



414 Nicollet Mall  
Minneapolis, Minnesota 55401-1993

July 27, 2018

Daniel P. Wolf  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7th Place East, Suite 350  
St. Paul, Minnesota 55101

—VIA ELECTRONIC FILING—

RE: ERRATA  
2017 ANNUAL SERVICE QUALITY REPORT AND PETITION  
DOCKET NO. E002/M-18-239

Dear Mr. Wolf:

On March 30, 2018, Northern States Power Company, doing business as Xcel Energy, filed its Annual Report in the above referenced matter. Recently, we became aware that a portion of the meter reading data on Attachment F of our report was inadvertently omitted. Attachment F has been corrected and is provided with this filing. We apologize for this error.

We have electronically filed this document with the Commission, and copies have been served on the parties on the attached service list. Please contact Cyndee Harrington at [cynthia.d.harrington@xcelenergy.com](mailto:cynthia.d.harrington@xcelenergy.com) or (612) 330-5953 if you have any questions regarding this filing.

Sincerely,

/s/

GAIL A. BARANKO  
MANAGER, REGULATORY PROJECT MANAGEMENT

Enclosure  
c: Service List

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

|                  | Residential | Commercial | Industrial | Other | A<br>Total | B<br>Total<br>Number<br>of Meters<br>Installed | A÷B<br>Percent<br>Read by<br>Utility<br>(Company) |   |
|------------------|-------------|------------|------------|-------|------------|--|---|---|
| <b>JANUARY</b>   | 1,575,136   | 158,161    | 11,454     | 4,240 | 1,748,991  | 1,750,361                                      | 99.92%  |   |
| <b>FEBRUARY</b>  | 1,416,905   | 140,694    | 10,242     | 3,784 | 1,571,625  | 1,750,967                                      | 89.76%  | * |
| <b>MARCH</b>     | 1,576,293   | 158,192    | 11,422     | 4,231 | 1,750,138  | 1,751,611                                      | 99.92%  |   |
| <b>APRIL</b>     | 1,576,554   | 158,145    | 11,426     | 4,224 | 1,750,349  | 1,752,345                                      | 99.89%  |   |
| <b>MAY</b>       | 1,578,264   | 158,207    | 11,361     | 4,211 | 1,752,043  | 1,753,947                                      | 99.89%  |   |
| <b>JUNE</b>      | 1,578,853   | 156,295    | 11,149     | 4,153 | 1,750,450  | 1,755,030                                      | 99.74%  |   |
| <b>JULY</b>      | 1,579,862   | 158,408    | 11,408     | 4,219 | 1,753,897  | 1,756,542                                      | 99.85%  |   |
| <b>AUGUST</b>    | 1,582,108   | 158,738    | 11,342     | 4,202 | 1,756,390  | 1,757,984                                      | 99.91%  |   |
| <b>SEPTEMBER</b> | 1,430,415   | 147,513    | 10,945     | 3,867 | 1,592,740  | 1,759,169                                      | 90.54%  | * |
| <b>OCTOBER</b>   | 1,584,359   | 159,130    | 11,412     | 4,201 | 1,759,102  | 1,760,653                                      | 99.91%  |   |
| <b>NOVEMBER</b>  | 1,491,707   | 148,830    | 10,441     | 3,835 | 1,654,813  | 1,762,267                                      | 93.90%  | * |
| <b>DECEMBER</b>  | 1,386,397   | 140,318    | 10,421     | 3,732 | 1,540,868  | 1,763,468                                      | 87.38%  | * |

\*The number of working days in a month, the number of weekends in a month, and the number of holidays in a month will impact the percentage of meters read by the utility, particularly in February, September, November, and December when excluding multiple meter reads on a single meter from the data.

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

|                  | Residential | Commercial | Industrial | Other | A<br>Total | B<br>Total<br>Number<br>of Meters<br>Installed | A÷B<br>Percent<br>Read<br>by<br>Customer |
|------------------|-------------|------------|------------|-------|------------|--|--|
| <b>JANUARY</b>   | 14          | 2          |            |       | 16         | 1,750,361                                      | 0.0009%                                  |
| <b>FEBRUARY</b>  | 9           | 3          |            |       | 12         | 1,750,967                                      | 0.0007%                                  |
| <b>MARCH</b>     | 6           |            |            |       | 6          | 1,751,611                                      | 0.0003%                                  |
| <b>APRIL</b>     | 7           |            |            |       | 7          | 1,752,345                                      | 0.0004%                                  |
| <b>MAY</b>       | 4           | 1          |            |       | 5          | 1,753,947                                      | 0.0003%                                  |
| <b>JUNE</b>      | 10          |            |            |       | 10         | 1,755,030                                      | 0.0006%                                  |
| <b>JULY</b>      | 13          |            |            |       | 13         | 1,756,542                                      | 0.0007%                                  |
| <b>AUGUST</b>    | 11          |            |            |       | 11         | 1,757,984                                      | 0.0006%                                  |
| <b>SEPTEMBER</b> | 5           |            |            |       | 5          | 1,759,169                                      | 0.0003%                                  |
| <b>OCTOBER</b>   | 7           |            |            |       | 7          | 1,760,653                                      | 0.0004%                                  |
| <b>NOVEMBER</b>  | 3           | 1          |            |       | 4          | 1,762,267                                      | 0.0002%                                  |
| <b>DECEMBER</b>  | 6           |            |            |       | 6          | 1,763,468                                      | 0.0003%                                  |

- \* 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 | 50         | 26         | 22         | 11         | 14         | 14         | 19         | 62         | 61         | 54         | 80         | 103        | 516         | 26.63%      |
| NO ANSWER           | 51         | 55         | 57         | 46         | 37         | 28         | 24         | 8          | 15         | 18         | 35         | 20         | 394         | 20.33%      |
| DOOR LOCKED         | 29         | 37         | 31         | 23         | 19         | 18         | 13         | 24         | 14         | 20         | 14         | 5          | 247         | 12.75%      |
| OC Meter Maint      | 21         | 8          | 5          | 1          | 2          | 4          | 7          | 7          | 15         | 14         | 19         | 30         | 133         | 6.86%       |
| METER OFF           | 15         | 13         | 15         | 13         | 8          | 7          | 6          | 7          | 7          | 9          | 7          | 2          | 109         | 5.62%       |
| NEED KEY OR CODE    | 24         | 8          | 11         | 10         | 7          | 8          | 11         | 0          | 2          | 6          | 7          | 9          | 103         | 5.31%       |
| DEAD REGISTER       | 7          | 10         | 7          | 3          | 4          | 7          | 5          | 3          | 2          | 8          | 4          | 12         | 72          | 3.72%       |
| BAD KEY OR CODE     | 12         | 10         | 7          | 6          | 1          | 6          | 4          | 2          | 2          | 7          | 4          | 6          | 67          | 3.46%       |
| SERVICE CUT AT POLE | 1          | 2          | 2          | 4          | 5          | 6          | 7          | 8          | 4          | 7          | 5          | 6          | 57          | 2.94%       |
| VACANT              | 7          | 7          | 9          | 8          | 8          | 4          | 4          | 1          | 0          | 1          | 0          | 1          | 50          | 2.58%       |
| DOG                 | 1          | 4          | 6          | 2          | 2          | 3          | 2          | 2          | 1          | 3          | 6          | 3          | 35          | 1.81%       |
| METER REMOVED       | 4          | 7          | 5          | 3          | 2          | 1          | 3          | 0          | 0          | 3          | 1          | 2          | 31          | 1.60%       |
| GATE PROBLEM        | 1          | 3          | 2          | 0          | 3          | 2          | 0          | 0          | 3          | 3          | 4          | 8          | 29          | 1.50%       |
| UNSAFE CONDITION    | 3          | 3          | 2          | 2          | 2          | 1          | 0          | 0          | 0          | 0          | 0          | 1          | 14          | 0.72%       |
| NO ACCESS BACK YARD | 1          | 2          | 2          | 2          | 0          | 0          | 1          | 1          | 0          | 1          | 1          | 0          | 11          | 0.57%       |
| CUST REQUESTS SKIP  | 2          | 5          | 1          | 2          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 10          | 0.52%       |
| CUSTOMER READING    | 0          | 1          | 0          | 2          | 0          | 0          | 1          | 1          | 1          | 1          | 1          | 1          | 9           | 0.46%       |
| METER BLOCKED       | 1          | 1          | 3          | 2          | 0          | 0          | 1          | 0          | 0          | 0          | 1          | 0          | 9           | 0.46%       |
| BAD ROAD            | 2          | 2          | 0          | 1          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 6           | 0.31%       |
| KEY NOT AVAILABLE   | 1          | 1          | 0          | 1          | 0          | 0          | 1          | 0          | 0          | 0          | 1          | 0          | 5           | 0.26%       |
| REFUSED ADMITTANCE  | 0          | 1          | 0          | 0          | 0          | 2          | 0          | 0          | 0          | 2          | 0          | 0          | 5           | 0.26%       |
| CANNOT LOCATE       | 0          | 0          | 1          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 2          | 0          | 4           | 0.21%       |
| GARAGE LOCKED       | 0          | 0          | 1          | 1          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 1          | 4           | 0.21%       |
| CLOSED LOOP         | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 1          | 3           | 0.15%       |
| SEASONAL            | 0          | 1          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 3           | 0.15%       |
| SPS DEAD REGISTER   | 2          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 3           | 0.15%       |
| Bad Ert             | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 2           | 0.10%       |
| DOG NEXT DOOR       | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 1          | 0          | 2           | 0.10%       |
| INCLEMENT WEATHER   | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 2          | 0          | 0          | 0          | 2           | 0.10%       |
| WRONG ROUTE         | 2          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 2           | 0.10%       |
| HANDHELD ESTIMATE   | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1           | 0.05%       |
| <b>TOTAL</b>        | <b>238</b> | <b>208</b> | <b>189</b> | <b>144</b> | <b>116</b> | <b>113</b> | <b>110</b> | <b>127</b> | <b>130</b> | <b>158</b> | <b>193</b> | <b>212</b> | <b>1938</b> | <b>100%</b> |

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  | 19  | 15  | 15  | 11  | 10  | 7   | 12  | 64  | 73  | 71  | 66  | 73  | 436   | 39%     |
| METER OFF            | 13  | 20  | 21  | 17  | 24  | 21  | 17  | 15  | 16  | 19  | 24  | 15  | 222   | 19.86%  |
| VACANT               | 29  | 4   | 29  | 4   | 4   | 5   | 7   | 4   | 4   | 2   | 3   | 1   | 96    | 8.59%   |
| DEAD REGISTER        | 4   | 1   | 5   | 9   | 5   | 8   | 10  | 8   | 9   | 7   | 4   | 7   | 77    | 6.89%   |
| NO ANSWER            | 4   | 8   | 8   | 8   | 5   | 4   | 5   | 3   | 3   | 5   | 6   | 5   | 64    | 5.72%   |
| METER REMOVED        | 6   | 9   | 6   | 4   | 3   | 1   | 0   | 0   | 0   | 5   | 3   | 4   | 41    | 3.67%   |
| DOOR LOCKED          | 3   | 5   | 7   | 3   | 2   | 4   | 0   | 2   | 1   | 1   | 4   | 8   | 40    | 3.58%   |
| SERVICE CUT AT POLE  | 0   | 2   | 1   | 4   | 5   | 2   | 2   | 1   | 1   | 3   | 5   | 3   | 29    | 2.59%   |
| CANNOT LOCATE        | 1   | 0   | 4   | 2   | 2   | 1   | 0   | 2   | 1   | 2   | 1   | 2   | 18    | 1.61%   |
| SEASONAL             | 1   | 1   | 2   | 1   | 1   | 0   | 0   | 0   | 0   | 3   | 4   | 3   | 16    | 1.43%   |
| NEED KEY OR CODE     | 3   | 3   | 2   | 2   | 1   | 0   | 1   | 0   | 1   | 0   | 0   | 2   | 15    | 1.34%   |
| BUSINESS CLOSED      | 1   | 2   | 1   | 0   | 3   | 0   | 0   | 0   | 1   | 0   | 5   | 0   | 13    | 1.16%   |
| OC Meter Maint       | 3   | 0   | 0   | 1   | 1   | 0   | 0   | 1   | 0   | 0   | 3   | 4   | 13    | 1.16%   |
| REFUSED ADMITTANCE   | 5   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 6     | 0.54%   |
| GATE PROBLEM         | 0   | 0   | 2   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 5     | 0.45%   |
| UNSAFE CONDITION     | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 3   | 5     | 0.45%   |
| BAD KEY OR CODE      | 1   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 4     | 0.36%   |
| BAD ROAD             | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 0   | 1   | 0   | 0   | 3     | 0.27%   |
| Bad Ert              | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.18%   |
| DOG                  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 2     | 0.18%   |
| KEY NOT AVAILABLE    | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.18%   |
| METER BLOCKED        | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 2     | 0.18%   |
| SNOW/MUD             | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.18%   |
| ABS MCC Calc Reading | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.09%   |
| CUST REQUESTS SKIP   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1     | 0.09%   |
| HANDHELD ESTIMATE    | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.09%   |
| SPS DEAD REGISTER    | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.09%   |
| WRONG ROUTE          | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.09%   |
| TOTAL                | 96  | 74  | 107 | 68  | 68  | 55  | 55  | 101 | 111 | 123 | 129 | 131 | 1118  | 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 | 17  | 15  | 18  | 22  | 21  | 22  | 20  | 26  | 28  | 25  | 27  | 23  | 264   | 86.27%  |
| METER REMOVED       | 1   | 1   | 1   | 1   | 1   | 1   | 0   | 1   | 1   | 1   | 3   | 0   | 12    | 3.92%   |
| METER OFF           | 1   | 1   | 1   | 1   | 3   | 2   | 1   | 0   | 0   | 1   | 0   | 0   | 11    | 3.59%   |
| OC Meter Maint      | 0   | 1   | 1   | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 5     | 1.63%   |
| SERVICE CUT AT POLE | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 2   | 0   | 1   | 5     | 1.63%   |
| SEASONAL            | 0   | 0   | 1   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 3     | 0.98%   |
| GATE PROBLEM        | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.65%   |
| DOOR LOCKED         | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1     | 0.33%   |
| NO ANSWER           | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.33%   |
| UNSAFE CONDITION    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.33%   |
| VACANT              | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.33%   |
| TOTAL               | 19  | 18  | 23  | 26  | 27  | 27  | 22  | 28  | 30  | 29  | 32  | 25  | 306   | 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: Other**

| Message             | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Percent |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|
| NO READING RETURNED | 5   | 5   | 4   | 4   | 2   | 3   | 3   | 4   | 3   | 3   | 4   | 4   | 44    | 88%     |
| CUSTOMER READING    | 0   | 0   | 1   | 1   | 2   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 6     | 12%     |
| TOTAL               | 5   | 5   | 5   | 5   | 4   | 4   | 4   | 4   | 3   | 3   | 4   | 4   | 50    | 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 | 11        | 10        | 5         | 3         | 4         | 4         | 7         | 25        | 23        | 14        | 16        | 19        | 141        | 26.55%      |
| NO ANSWER           | 14        | 10        | 16        | 13        | 10        | 11        | 10        | 4         | 6         | 8         | 8         | 6         | 116        | 21.85%      |
| DOOR LOCKED         | 3         | 8         | 3         | 7         | 5         | 11        | 5         | 11        | 5         | 2         | 3         | 1         | 64         | 12.05%      |
| OC Meter Maint      | 5         | 2         | 2         | 0         | 1         | 1         | 2         | 2         | 4         | 4         | 3         | 9         | 35         | 6.59%       |
| SERVICE CUT AT POLE | 0         | 0         | 0         | 3         | 3         | 3         | 5         | 6         | 2         | 6         | 2         | 1         | 31         | 5.84%       |
| METER OFF           | 2         | 3         | 3         | 2         | 2         | 3         | 3         | 3         | 3         | 4         | 2         | 0         | 30         | 5.65%       |
| VACANT              | 0         | 2         | 5         | 5         | 6         | 4         | 4         | 0         | 0         | 0         | 0         | 0         | 26         | 4.90%       |
| NEED KEY OR CODE    | 3         | 1         | 2         | 4         | 4         | 1         | 3         | 0         | 1         | 1         | 1         | 0         | 21         | 3.95%       |
| BAD KEY OR CODE     | 2         | 1         | 1         | 0         | 0         | 1         | 1         | 1         | 1         | 4         | 2         | 1         | 15         | 2.82%       |
| DOG                 | 0         | 1         | 1         | 2         | 1         | 2         | 1         | 2         | 1         | 1         | 2         | 1         | 15         | 2.82%       |
| UNSAFE CONDITION    | 2         | 2         | 2         | 2         | 2         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 11         | 2.07%       |
| DEAD REGISTER       | 1         | 1         | 2         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 5          | 0.94%       |
| GATE PROBLEM        | 0         | 0         | 0         | 0         | 3         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 4          | 0.75%       |
| BAD ROAD            | 2         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 3          | 0.56%       |
| METER REMOVED       | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 1         | 0         | 1         | 3          | 0.56%       |
| CANNOT LOCATE       | 0         | 0         | 1         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 2          | 0.38%       |
| NO ACCESS BACK YARD | 0         | 1         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 2          | 0.38%       |
| REFUSED ADMITTANCE  | 0         | 0         | 0         | 0         | 0         | 2         | 0         | 0         | 0         | 0         | 0         | 0         | 2          | 0.38%       |
| CUST REQUESTS SKIP  | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1          | 0.19%       |
| CUSTOMER READING    | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1          | 0.19%       |
| DOG NEXT DOOR       | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 1          | 0.19%       |
| INCLEMENT WEATHER   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 1          | 0.19%       |
| KEY NOT AVAILABLE   | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1          | 0.19%       |
| <b>TOTAL</b>        | <b>46</b> | <b>44</b> | <b>43</b> | <b>43</b> | <b>41</b> | <b>47</b> | <b>42</b> | <b>54</b> | <b>47</b> | <b>45</b> | <b>39</b> | <b>40</b> | <b>531</b> | <b>100%</b> |

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 | 6   | 5   | 5   | 5   | 3   | 2   | 8   | 16  | 9   | 10  | 8   | 8   | 85    | 32.69%  |
| METER OFF           | 4   | 3   | 6   | 4   | 4   | 6   | 8   | 5   | 7   | 4   | 6   | 5   | 62    | 23.85%  |
| VACANT              | 0   | 1   | 17  | 3   | 3   | 3   | 2   | 2   | 1   | 1   | 2   | 1   | 36    | 13.85%  |
| DEAD REGISTER       | 1   | 0   | 0   | 2   | 0   | 4   | 2   | 3   | 3   | 3   | 1   | 3   | 22    | 8.46%   |
| NO ANSWER           | 2   | 2   | 4   | 2   | 3   | 2   | 1   | 0   | 1   | 2   | 1   | 2   | 22    | 8.46%   |
| DOOR LOCKED         | 1   | 1   | 1   | 0   | 0   | 1   | 0   | 1   | 1   | 1   | 2   | 1   | 10    | 3.85%   |
| BUSINESS CLOSED     | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 3   | 0   | 5     | 1.92%   |
| CANNOT LOCATE       | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 1   | 3     | 1.15%   |
| NEED KEY OR CODE    | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 3     | 1.15%   |
| SERVICE CUT AT POLE | 0   | 1   | 0   | 0   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 1.15%   |
| METER REMOVED       | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 2     | 0.77%   |
| REFUSED ADMITTANCE  | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.77%   |
| SEASONAL            | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 2     | 0.77%   |
| BAD KEY OR CODE     | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1     | 0.38%   |
| KEY NOT AVAILABLE   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.38%   |
| OC Meter Maint      | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.38%   |
| TOTAL               | 17  | 15  | 34  | 16  | 16  | 19  | 21  | 27  | 24  | 24  | 24  | 23  | 260   | 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 | 3   | 2   | 4   | 4   | 4   | 4   | 13  | 14  | 14  | 15  | 18  | 17  | 112   | 82.96%  |
| METER REMOVED       | 1   | 1   | 1   | 1   | 1   | 1   | 0   | 1   | 1   | 1   | 1   | 0   | 10    | 7.41%   |
| METER OFF           | 1   | 1   | 1   | 1   | 1   | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 7     | 5.19%   |
| SERVICE CUT AT POLE | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 2   | 0   | 1   | 5     | 3.70%   |
| UNSAFE CONDITION    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.74%   |
| TOTAL               | 5   | 4   | 6   | 6   | 6   | 6   | 13  | 16  | 16  | 19  | 20  | 18  | 135   | 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 | 5   | 5   | 4   | 4   | 2   | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 42    | 87.50%  |
| CUSTOMER READING    | 0   | 0   | 1   | 1   | 2   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 6     | 12.50%  |
| TOTAL               | 5   | 5   | 5   | 5   | 4   | 4   | 4   | 4   | 3   | 3   | 3   | 3   | 48    | 100%    |

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

|           | Residential | Commercial | Industrial | Other | Total   |
|-----------|-------------|------------|------------|-------|---------|
| JANUARY   | 1575800     | 158496     | 11500      | 4565  | 1750361 |
| FEBRUARY  | 1576364     | 158548     | 11493      | 4562  | 1750967 |
| MARCH     | 1577035     | 158525     | 11492      | 4559  | 1751611 |
| APRIL     | 1577762     | 158544     | 11489      | 4550  | 1752345 |
| MAY       | 1579315     | 158597     | 11487      | 4548  | 1753947 |
| JUNE      | 1580323     | 158679     | 11481      | 4547  | 1755030 |
| JULY      | 1581672     | 158849     | 11476      | 4545  | 1756542 |
| AUGUST    | 1582871     | 159102     | 11477      | 4534  | 1757984 |
| SEPTEMBER | 1583927     | 159235     | 11478      | 4529  | 1759169 |
| OCTOBER   | 1585190     | 159468     | 11469      | 4526  | 1760653 |
| NOVEMBER  | 1586485     | 159793     | 11463      | 4526  | 1762267 |
| DECEMBER  | 1587387     | 160087     | 11469      | 4525  | 1763468 |

\*\*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.



## CERTIFICATE OF SERVICE

I, Jim Erickson, hereby certify that I have this day served copies or summaries of the foregoing document on the attached list(s) of persons.

xx by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States Mail at Minneapolis, Minnesota

or

xx electronic filing

**Docket No. E002/M-18-239**

Dated this 27<sup>th</sup> day of July 2018

/s/

---

Jim Erickson  
Regulatory Administrator

| First Name  | Last Name | Email                        | Company Name                       | Address   | Delivery Method    | View Trade Secret | Service List Name      |
|-------------|-----------|------------------------------|------------------------------------|---|--------------------|-------------------|------------------------|
| David       | Aafedt    | daafedt@winthrop.com         | Winthrop & Weinstine, P.A.         | Suite 3500, 225 South Sixth Street<br><br>Minneapolis, MN 554024629           | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Christopher | Anderson  | canderson@allete.com         | Minnesota Power                    | 30 W Superior St<br><br>Duluth, MN 558022191                                  | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Alison C    | Archer    | aarcher@misoenergy.org       | MISO                               | 2985 Ames Crossing Rd<br><br>Eagan, MN 55121                                  | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Gail        | Baranko   | gail.baranko@xcelenergy.com  | Xcel Energy                        | 414 Nicollet Mall7th Floor<br><br>Minneapolis, MN 55401                       | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Ryan        | Barlow    | Ryan.Barlow@ag.state.mn.us   | Office of the Attorney General-RUD | 445 Minnesota Street<br>Bremer Tower, Suite 1400<br>St. Paul, Minnesota 55101 | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| James J.    | Bertrand  | james.bertrand@stinson.com   | Stinson Leonard Street LLP         | 50 S 6th St Ste 2600<br><br>Minneapolis, MN 55402                             | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| William A.  | Blazar    | bblazar@mnchamber.com        | Minnesota Chamber Of Commerce      | Suite 1500<br>400 Robert Street North<br>St. Paul, MN 55101                   | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| James       | Canaday   | james.canaday@ag.state.mn.us | Office of the Attorney General-RUD | Suite 1400<br>445 Minnesota St.<br>St. Paul, MN 55101                         | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Jeanne      | Cochran   | Jeanne.Cochran@state.mn.us   | Office of Administrative Hearings  | P.O. Box 64620<br><br>St. Paul, MN 55164-0620                                 | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| John        | Coffman   | john@johncoffman.net         | AARP                               | 871 Tuxedo Blvd.<br><br>St. Louis, MO 63119-2044                              | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
|             |           |                              |                                    |   |                    |                   |                        |

| First Name     | Last Name          | Email                                | Company Name                       | Address   | Delivery Method    | View Trade Secret | Service List Name      |
|----------------|--------------------|--------------------------------------|------------------------------------|---|--------------------|-------------------|------------------------|
| Generic Notice | Commerce Attorneys | commerce.attorneys@ag.state.mn.us    | Office of the Attorney General-DOC | 445 Minnesota Street Suite 1800<br><br>St. Paul, MN 55101             | Electronic Service | Yes               | OFF_SL_18-239_M-18-239 |
| Riley          | Conlin             | riley.conlin@stoel.com               | Stoel Rives LLP                    | 33 S. 6th Street Suite 4200 Minneapolis, MN 55402                     | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Corey          | Conover            | corey.conover@minneapolismn.gov      | Minneapolis City Attorney          | 350 S. Fifth Street City Hall, Room 210 Minneapolis, MN 554022453     | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Carl           | Cronin             | Regulatory.records@xcelenergy.com    | Xcel Energy                        | 414 Nicollet Mall FL 7<br><br>Minneapolis, MN 554011993               | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Joseph         | Dammel             | joseph.dammel@ag.state.mn.us         | Office of the Attorney General-RUD | Bremer Tower, Suite 1400 445 Minnesota Street St. Paul, MN 55101-2131 | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Ian            | Dobson             | residential.utilities@ag.state.mn.us | Office of the Attorney General-RUD | 1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130                | Electronic Service | Yes               | OFF_SL_18-239_M-18-239 |
| John           | Farrell            | jfarrell@ilsr.org                    | Institute for Local Self-Reliance  | 1313 5th St SE #303<br><br>Minneapolis, MN 55414                      | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Sharon         | Ferguson           | sharon.ferguson@state.mn.us          | Department of Commerce             | 85 7th Place E Ste 280<br><br>Saint Paul, MN 551012198                | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Edward         | Garvey             | edward.garvey@AESLconsulting.com     | AESL Consulting                    | 32 Lawton St<br><br>Saint Paul, MN 55102-2617                         | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Janet          | Gonzalez           | Janet.gonzalez@state.mn.us           | Public Utilities Commission        | Suite 350 121 7th Place East St. Paul, MN 55101                       | Electronic Service | No                | OFF_SL_18-239_M-18-239 |

| First Name | Last Name        | Email                               | Company Name                        | Address  | Delivery Method    | View Trade Secret | Service List Name      |
|------------|------------------|-------------------------------------|-------------------------------------|--|--------------------|-------------------|------------------------|
| Kimberly   | Hellwig          | kimberly.hellwig@stoel.com          | Stoel Rives LLP                     | 33 South Sixth Street<br>Suite 4200<br>Minneapolis,<br>MN<br>55402         | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Michael    | Hoppe            | il23@mtn.org                        | Local Union 23, I.B.E.W.            | 932 Payne Avenue<br><br>St. Paul,<br>MN<br>55130                           | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Julia      | Jazynka          | jjazynka@energyfreedomcoalition.com | Energy Freedom Coalition of America | 101 Constitution Ave NW<br>Ste 525 East<br><br>Washington,<br>DC<br>20001  | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Alan       | Jenkins          | aj@jenkinsatlaw.com                 | Jenkins at Law                      | 2265 Roswell Road<br>Suite 100<br>Marietta,<br>GA<br>30062                 | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Linda      | Jensen           | linda.s.jensen@ag.state.mn.us       | Office of the Attorney General-DOC  | 1800 BRM Tower 445<br>Minnesota Street<br><br>St. Paul,<br>MN<br>551012134 | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Richard    | Johnson          | Rick.Johnson@lawmoss.com            | Moss & Barnett                      | 150 S. 5th Street<br>Suite 1200<br>Minneapolis,<br>MN<br>55402             | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Sarah      | Johnson Phillips | sarah.phillips@stoel.com            | Stoel Rives LLP                     | 33 South Sixth Street<br>Suite 4200<br>Minneapolis,<br>MN<br>55402         | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Mark J.    | Kaufman          | mkaufman@ibewlocal949.org           | IBEW Local Union 949                | 12908 Nicollet Avenue<br>South<br><br>Burnsville,<br>MN<br>55337           | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Thomas     | Koehler          | TGK@IBEW160.org                     | Local Union #160, IBEW              | 2909 Anthony Ln<br><br>St Anthony Village,<br>MN<br>55418-3238             | Electronic Service | No                | OFF_SL_18-239_M-18-239 |

| First Name | Last Name | Email                       | Company Name                         | Address   | Delivery Method    | View Trade Secret | Service List Name      |
|------------|-----------|-----------------------------|--------------------------------------|---|--------------------|-------------------|------------------------|
| Michael    | Krikava   | mkrikava@briggs.com         | Briggs And Morgan, P.A.              | 2200 IDS Center<br>80 S 8th St<br>Minneapolis,<br>MN<br>55402                       | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Douglas    | Larson    | dlarson@dakotaelectric.com  | Dakota Electric Association          | 4300 220th St W<br><br>Farmington,<br>MN<br>55024                                   | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Peder      | Larson    | plarson@larkinhoffman.com   | Larkin Hoffman Daly & Lindgren, Ltd. | 8300 Norman Center Drive<br>Suite 1000<br>Bloomington,<br>MN<br>55437               | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Peter      | Madsen    | peter.madsen@ag.state.mn.us | Office of the Attorney General-DOC   | Bremer Tower, Suite 1800<br>445 Minnesota Street<br>St. Paul,<br>Minnesota<br>55101 | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Kavita     | Maini     | kmaini@wi.rr.com            | KM Energy Consulting LLC             | 961 N Lost Woods Rd<br><br>Oconomowoc,<br>WI<br>53066                               | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Pam        | Marshall  | pam@energycents.org         | Energy CENTS Coalition               | 823 7th St E<br><br>St. Paul,<br>MN<br>55106  | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Joseph     | Meyer     | joseph.meyer@ag.state.mn.us | Office of the Attorney General-RUD   | Bremer Tower, Suite 1400<br>445 Minnesota Street<br>St Paul,<br>MN<br>55101-2131    | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| David      | Moeller   | dmoeller@allete.com         | Minnesota Power                      | 30 W Superior St<br><br>Duluth,<br>MN<br>558022093                                  | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Andrew     | Moratzka  | andrew.moratzka@stoel.com   | Stoel Rives LLP                      | 33 South Sixth St Ste 4200<br><br>Minneapolis,<br>MN<br>55402                       | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| David      | Niles     | david.niles@avantenergy.com | Minnesota Municipal Power Agency     | 220 South Sixth Street<br>Suite 1300<br>Minneapolis,<br>Minnesota<br>55402          | Electronic Service | No                | OFF_SL_18-239_M-18-239 |

| First Name | Last Name | Email                        | Company Name                         | Address  | Delivery Method    | View Trade Secret | Service List Name      |
|------------|-----------|------------------------------|--------------------------------------|--|--------------------|-------------------|------------------------|
| Carol A.   | Overland  | overland@legalectric.org     | Legaelectric - Overland Law Office   | 1110 West Avenue<br>Red Wing,<br>MN<br>55066                                 | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Jeff       | Oxley     | jeff.oxley@state.mn.us       | Office of Administrative Hearings    | 600 North Robert Street<br>St. Paul,<br>MN<br>55101                          | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Kevin      | Reuther   | kreuther@mncenter.org        | MN Center for Environmental Advocacy | 26 E Exchange St, Ste 206<br>St. Paul,<br>MN<br>551011667                    | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Richard    | Savelkoul | rsavelkoul@martinsquires.com | Martin & Squires, P.A.               | 332 Minnesota Street Ste W2750<br>St. Paul,<br>MN<br>55101                   | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Inga       | Schuchard | ischuchard@larkinhoffman.com | Larkin Hoffman                       | 8300 Norman Center Drive Suite 1000<br>Minneapolis,<br>MN<br>55437           | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
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| Ken        | Smith     | ken.smith@districtenergy.com | District Energy St. Paul Inc.        | 76 W Kellogg Blvd<br>St. Paul,<br>MN<br>55102                                | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Byron E.   | Starns    | byron.starns@stinson.com     | Stinson Leonard Street LLP           | 50 S 6th St Ste 2600<br>Minneapolis,<br>MN<br>55402                          | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| James M.   | Strommen  | jstrommen@kennedy-graven.com | Kennedy & Graven, Chartered          | 470 U.S. Bank Plaza<br>200 South Sixth Street<br>Minneapolis,<br>MN<br>55402 | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
|            |           |                              |                                      |  |                    |                   |                        |

| First Name | Last Name | Email                      | Company Name                                 | Address  | Delivery Method    | View Trade Secret | Service List Name      |
|------------|-----------|----------------------------|--|--|--------------------|-------------------|------------------------|
| Eric       | Swanson   | eswanson@winthrop.com      | Winthrop & Weinstine                         | 225 S 6th St Ste 3500<br>Capella Tower<br>Minneapolis,<br>MN<br>554024629            | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Lisa       | Veith     | lisa.veith@ci.stpaul.mn.us | City of St. Paul                             | 400 City Hall and<br>Courthouse<br>15 West Kellogg Blvd.<br>St. Paul,<br>MN<br>55102 | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Joseph     | Windler   | jwindler@winthrop.com      | Winthrop & Weinstine                         | 225 South Sixth Street,<br>Suite 3500<br><br>Minneapolis,<br>MN<br>55402             | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Cam        | Winton    | cwinton@mnchamber.com      | Minnesota Chamber of<br>Commerce             | 400 Robert Street North<br>Suite 1500<br>St. Paul,<br>Minnesota<br>55101             | Electronic Service | No                | OFF_SL_18-239_M-18-239 |
| Daniel P   | Wolf      | dan.wolf@state.mn.us       | Public Utilities Commission                  | 121 7th Place East<br>Suite 350<br>St. Paul,<br>MN<br>551012147                      | Electronic Service | Yes               | OFF_SL_18-239_M-18-239 |
| Patrick    | Zomer     | Patrick.Zomer@lawmoss.com  | Moss & Barnett a<br>Professional Association | 150 S. 5th Street, #1200<br><br>Minneapolis,<br>MN<br>55402                          | Electronic Service | No                | OFF_SL_18-239_M-18-239 |