for 32,229. The Company was unable to reach the customer through a final call or voice mail 18 percent of the time for a total of 7,021.

In instances where no phone contact was made eligible accounts were placed in a queue to be manually disconnected. Accounts in this queue are worked by dollar value so other manual accounts may have taken a higher priority. If we worked the account where no phone contact was made and they have a remote capable meter, a field employee attempts to make contact at the door and then remotely disconnects the meter, to allow for a faster reconnection.

When an Xcel Energy customer becomes past due on their account, we begin a nine-week process of multiple channels to contact the customer, informing them of their account status. These channels include, phone calls, emails, U.S. mail, a past due notice on their bill(s), and potentially a door knock. Because, by its very nature, an AMI meter provides remote disconnect and reconnect capabilities, among other things, the Company requested and received approval for a one-year variance to Minn. Rule 7820.2500 that requires a field visit prior to disconnection.[8] Our AMI remote disconnect/reconnect process requires that in lieu of the field visit, we establish successful contact with the customer via an additional call or voicemail. If we cannot establish this contact, the Company is to perform a field visit prior to disconnection. We provide the customer example below, illustrating the process.

[8] In the Matter of a Petition by Northern States Power Company Requesting Approval of Changes to its Tariff an Indefinite Variance to Commission Rules Regarding Disconnection of Service; Docket No. E002/M-22-233, March 22, 2023.

On August 29, 2023 we discovered the process to trigger a field visit when the Company was unable to establish a successful contact by phone with the customer was inadvertently not established. As a result, 1,161 AMI customers between May 1 and August 28 were disconnected without receiving a field visit.

Immediately upon discovering the process gap, the Company suspended customer disconnections until the system correction was made. To ensure the process was established correctly, we tracked outbound customer calls to verify when a final successful contact is not made, a field visit is triggered prior to disconnection. We are unaware of any complaints related to this issue. Any customers that remained disconnected in the week prior to Cold Weather Rule received a field visit to determine if they could be re-connected.

d. The length of time for reconnecting each customer, and the method for reconnecting the customer.

Table 9 illustrates 2023 remote and manual customer reconnection times.

Table 9
CUSTOMER RECONNECTION TIMES

RCD - Reconnection				
2023	**Total**	**Avg Hrs.**	**Shortest**	**Longest**
ALL	20,654	0.54	0	420.37
Residential	20,501	0.51	0	420.37
Commercial	104	0.74	0.01	26.6
Blank	49	13.04	0.01	138.67

Manual - Reconnection				
2023	**Total**	**Avg Hrs.**	**Shortest**	**Longest**
ALL	8,008	30.8	0	2091.06
Residential	7,726	29.53	0	2091.06
Commercial	280	64.99	0.27	1320.82
Blank	2	151.69	151.22	152.17

e. Re-analysis of actual costs for disconnection/reconnection requiring in-person visits and those performed remotely.

Table 10 below provides a re-analysis of costs for disconnection/reconnection requiring in-person visits and those performed remotely. The 2022 costs were based on 2019 cost data when all disconnects and reconnects were performed with in-person visits and a higher concentration of in-person visits were performed in the Twin Cities metro area. The current costs are based on 2023 disconnection and reconnection cost data. As the Company rolled out AMI in the Twin Cities metro area in 2023, the Company began performing disconnects and reconnects remotely for those customers with AMI meters. However, most customers in more remote areas outside the Twin Cities metro area do not yet have AMI and must be disconnected with an in-person visit. Therefore, the cost for in-person visits has increased per disconnect/reconnect as field personnel have to drive further on an average basis to perform in-person visits in more remote areas. As AMI deployment expands, we expect to perform less manual disconnections. However, those manual disconnections that are performed, will largely be customers who have chosen to opt-out of an AMI meter, with an anticipated longer drive time between each visit. We will continue to understand more as deployment rolls out and customers make their metering decisions.

Table 10
AVERAGE COST PER DISCONNECT/RECONNECT

	Remote Disconnect/Reconnect		Physical Disconnect/Reconnect	
	2022 Costs[9]	Current Costs	2022 Costs	Current Costs
Pre Lock Call Cost	$0.53	$0.56	$0.53	$0.56
Post Lock Call Cost	$3.74	$3.95	$3.74	$3.95
Field Personnel Costs - Disconnects	$8.46	$13.84	$59.75	$97.77
Field Personnel Costs - Reconnects	$1.08	$2.93	$35.85	$97.77
Total Cost	$13.80	$21.28	$99.87	$200.04

*All costs include labor and benefits

f. Detailed cost information and subsequent analysis of costs as opposed to the Company's proposed language stating adjustments to costs can be following the first year of reporting.

We provide in Attachment H the supporting detailed cost models for both Remote and Polyphase Disconnect/Reconnect costs reported in Table 10.

[9] 2022 Costs as filed in Docket 22-233 - COMPLIANCE FILING MN REMOTE DISCONNECT/RECONNECT

g. Progress exploring texting capabilities for customer contact and progress on an automated process for reconnection. The Company is working on an option that would allow customers the ability to text for reconnection. This process is still in development currently.

Work is underway to provide automated reconnection but a specific timeline of implementation is yet to be determined.

h. Progress adding a direct link on its website to submit the Medically Necessary Equipment & Emergency Certification form.

While our current website platform does not allow a "direct submit" option, the form itself is available on our website and can now be emailed or faxed into the Personal Accounts department.

i. Feedback from the Department of Commerce, Energy Assistance Unit regarding remote disconnection.

The Department of Commerce, Energy Assistance Unit has indicated to us they do not have any feedback regarding the use of AMI for remote disconnection.

j. Compliance with all consumer protection measures ordered in this proceeding.

On April 20, 2023, the Company submitted the required consumer protection compliance filing 30 days following the Order. We discuss our compliance to the Commission's Order Point 4 (1-6) below.

1. <u>Revise the Company's Medically Necessary Equipment & Emergency Certification Form to include nurse practitioners and physician assistants.</u>

   The Company has revised its Medically Necessary Equipment & Emergency Certification Form to now include nurse practitioners and physician assistants among the medical personnel who can provide written certification that failure to reconnect or continue service would impair or threaten the health or safety of a resident of

the customer's household.

2. Remove Medical Verification check boxes and replace with broad language that recognizes cognitive impairments.

   On the Company's new Medically Necessary Equipment & Emergency Certification Form, the Medical Verification check boxes have been removed from the form and have been replaced with broad language that allows medical professionals to approve any medical condition without the need to state the specific impairment or condition.

3. Add an email address to the form.

   An email address has been added to the form to allow qualified medical professionals to email a completed and scanned form to the Company's Personal Account Representative team to be entered into Xcel Energy's system.

4. Provide 30 calendar days to allow a customer to obtain written certification.

   The Company has modified our processes to provide 30 calendar days for a new or a renewing customer to obtain written certification that failure to connect or continue service would impair or threaten the health or safety of a resident of the customer's household. Additionally, new modifications to our Medical Certification form will allow customers to sign up for proactive notifications for planned outages.

5. Meet with or present information about the medical registry to organizations.

   The Company has been in conversations with the Minnesota Medical Association and will be looking to provide informational materials on our medical programming. In addition, the Company will continue to do in-person outreach to community and senior centers to ensure customers in need also have this information.

6. Send additional information about our medical registry to all

Minnesota customers once per year.

The Company currently provides medical registry information to all Minnesota customers annually to inform them of this protection opportunity. This information is contained in a billing onsert that is sent to customers in September of each year.

k. Detailed information on the number of customers opting out of AMI meter installation and demand-billed customers compared to customers with AMI meters installed.

Table 11 illustrates the number of customers that have chosen to opt-out of an AMI meter installation in 2023. Demand customers are billed from commercial meters only.

Table 11
2023 AMI Statistics

Meter Type	Residential	Commercial	Industrial	Other	Total
AMI Opt Outs	1,158	N/A	N/A	N/A	1,158
AMI	657,459	9,038	47	0	666,544

l. A proposal for using the capacity of its advanced metering infrastructure to restore electric service to customers during periods of extreme heat.

Related to this request, under Minnesota Statute § 216B.0975, subpart b:

> *A utility may not effect an involuntary disconnection of residential services in affected counties when an excessive heat watch, heat advisory, or excessive heat warning issued by the National Weather Service is in effect. For purposes of this section, "utility" means a public utility providing electric service, municipal utility, or cooperative electric association.*

The National Weather Service[10] provides the following descriptions for extreme heat conditions mentioned in § 216B.0975.

Excessive Heat Watch: Heat watches are issued when conditions are favorable for an

[10] Heat Watch vs. Warning (weather.gov)

excessive heat event in the next 24 to 72 hours. A Watch is used when the risk of a heat wave has increased but its occurrence and timing is still uncertain.

Heat Advisory: A Heat Advisory is issued within 12 hours of the onset of extremely dangerous heat conditions. The general rule of thumb for this Advisory is when the maximum heat index temperature is expected to be 100° or higher for at least 2 days, and night time air temperatures will not drop below 75°; however, these criteria vary across the country, especially for areas that are not used to dangerous heat conditions.

Excessive Heat Warning: An Excessive Heat Warning is issued within 12 hours of the onset of extremely dangerous heat conditions. The general rule of thumb for this Warning is when the maximum heat index temperature is expected to be 105° or higher for at least 2 days and night time air temperatures will not drop below 75°; however, these criteria vary across the country, especially for areas not used to extreme heat conditions.

Consistent with § 216B.0975, we halt customer disconnections during these extreme heat conditions by county. As discussed in our AMI related dockets, the deployment of smart meters provides for many capabilities that an AMR meter does not, one of which is remote reconnection within minutes of a customer establishing a payment plan with us. Additionally, AMI technology allows us to reconnect customers with that type of meter remotely during times of extreme heat.

The Company puts forth this proposal to using the capacity of its advanced metering infrastructure to restore electric service to customers during periods of extreme heat. Specifically, we propose restoring power for AMI customers during a heat advisory or excessive heat warning issued by the National Weather Service.

When a heat advisory or excessive heat warning is forecast to occur by the National Weather Service in the next 24 hours, the Company can query all current AMI enabled, disconnected customers. At that point, we can reach out to AMI customers via their preferred channel, i.e. phone call, email, or MyAccount and advise that service will be temporarily restored for the anticipated duration of the heat advisory or excessive heat warning. On average, the National Weather Service establishes less than 15 heat advisory or excessive heat warning days each year. The Company can track annually and by month, the number of days these conditions apply, the number of active Xcel Energy customer accounts disconnected during each of those periods, and number of Xcel Energy accounts reconnected.[11]

[11] Service reconnection of an AMI meter may be impacted by a customer's working on site generator voiding the

Stakeholder Discussion on Evaluation Metrics Established in Docket E002/M-22-233

In compliance with this order point, the Company has scheduled a stakeholder discussion on April 22, 2024 to discuss the evaluation metrics established in the AMI Disconnect/Reconnect Docket No E002/22-233. We will file notes from that stakeholder discussion, following the meeting.

Additionally, the Company agreed to file a report 30 days *after our first year of full deployment* on the implementation of the new disconnection/reconnection policy. The report will include:

- Complaints related to AMI meters.
- The percentage of customers flagged for disconnection who pay their disconnection amount in full under the current process, and the percentage under the new process.
- The number of field visits required when the Company is unable to reach the customer (speaking to the customer or leaving a voicemail).
- The length of time for reconnecting each customer, and the method for reconnecting the customer.
- Updated calculation of the Company's costs to disconnect and reconnect a customer remotely, and the costs to disconnect and reconnect a customer in person when a site visit is required.
- Detailed cost information and subsequent analysis of costs.
- The Company's progress in developing the capacity to contact customers via text, and in developing an automated process for reconnection.
- The Company's progress adding a direct link on the Company's website to submit the Medically Necessary Equipment & Emergency Certification Form.
- Feedback from the Department's Energy Assistance Unit regarding remote disconnection.
- Compliance with all consumer protection measures ordered in this proceeding.

reconnection, meter tampering, or equipment failure.

U.S. Department of Labor- Bureau of Labor Statistics
Survey of Occupational Injuries & Illnesses 2023
Xcel Energy - Minnesota

Data from 2023 OSHA Form 300A

Location	Ave Empl Count	Ttl Hours Worked	Severity Counts				Day Count		Injury/Illness Classification Counts					
			Deaths	Days Away	Restricted Duty	Other	Restricted Duty	Lost Time	Injuries	Skin Disorders	Respiratory	Poisoning	Hearing	Other
Centre Pointe	133	235,961	0	0	0	0	0	0	0	0	0	0	0	0
Dodge Center Service Center	4	7,495	0	0	0	0	0	0	0	0	0	0	0	0
401 Nicollet Mall	756	1,361,512	0	0	0	0	0	0	0	0	0	0	0	0
Newport Service Center	93	174,037	0	0	0	0	0	0	0	0	0	0	0	0
Prairie Island Nuclear Plant	546	1,137,631	0	1	3	2	7	169	5	0	1	0	0	0
Rice Street Service Center	400	763,269	0	1	4	6	11	68	11	0	0	0	0	0
Sherco Generating Plant	257	531,774	0	1	4	2	25	163	5	0	0	0	2	0
Summary	2,189	4,211,679	0	3	11	10	43	400	21	0	1	0	2	0

Claim ID	Event Date	Claim Date	Cause Code / Event Cause Description	Paid Sum	Bodily Injury
189961182-001	10/21/2021	12/30/2022	1001 NON OUTAGE ELECTRIC	$964.00	$0.00
189751166-001	11/05/2021	03/30/2022	1134 WORK PERFORMED ELECTRICAL	$661.55	$0.00
189969992-001	11/21/2022	01/12/2023	1117 METER ELECTRIC	$2,203.68	$0.00
189967975-001	12/22/2022	01/10/2023	1134 WORK PERFORMED ELECTRICAL	$643.98	$0.00
190169176-001	04/12/2023	09/20/2023	1134 WORK PERFORMED ELECTRICAL	$130.95	$0.00
190052783-001	04/19/2023	04/19/2023	1101 ABNORMAL VOLTAGE	$17.51	$0.00
190054030-001	04/02/2023	04/20/2023	1113 FALLING EQUIPMENT OR BEING STRUCK BY	$1,480.00	$0.00
190152849-001	08/15/2023	08/29/2023	1001 NON OUTAGE ELECTRIC	$700.00	$0.00
190063601-001	03/14/2023	05/03/2023	1101 ABNORMAL VOLTAGE	$3,694.08	$0.00
190211185-001	07/14/2023	11/15/2023	1001 NON OUTAGE ELECTRIC	$630.00	$0.00
190166871-001	07/28/2023	09/18/2023	1134 WORK PERFORMED ELECTRICAL	$1,587.50	$0.00
189944454-001	06/20/2022	12/05/2022	1128 TRANSFORMER OVERHEAD	$8,515.85	$0.00
190162571-001	08/03/2023	09/12/2023	1122 POLES AND TOWERS	$4,684.83	$0.00
				[Protected Data Begins	
189532351-001	05/24/2021	05/25/2021	1106 CONDUCTORS - OVERHEAD		
				Protected Data Ends]	
190157058-001	12/05/2022	09/05/2023	1122 POLES AND TOWERS	$1,375.75	$0.00
189922330-001	07/02/2022	11/01/2022	1128 TRANSFORMER OVERHEAD	$1,330.03	$0.00
190179838-001	07/14/2023	10/04/2023	1117 METER ELECTRIC	$1,006.96	$0.00
189830345-001	06/13/2022	07/07/2022	1101 ABNORMAL VOLTAGE	$2,783.65	$0.00
189974925-001	09/26/2022	01/19/2023	1122 POLES AND TOWERS	$200.00	$0.00
189944427-001	09/30/2022	12/05/2022	1122 POLES AND TOWERS	$106.25	$0.00
189932751-001	10/29/2022	11/15/2022	1101 ABNORMAL VOLTAGE	$345.92	$0.00
189970913-001	11/24/2022	01/13/2023	1122 POLES AND TOWERS	$150.00	$0.00
190205619-001	09/19/2023	11/08/2023	1134 WORK PERFORMED ELECTRICAL	$60.50	$0.00
190138805-001	05/31/2022	08/10/2023	1130 TREE TRIMMING	$650.00	$0.00
190185135-001	09/12/2023	10/11/2023	1001 NON OUTAGE ELECTRIC	$130.31	$0.00
190068966-001	04/01/2023	05/10/2023	1122 POLES AND TOWERS	$4,709.33	$0.00
189949461-001	11/08/2022	12/12/2022	1101 ABNORMAL VOLTAGE	$1,128.00	$0.00
190006995-001	01/25/2023	02/22/2023	1101 ABNORMAL VOLTAGE	$671.22	$0.00
190096500-001	05/29/2023	06/16/2023	1001 NON OUTAGE ELECTRIC	$420.00	$0.00
189880220-001	06/14/2022	09/07/2022	1101 ABNORMAL VOLTAGE	$400.96	$0.00
189954330-001	11/21/2022	12/19/2022	1001 NON OUTAGE ELECTRIC	$2,727.00	$0.00
190169163-001	05/30/2023	09/20/2023	1130 TREE TRIMMING	$2,020.00	$0.00
190138857-001	06/08/2023	08/10/2023	1113 FALLING EQUIPMENT OR BEING STRUCK BY	$892.86	$0.00
190193243-001	08/14/2023	10/23/2023	1130 TREE TRIMMING	$4,001.75	$0.00
189940630-001	11/23/2022	11/29/2022	1101 ABNORMAL VOLTAGE	$508.00	$0.00
189993685-001	02/07/2023	02/13/2023	1113 FALLING EQUIPMENT OR BEING STRUCK BY	$1,325.00	$0.00
190017954-001	02/01/2023	03/03/2023	1136 OUTAGE	$62.23	$0.00
189952319-001	12/01/2022	12/15/2022	1134 WORK PERFORMED ELECTRICAL	$10,964.00	$0.00
189997149-001	04/04/2022	02/16/2023	1130 TREE TRIMMING	$276.67	$0.00
190200511-001	10/15/2023	11/01/2023	1101 ABNORMAL VOLTAGE	$497.00	$0.00
190138878-001	06/27/2023	08/10/2023	1137 STRAY VOLTAGE	$1,838.00	$0.00
190164588-001	04/11/2023	09/14/2023	1113 FALLING EQUIPMENT OR BEING STRUCK BY	$3,800.00	$0.00
189970865-001	12/06/2022	01/13/2023	1001 NON OUTAGE ELECTRIC	$404.17	$0.00
190124200-001	06/02/2023	07/24/2023	1101 ABNORMAL VOLTAGE	$499.00	$0.00
189927512-001	06/30/2022	11/08/2022	1122 POLES AND TOWERS	$2,419.64	$0.00
190088264-001	12/27/2022	06/06/2023	1113 FALLING EQUIPMENT OR BEING STRUCK BY	$247.25	$0.00
190043835-001	02/27/2023	04/06/2023	1001 NON OUTAGE ELECTRIC	$111.00	$0.00
190101195-001	03/01/2023	06/22/2023	1134 WORK PERFORMED ELECTRICAL	$21.32	$0.00
190164738-001	05/24/2023	09/14/2023	1134 WORK PERFORMED ELECTRICAL	$65.00	$0.00
189993707-001	01/20/2023	02/13/2023	1001 NON OUTAGE ELECTRIC	$926.55	$0.00
189993667-001	12/14/2022	02/13/2023	1113 FALLING EQUIPMENT OR BEING STRUCK BY	$3,213.90	$0.00

189981687-001	08/03/2022	01/27/2023	1134 WORK PERFORMED ELECTRICAL	$1,555.00	$0.00
190072082-001	04/02/2023	05/15/2023	1101 ABNORMAL VOLTAGE	$7,784.24	$0.00
190136482-001	07/26/2023	08/08/2023	1001 NON OUTAGE ELECTRIC	$299.55	$0.00
190094649-001	05/31/2023	06/14/2023	1122 POLES AND TOWERS	$1,249.00	$0.00
189970927-001	12/15/2022	01/13/2023	1117 METER ELECTRIC	$386.00	$0.00
190063466-001	11/22/2022	05/03/2023	1134 WORK PERFORMED ELECTRICAL	$210.71	$0.00
190195519-001	10/09/2023	10/25/2023	1126 SWITCHES	$316.00	$0.00
190157254-001	06/13/2023	09/05/2023	1130 TREE TRIMMING	$322.59	$0.00
189932715-001	08/30/2022	11/15/2022	1101 ABNORMAL VOLTAGE	$1,905.20	$0.00
190174456-001	09/05/2023	09/27/2023	1128 TRANSFORMER OVERHEAD	$1,050.00	$0.00
189981721-001	01/14/2023	01/27/2023	1117 METER ELECTRIC	$485.75	$0.00
190149740-001	07/11/2023	08/24/2023	1101 ABNORMAL VOLTAGE	$8,490.00	$0.00
190125127-001	05/31/2023	07/25/2023	1122 POLES AND TOWERS	$1,838.00	$0.00
190052823-001	09/01/2022	04/19/2023	1128 TRANSFORMER OVERHEAD	$381.00	$0.00
190085161-001	08/30/2022	06/01/2023	1109 CUSTOMER OWNED EQUIP	$179.00	$0.00
190141531-001	11/10/2022	08/14/2023	1134 WORK PERFORMED ELECTRICAL	$1,019.14	$0.00
189888426-001	09/10/2022	09/16/2022	1117 METER ELECTRIC	$2,228.25	$0.00
189993571-001	01/09/2023	02/13/2023	1101 ABNORMAL VOLTAGE	$170.00	$0.00
190144577-001	05/11/2023	08/17/2023	1113 FALLING EQUIPMENT OR BEING STRUCK BY	$340.17	$0.00
190057734-001	04/11/2023	04/25/2023	1114 FIRE/EXPLOSION/SMOKE	$2,015.83	$0.00
190134155-001	07/10/2023	08/04/2023	1122 POLES AND TOWERS	$1,321.45	$0.00
189798594-001	02/10/2022	06/02/2022	1101 ABNORMAL VOLTAGE	$934.38	$0.00
189568580-001	08/30/2020	07/14/2021	1128 TRANSFORMER OVERHEAD	$2,265.00	$0.00
190090489-001	04/28/2023	06/08/2023	1134 WORK PERFORMED ELECTRICAL	$1,337.76	$0.00
190138490-001	06/14/2023	08/10/2023	1001 NON OUTAGE ELECTRIC	$352.85	$0.00
190045525-001	03/27/2023	04/10/2023	1107 CONDUCTORS - UNDERGROUND	$313.75	$0.00
190036605-001	01/26/2023	03/28/2023	1101 ABNORMAL VOLTAGE	$8,383.24	$0.00
189997372-001	12/19/2022	02/16/2023	1113 FALLING EQUIPMENT OR BEING STRUCK BY	$2,557.97	$0.00

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	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**	**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**	**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**

EXCLUSIONS

Meter Access

Utility	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Electric Order Count	17	13	29	20	13	83	19	33	21	15	8	76	347
Electric Average Days	15.53	26.46	34.76	116.85	69.46	170.78	24.79	149.48	149.43	64.53	103.38	132.99	113.76
Gas Order Count	36	19	26	56	73	24	33	89	13	80	19	55	523
Gas Average Days	167.03	183.79	54.19	44.46	42.04	134.54	103.48	164.15	212.69	110.10	60.11	89.65	105.87
Total E & G Order Count	53	32	55	76	86	107	52	122	34	95	27	131	870
Total E & G Average Days	118.43	119.88	43.95	63.51	46.19	162.65	74.73	160.18	173.62	102.91	72.93	114.79	109.02
Environmental													
Electric Order Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Electric Average Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Equipment													
Electric Order Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Electric Average Days	0	0	0	0	0	0	0	0	0	0	0	0	0

R=Residential

C=Commercial

	January		February		March		April		May		June		July		August		September		October		November		December		Total 2023	
	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C	R	C
Number of customers who received disconnect notices [1]	61,015	5,006	63,023	5,126	81,034	5,827	67,975	5,104	61,470	5,086	57,933	5,082	49,219	4,731	70,641	5,291	67,643	4,725	69,237	4,807	60,996	5,115	64,321	5,675	774,507	61,575
Number of customers who sought cold weather rule protection [1]																										
Sought	15,529	0	15,993	0	18,849	0	24,914	0	0	0	0	0	0	0	0	0	0	0	21,125	0	19,440	0	16,981	0	132,831	0
Granted	15,529	0	15,993	0	18,849	0	24,914	0	0	0	0	0	0	0	0	0	0	0	21,125	0	19,440	0	16,981	0	132,831	0
Number of customers locked for nonpayment	505	20	501	11	436	25	464	42	4,822	51	3,699	40	3,995	42	3,140	43	3,206	64	1,485	72	1,685	24	784	10	24,722	444
Number of total customers restored to service within 24 hours	274	1	280	0	216	0	209	2	1,722	3	1,618	2	1,949	7	1,434	5	1,498	1	732	14	784	3	410	1	11,126	39
Number of customers restored to service with pay arrangements	368	2	363	0	268	1	274	3	1,953	5	1,489	1	1,992	1	1,581	4	1,794	4	810	2	911	2	445	1	12,248	26

1. The data for customers receiving disconnect notices and seeking cold weather rule protection represents a combination of gas and electric customers. Approximately 94% of Xcel Energy's Minnesota customers are electric or combined gas and electric customers. For those customers receiving gas and electric service, the disconnect is due to the total amount of regulated charges overdue. Thus the ability to track disconnects due to electric non-payment would be difficult since Xcel Energy's customer service system does not have the functionality to sort the data in this manner.

		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

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

		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
I.	Complaint Type												
	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**

	Electric			Gas		
II. Number of Customers	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	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**

Count of Incident ID	Month												
Customer Type	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**Grand Total**
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**

Percentage

Count of Incident ID	Month												
Customer Type	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**Grand Total**
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	Column Labels												
Row Labels	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**Grand Total**
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%**

C. The Number and Percentage of Complaints Resolved upon:

Count of Incident ID	Month												
Customer Type	1	2	3	4	5	6	7	8	9	10	11	12	Grand Tota
Commercial	**1**	**3**	**4**	**3**	**6**	**1**	**8**	**2**	**7**	**3**	**3**	**1**	**42**
10 Days or Less	1	2	2	1	1		1			1		1	10
Greater Than 10 Days		1	2	2	5	1	7	2	7	2	3		32
Industrial				**1**									**1**
10 Days or Less				1									1
Residential	**44**	**44**	**54**	**45**	**103**	**134**	**122**	**150**	**154**	**169**	**99**	**62**	**1,180**
10 Days or Less	34	27	29	14	23	20	37	31	30	22	23	22	312
Greater Than 10 Days	6	16	24	22	76	111	82	115	120	145	74	37	828
Immediate	4	1	1	9	4	3	3	4	4	2	2	3	40
Grand Total	**45**	**47**	**58**	**49**	**109**	**135**	**130**	**152**	**161**	**172**	**102**	**63**	**1,223**

Count of Incident ID	Month												
Customer Type	1	2	3	4	5	6	7	8	9	10	11	12	Grand Tota
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%**
10 Days or Less	100.0%	66.7%	50.0%	33.3%	16.7%	0.0%	12.5%	0.0%	0.0%	33.3%	0.0%	100.0%	23.8%
Greater Than 10 Days	0.0%	33.3%	50.0%	66.7%	83.3%	100.0%	87.5%	100.0%	100.0%	66.7%	100.0%	0.0%	76.2%
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%**
10 Days or Less				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%**
10 Days or Less	77.3%	61.4%	53.7%	31.1%	22.3%	14.9%	30.3%	20.7%	19.5%	13.0%	23.2%	35.5%	26.4%
Greater Than 10 Days	13.6%	36.4%	44.4%	48.9%	73.8%	82.8%	67.2%	76.7%	77.9%	85.8%	74.7%	59.7%	70.2%
Immediate	9.1%	2.3%	1.9%	20.0%	3.9%	2.2%	2.5%	2.7%	2.6%	1.2%	2.0%	4.8%	3.4%
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%**

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

Count of Incident ID	Month												
Customer Type	1	2	3	4	5	6	7	8	9	10	11	12	Grand Tota
Commercial	**1**	**3**	**4**	**3**	**6**	**1**	**8**	**2**	**7**	**3**	**3**	**1**	**42**
Action Not In Control Of Utility		1			1		3	1	4	1			11
Refuse Action Cust Requested		1			1	1			1				4
Take Action Cust and Utility Agree Upon		1	3	3	3		4		2	1	2	1	20
Take Action Customer Request	1		1		1		1	1					5
Other										1	1		2
Industrial				**1**									**1**
Take Action Cust and Utility Agree Upon				1									1
Residential	**44**	**44**	**54**	**45**	**103**	**134**	**122**	**150**	**154**	**169**	**99**	**62**	**1,180**
Action Not In Control Of Utility		7	9	4	15	17	15	24	19	25	12	4	151
Refuse Action Cust Requested	7	5	9	9	10	10	10	5	11	13	9	7	105
Take Action Cust and Utility Agree Upon	21	19	23	22	62	92	86	110	109	103	68	35	750
Take Action Customer Request	15	11	12	10	15	15	11	10	15	16	3	3	136
Other	1	2	1		1			1		12	7	13	38
Grand Total	**45**	**47**	**58**	**49**	**109**	**135**	**130**	**152**	**161**	**172**	**102**	**63**	**1,223**

Count of Incident ID	Month												
Customer Type	1	2	3	4	5	6	7	8	9	10	11	12	Grand Tota
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%**
Action Not In Control Of Utility	0.0%	33.3%	0.0%	0.0%	16.7%	0.0%	37.5%	50.0%	57.1%	33.3%	0.0%	0.0%	26.2%
Refuse Action Cust Requested	0.0%	33.3%	0.0%	0.0%	16.7%	100.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	9.5%
Take Action Cust and Utility Agree Upon	0.0%	33.3%	75.0%	100.0%	50.0%	0.0%	50.0%	0.0%	28.6%	33.3%	66.7%	100.0%	47.6%
Take Action Customer Request	100.0%	0.0%	25.0%	0.0%	16.7%	0.0%	12.5%	50.0%	0.0%	0.0%	0.0%	0.0%	11.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	33.3%	0.0%	4.8%
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%**
Take Action Cust and Utility Agree Upon				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%**
Action Not In Control Of Utility	0.0%	15.9%	16.7%	8.9%	14.6%	12.7%	12.3%	16.0%	12.3%	14.8%	12.1%	6.5%	12.8%
Refuse Action Cust Requested	15.9%	11.4%	16.7%	20.0%	9.7%	7.5%	8.2%	3.3%	7.1%	7.7%	9.1%	11.3%	8.9%
Take Action Cust and Utility Agree Upon	47.7%	43.2%	42.6%	48.9%	60.2%	68.7%	70.5%	73.3%	70.8%	60.9%	68.7%	56.5%	63.6%
Take Action Customer Request	34.1%	25.0%	22.2%	22.2%	14.6%	11.2%	9.0%	6.7%	9.7%	9.5%	3.0%	4.8%	11.5%
Other	2.3%	4.5%	1.9%	0.0%	1.0%	0.0%	0.0%	0.7%	0.0%	7.1%	7.1%	21.0%	3.2%
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 fowarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action

Commission	Commission

Count of Incident ID	Month												
Customer Type	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**Grand Total**
Commercial		**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

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint: 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

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint: 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

							Turnaround Days for Closing a Complaint		
	Agree	Compromise	Demonstrate	Refuse	Total	%	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

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint: 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 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

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint: 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.

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. E002/M-24-27

Dated this 1st day of April 2024

/s/

_____

Christine Schwartz
Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
James J.	Bertrand	james.bertrand@stinson.com	STINSON LLP	50 S 6th St Ste 2600 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
John	Coffman	john@johncoffman.net	AARP	871 Tuxedo Blvd. St, Louis, MO 63119-2044	Electronic Service	No	OFF_SL_24-27_Official
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_24-27_Official
George	Crocker	gwillc@nawo.org	North American Water Office	5093 Keats Avenue Lake Elmo, MN 55042	Electronic Service	No	OFF_SL_24-27_Official
Christopher	Droske	christopher.droske@minneapolismn.gov	City of Minneapolis	661 5th Ave N Minneapolis, MN 55405	Electronic Service	No	OFF_SL_24-27_Official
John	Farrell	jfarrell@ilsr.org	Institute for Local Self-Reliance	2720 E. 22nd St Institute for Local Self-Reliance Minneapolis, MN 55406	Electronic Service	No	OFF_SL_24-27_Official
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_24-27_Official
Edward	Garvey	edward.garvey@AESLconsulting.com	AESL Consulting	32 Lawton St Saint Paul, MN 55102-2617	Electronic Service	No	OFF_SL_24-27_Official
Shubha	Harris	Shubha.M.Harris@xcelenergy.com	Xcel Energy	414 Nicollet Mall, 401 - FL 8 Minneapolis, MN 55401	Electronic Service	Yes	OFF_SL_24-27_Official
Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association	4300 220th St W Farmington, MN 55024	Electronic Service	No	OFF_SL_24-27_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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_24-27_Official
Alan	Jenkins	aj@jenkinsatlaw.com	Jenkins at Law	2950 Yellowtail Ave. Marathon, FL 33050	Electronic Service	No	OFF_SL_24-27_Official
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	150 S. 5th Street Suite 1200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Sarah	Johnson Phillips	sarah.phillips@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Samuel B.	Ketchum	sketchum@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	OFF_SL_24-27_Official
Annie	Levenson Falk	annielf@cubminnesota.org	Citizens Utility Board of Minnesota	332 Minnesota Street, Suite W1360 St. Paul, MN 55101	Electronic Service	No	OFF_SL_24-27_Official
Kavita	Maini	kmaini@wi.rr.com	KM Energy Consulting, LLC	961 N Lost Woods Rd Oconomowoc, WI 53066	Electronic Service	No	OFF_SL_24-27_Official
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 E 7th St St Paul, MN 55106	Electronic Service	No	OFF_SL_24-27_Official
Stacy	Miller	stacy.miller@minneapolismn.gov	City of Minneapolis	350 S. 5th Street Room M 301 Minneapolis, MN 55415	Electronic Service	No	OFF_SL_24-27_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022093	Electronic Service	No	OFF_SL_24-27_Official
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Carol A.	Overland	overland@legalectric.org	Legalectric - Overland Law Office	1110 West Avenue Red Wing, MN 55066	Electronic Service	No	OFF_SL_24-27_Official
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_24-27_Official
Kevin	Reuther	kreuther@mncenter.org	MN Center for Environmental Advocacy	26 E Exchange St, Ste 206 St. Paul, MN 551011667	Electronic Service	No	OFF_SL_24-27_Official
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	Yes	OFF_SL_24-27_Official
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th Pl E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_24-27_Official
Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.	76 W Kellogg Blvd St. Paul, MN 55102	Electronic Service	No	OFF_SL_24-27_Official
Byron E.	Starns	byron.starns@stinson.com	STINSON LLP	50 S 6th St Ste 2600 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Eric	Swanson	eswanson@winthrop.com	Winthrop & Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	OFF_SL_24-27_Official
Carla	Vita	carla.vita@state.mn.us	MN DEED	Great Northern Building 12th Floor 180 East Fifth Street St. Paul, MN 55101	Electronic Service	No	OFF_SL_24-27_Official
Joseph	Windler	jwindler@winthrop.com	Winthrop & Weinstine	225 South Sixth Street, Suite 3500 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official
Kurt	Zimmerman	kwz@ibew160.org	Local Union #160, IBEW	2909 Anthony Ln St Anthony Village, MN 55418-3238	Electronic Service	No	OFF_SL_24-27_Official
Patrick	Zomer	Pat.Zomer@lawmoss.com	Moss & Barnett PA	150 S 5th St #1200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_24-27_Official