



414 Nicollet Mall  
Minneapolis, MN 55401

March 31, 2023

—Via Electronic Filing—

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

RE: 2022 ANNUAL REPORT AND PETITION  
SERVICE QUALITY PERFORMANCE AND PROPOSED RELIABILITY MEASURES  
DOCKET NO. E002/M-23-73

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, submits the enclosed 2022 Electric Annual Service Quality Performance Report and Petition of Northern States Power Company (Report). We respectfully request the Commission accept our 2022 Report and approve our proposed reliability standards for 2023.

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 two attachments in live Excel format:

- Attachment K – Outage Cause Codes for Graphs 1A-1D
- Attachment L – Circuit Table

Finally, our interactive map which provides certain reliability and service quality data is available on XcelEnergy.com at the following link:

[Xcel Energy 2022 MN Electric Service Quality Interactive Map](#)

### **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).

Attachment L to this filing contains information that the Company believes 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 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 Pamela Gibbs at [pamela.k.gibbs@xcelenergy.com](mailto:pamela.k.gibbs@xcelenergy.com) or (612) 330-2889 or me at [bridget.dockter@xcelenergy.com](mailto: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**

Shubha M. Harris  
Principal Attorney  
Xcel Energy  
414 Nicollet Mall – 401 8<sup>th</sup> Floor  
Minneapolis, MN 55401  
(612) 215-4517

#### **C. Date of Filing and Date Standards Take Effect**

The date of this filing is March 31, 2023. The Company requests that the Commission accept the attached Report on the Company's performance for 2022.

## REQUIRED INFORMATION

Additionally, we request that our proposed reliability standards be approved for the year 2023.

Our report on reliability performance for 2023, subject to the standards approved by the Commission, will be 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 7<sup>th</sup> 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:

Shubha Harris  
Principal Attorney  
Xcel Energy  
414 Nicollet Mall, 401 – 8<sup>th</sup> Floor  
Minneapolis, MN 55401  
[shubha.m.harris@xcelenergy.com](mailto:shubha.m.harris@xcelenergy.com)

Christine Schwartz  
Regulatory Administrator  
Xcel Energy  
414 Nicollet Mall, 401 – 7<sup>th</sup> Floor  
Minneapolis, MN 55401  
[regulatory.records@xcelenergy.com](mailto:regulatory.records@xcelenergy.com)

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

STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben	Chair
Valerie Means	Commissioner
Matthew Schuerger	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 2022; AND PETITION FOR  
APPROVAL OF ELECTRIC RELIABILITY  
STANDARDS FOR 2023

DOCKET NO. E002/M-23-73

**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 2022. 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 2023, 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 2022, approve our proposed reliability standards for 2023.

**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 2022, and
- Approve our proposed reliability standards for 2023.

Each of these are discussed in more detail below.

**A. Accept the Company's Annual Report for 2022**

Attached to this Petition is the Company's Annual Report, detailing the Company's safety, reliability and service quality performance for 2022. 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 2022 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 2022.

**B. Approve Proposed Reliability Standards for 2023**

Minn. R. 7826.0600, subp. 1, requires the Company to propose 2023 standards for SAIFI, SAIDI, and CAIDI. The Company proposed setting the 2023 standards based on the 2023 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 2023 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 2022 benchmarking data will not be available until the summer of 2023. The Company proposes filing to supplement to its 2022 Annual Report providing the 2022 benchmarking information compared to our 2022 results along with an explanation and action plan for any standards not met for 2022.

## **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 2023 as detailed in this Petition.

Dated: March 31, 2023

Northern States Power Company

STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben	Chair
Valerie Means	Commissioner
Matthew Schuerger	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 2022; AND PETITION FOR  
APPROVAL OF ELECTRIC RELIABILITY  
STANDARDS FOR 2023

DOCKET NO. E002/M-23-73

**ANNUAL REPORT AND PETITION**

**SUMMARY OF FILING**

Please take notice that on March 31, 2023 Northern States Power Company doing business as Xcel Energy filed with the Minnesota Public Utilities Commission a Petition requesting approval of its 2022 Electric Annual Service Quality Performance Report and Petition of Northern States Power Company, requesting the Commission accept our 2022 report and approve our proposed reliability standards for 2023.



# **Xcel Energy's Service Quality Annual Report Part I**

Safety, Reliability Standards, and Service Quality for 2022

March 31, 2023  
Docket No. E-002/M-23-73

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- C Meter Reading Report
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Requirement	Item	Location
<b>7826.0400 ANNUAL SAFETY REPORT.</b>		
	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
<b>7826.0500 RELIABILITY REPORTING REQUIREMENTS.</b>		
	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 utility considers relevant in evaluating its reliability performance	
<b>7826.0600 RELIABILITY STANDARDS.</b>		
	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
<b>7826.0700 REPORTING MAJOR SERVICE INTERRUPTIONS.</b>		
	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
<b>7826.1200 CALL CENTER RESPONSE TIME.</b>		
	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
<b>7826.1400 REPORTING METER-READING PERFORMANCE.</b>		
	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
<b>7826.1500 REPORTING INVOLUNTARY DISCONNECTIONS.</b>		
	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
<b>7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.</b>		
	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
<b>7826.1700 REPORTING CALL CENTER RESPONSE TIMES.</b>		
	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
<b>7826.1800 REPORTING EMERGENCY MEDICAL ACCOUNT STATUS.</b>		
	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
<b>7826.1900 REPORTING CUSTOMER DEPOSITS.</b>		
	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
<b>7826.2000 REPORTING CUSTOMER COMPLAINTS.</b>		
	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
<b>COMMISSION ORDERS</b>		

<p><b>Docket E,G-999/PR-22-13</b> <b>Docket E002/M-22-162</b> <b>January 18, 2023</b></p>	<p>1. Eliminated the standalone Annual Summary of Customer Complaints docket (YY-13).</p> <p>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.</p>	<p>Section III.H</p>
<p><b>Docket E002/M-22-162</b> <b>November 9, 2022</b></p>	<p>4. Set Xcel Energy's 2022 statewide Reliability Standard at the IEEE benchmarking 2nd Quartile for large utilities. Set Xcel's Southeast and Northwest work center reliability standards at the IEEE benchmarking 2nd Quartile for medium utilities and Xcel's Metro East and Metro West work center reliability center standards at the IEEE benchmarking 2nd quartile for large utilities. Require a supplemental filing to Xcel's 2022 SQSR report 30 days after IEEE publishes the 2022 benchmarking results, with an explanation for any standards the utility did not meet.</p>	<p>Section IV.B.1.a</p>
	<p>5. Initiated a work group to simplify Xcel Energy's SQSR reporting requirements. The workshop shall file recommendations or a progress update with the 2023 SQSR report.</p>	<p>Section III.H</p>
	<p>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.</p>	<p>Section III.A.1; Attachment C</p>
	<p>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.</p>	<p>STARTS 2024</p>
	<p>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.</p>	<p>Section IV.A</p>
<p><b>DOCKET E002/M-21-237</b> <b>March 2, 2022</b></p>	<p>8. The Commission sets XE's 2021 statewide reliability standard at the IEEE benchmarking second quartile for large utilities; set XE's SE and NW work center reliability standards at the IEEE benchmarking second quartile for medium utilities; and sets XE's ME and MW work center reliability standards at the IEEE benchmarking second quartile for large utilities.</p> <p>9. Xcel must file a supplemental filing to its 2021 safety, service quality, and reliability report 30 days after IEEE publishes the 2021 benchmarking results. The supplemental filing must include an explanation for any standards the utility did not meet.</p>	<p>Section IV.B.1.a</p>
<p><b>DOCKET E002/M-21-237</b> <b>December 2, 2021</b></p>	<p>2. Required Xcel, MP, OTP to provide the following new information regarding electronic utility- customer interaction beginning with the reports filed in April 2023</p> <p>Percentage Uptime to second decimal: General Website xx.xx% Payment Services xx.xx% Outage map &amp;/or Outage Info page xx.xx% Error Rate Percentage to the third decimal Payment Services* xx.xxx%</p> <p>*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."</p> <p>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)</p>	<p>Section III.I</p>
	<p>4. XE, MP and OTP continue to provide information on electronic utility-customer interaction such that baseline data are collected:</p> <p>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</p>	<p>Section III.I</p>
	<p>5. Xcel to provide additional information in its 2022 filing on the progress it has made regarding hiring new call center representatives in 2021 and the effects of those new employees on its agent only metrics</p>	<p>Section III.E</p>
	<p>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</p>	<p>Section III.H</p>
	<p>7. XE, MP and OTP to file public facing summaries with their annual Safety, Reliability, and Service Quality reports. Utilities shall work with Executive Secretary to publish those summaries in locations visible to consumers.</p>	<p>Section IV.A</p>



<p><b>Docket E002/M-20-406; December 18, 2020 Order</b></p>	<p>3. Continue filing quarterly status reports on efforts to improve reliability in the Southeast Work Center through fourth quarter 2021.</p>	<p>Section IV.B.2.a</p>
	<p>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</p>	<p>Section IV.B.4.a</p>
	<p>5. Utilities must file the reliability (SAIDI, SAIFI, CAIDI, MAIFI, normalized/non-normalized) for feeders with grid modernization investments such as Advanced Metering Infrastructure or Fault Location Isolation and Service Restoration to the historic five-year average reliability for the same feeders before grid modernization investments.</p>	<p>Section IV B.1.d</p>
	<p>14. Each utility must report over the next two reporting cycles, to the extent feasible, the following: 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 If a utility is unable to report the information, the utility must provide an explanation as to why the information is not filed and the plans for reporting the information in the future.</p>	<p>Section III.I</p>
	<p>16. After consultation with Department and Commission staff, each utility must file revised categories for reporting complaint data. The Commission hereby delegates authority to the Executive Secretary to approve additional reporting categories, with the goal of establishing them by April 1, 2021 reporting deadline.</p>	<p>Section III.H</p>
	<p>17. The Commission hereby delegates to the Executive Secretary the authority to approve Xcel's public-facing summaries. The Executive Secretary may work with the utilities to refine the language and content in the summaries as needed.</p>	<p>Section IV.A</p>
	<p>18. Xcel must file the information listed in the revised Attachment A with its Safety, Service Quality, and Reliability report due April 1, 2021. 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 the 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 (cont'd on next line)</p>	<p>Section IV.B.1.b</p>
	<p>18. 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</p>	<p>Section IV.B.1.b'</p>
<p><b>Docket E002/M-19-261 Order Date: January 28, 2020</b></p>	<p>2. Attachment B, item 1: Non-normalized SAIDI, SAIFI and CAIDI values</p>	<p>Section IV.B.1.b</p>
	<p>2. Attachment B, item 2: SAIDI, SAIFI, and CAIDI, MAIFI, CEMI, and CELI normalized values calculated using the IEEE 1366 Standard.</p>	<p>Section IV.B.1.b</p>
	<p>2. Attachment B, item 3: MAIFI – normalized and non-normalized.</p>	<p>Section IV.C.1</p>
	<p>2. Attachment B, item 4: CEMI – at normalized and non-normalized outage levels of 4, 5, and 6 interruptions.</p>	<p>Section IV.C.2</p>
	<p>2. Attachment B, item 5: The highest number of interruptions experienced by any one customer (or feeder, if customer level is not available).</p>	<p>Section IV.C.2</p>
	<p>2. Attachment B, item 6: CELI – at normalized and non-normalized intervals of greater than 6 hours, 12 hours, and 24 hours.</p>	<p>Section IV.C.3</p>

	2. Attachment B, item 7: The longest experienced interruption by any one customer (or feeder, if customer level is not available).	Section IV.C.3
	2. Attachment B, item 8: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
	2. Attachment B, item 9: 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
	2. Attachment B, item 10:IEEE benchmarking results for SAIDI, SAIFI, CAIDI, and MAIFI from the IEEE benchmarking working group	Section IV.B.1.c
	2. Attachment B, item 11: 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
	2. Attachment B, item 12: Causes of sustained customer outages, by work center.	Section IV.B.2.a
<b>Docket E002/M-19-261 January 29, 2020</b>	12. Utilities shall consult with Commission staff to draft a brief summary of their annual service-quality and reliability metrics that is digestible and useable for general audiences and file it as an attachment to their next annual report due April 1, 2020.	Section IV.A
<b>Docket E002/M-18-239 Order Date: May 14, 2019</b>	2. Utilities shall consult with Commission Staff to draft a brief summary of their annual service-quality and reliability metrics that is digestible and useable for general audiences.	Section IV.A
	6. Xcel shall provide refreshed information responsive to the Commission's February 9, 2018 order in Docket Nos. E-002/M-16-281 and E-002/M-17-249 in future annual service-quality reports.	Various Sections
<b>Docket E002/M-18-239 March 19, 2019</b>	3. In future annual reports, Xcel must file the following: (a) Non-normalized SAIDI, SAIFI, and CAIDI values. (b) SAIDI, SAIFI, and CAIDI values calculated using the IEEE 2.5 beta method.	Section IV.B.1.b
	(c) CEMI – at normalized and non-normalized outage levels of 4, 5, and 6.	Section IV.C.2
	(d) CELI – at intervals of greater than 6 hours, 12 hours, and 24 hours. (e) CELI.	Section IV.C.3
	(f) Estimated restoration times.	Section IV.B.4.b
	(g) IEEE benchmarking.	Section IV.B.1.c
	(h) Performance by customer class.	Section IV.B.1.d
	(i) More discussion of leading causes of outages and mitigation strategies.	Section IV.a
<b>Dockets E002/M-17-249 and E002/M-16-281 February 9, 2018 Referenced in Docket 18- 239 Refers to Dockets: 16- 281</b>	3. (a) The Company's data on benchmarking with national IEEE Reliability Standards;	Section IV.B.1.c
	3. (b) A qualitative discussion of ways the Commission looks at increased granularity;	Section IV.B.1.a
	3. (c) An assessment of MAIFI data;	Section IV.C.1
	3. (d) A summary of the Company's estimated response time to customers and steps the Company is taking to measure and communicate more accurately the Company's estimated response time to customers;	Section IV.B.4.b
	3. (e) The Company's internal customer satisfaction goals and a comparison of the Company's actual performance to those goals, as well as an explanation of the basis for those customer satisfaction goals;	Section III.J
	3 (f) With respect to the distribution feeder table identification provided in the report, Xcel shall include the appropriate locational labels, applicable substation name, and region to which the information relates;	Section IV.B.4.b
	3. (h) Data on the number of applicants and participants in the Company's emergency medical accounts.	Section III.F
<b>Docket E002/M-14-131 December 12, 2014</b>	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. 5. Required Xcel to report on the major causes of outages for major event days. 6. Required Xcel to consider other factors, in addition to historical data, on which to base its reliability indices for 2014 in an effort to demonstrate its commitment toward improving reliability performance. 7. Required Xcel to continue reporting major service interruptions to the Commission's Consumer Affairs Office.	Section IV.A Section IV.B.1.b

<p><b>Docket E002/GR-12-961</b> <b>November 19, 2013</b></p>	<p>In Schedule 11 of its Compliance Filing, the Company provided its proposal for additional reporting of MAIFI data. Xcel provided an example of the following five additional MAIFI reports that will be filed in the April 1, 2014 service quality report:</p> <ol style="list-style-type: none"> <li>1. A table with annual MAIFI results for Minnesota and our four work centers using three different normalization methodologies;</li> <li>2. A table with the MAIFI results and Customer Interruptions by month and by work center;</li> <li>3. A five-year historical look for Minnesota MAIFI that shows the three different normalization methodologies and their associated trend lines;</li> <li>4. A pareto chart showing the top causes for interruptions for the current year; and</li> <li>5. A pareto chart showing the top causes for interruptions for the past five years.</li> </ol>	<p>Section IV.C.1</p>
<p><b>Order: Docket E002/M- 10-310</b> <b>Order Date: September 30, 2010</b></p>	<ol style="list-style-type: none"> <li>2. For reports due April 1, 2011, the Commission requires Xcel to augment their next filing to include a description of the policies, procedures and actions that it has implemented, and plans to implement, to assure reliability. Xcel should include information on how it is demonstrating pro-active management of the system as a whole, increased reliability and active contingency planning;</li> <li>3. For reports due April 1, 2011, the Commission continues to require Xcel to incorporate into its next filing a summary table (or summary information in some other format) that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability;</li> <li>5. For reports due April 1, 2011, the Commission requires Xcel to report on the major causes of outages for major event</li> </ol>	<p>Section IV.A Section IV.B.1.b</p>
<p><b>Order: Docket E002/M- 09-343</b> <b>Order Date: August 11, 2009</b></p>	<p>4. Regarding additional issues for reports due April 1, 2010, Xcel shall:</p> <p>(a) 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. Xcel shall include information on how it is demonstrating pro-active management of the system as a whole, increased reliability and active contingency planning, including a specific discussion of the status and actions of its strategic initiatives as set forth in Ordering Paragraph 4a of its Order Accepting Annual Reports, Setting Reliability Standards, and Setting Additional Filing Requirements, Docket No. E-002/M-08-393 (October 24, 2008);</p> <p>(b) incorporate into its next filing a summary, table (or summary information in some other format) that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability;</p>	<p>Section IV.A Section IV.B.1.b</p>
<p><b>Docket G002/CI-08-871</b> <b>Docket E,G002/M-09-224</b> <b>November 30, 2010</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>• Volume of Investigate and Remediate Field orders;</li> <li>• Volume of Investigate and Refer Field orders;</li> <li>• Volume of Remediate Upon Referral Field orders;</li> <li>• Average response time for each of the above categories by month and year;</li> <li>• Minimum days, maximum days, and standard deviations for each category; and</li> <li>• Volume of excluded field orders.</li> </ul>	<p>Section III.B</p>
<p><b>Docket E002/M-05-551 April 7,2006</b></p>	<p>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.</p>	<p>Section IV.B.2.b</p>
<p><b>Docket E002/M-04-511</b> <b>November 3, 2004</b></p>	<p>5. Xcel shall file, on a going forward basis, a copy of every notification of an outage event sent to the Consumer Affairs Office which meets the standards set forth in Minn Rules part 7826 0700, subp 1, i e affecting 500 or more customers for one or more hours</p>	<p>Section IV.B.4.a</p>
	<p>6. Xcel shall include, on a going forward basis, data regarding credit calls but not calls from C&amp;I customers in its calculation of call center response times</p>	<p>Section III.E</p>

## **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 2022.

We submit this report pursuant to Minn. R. 7826.0400, 7826.0500, and 7826.1300. This Annual Report also contains additional items ordered by the Commission and stemming from previous Annual Service Quality Report 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:

- I.** Filing Requirement
- II.** Safety Performance for 2022
- III.** Service Quality Performance for 2022
- IV.** Reliability Performance for 2022
- V.** Proposed Electric Reliability Standards for 2023
- VI.** Conclusion

## **II. ANNUAL SAFETY REPORT FOR 2022**

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.

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

*[P]ursuant 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 2022, we continued our commitment to provide our employees with a safe work environment and to promote awareness of safe work practices. 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 the U.S. Department of Labor for 2022. This attachment includes the required information from the U.S. Occupational Safety and Health Administration Form 300A.

We did not file any reports with the occupational Safety and Health Division of the Minnesota Department of Labor and Industry in 2022.

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

*[P]ursuant 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 2022 related to 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., 2022), but this summary also reflects payments made in 2022 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 2022**

### **A. METER READING**

#### **1. Reporting Under Commission Rules**

*[P]ursuant 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:*

- *“The number and percentage of customer meters read by utility personnel.*
- *The number and percentage of customer meters self-read by customers.*
- *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.”*

*[I]n 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 some of our customers have received an Advanced Meter Infrastructure (AMI) meter in 2022, most 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 discover that the failure to transmit reason data 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 meters 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., submitted to the AMR system sends an automatic letter to the customer to contact the Company.

Generally, the Company attempts to read all meters that are not transmitting customer usage data manually once per month. While we attempt to read all meters that are not transmitting data once a month, there may be times we need to prioritize resources due to weather conditions, etc. 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 “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 on meters that we either had not attempted to read previously or knew that we have access to.

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

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

Additional often used skip codes 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 2022, supply chain issues related to obtaining parts from our current vendor 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. The inability to exchange the meters/modules led to an unplanned significant increase in the number of manual read requests that we do not have the staffing resources to cover, ultimately causing a meaningful increase in “No Read Return” estimates.

In the industrial class, the increase in meters not read for over 12 months is predominantly due to an interval systems issue that impacts 2-Way Load Profile meters (interval meters). Sometimes our internal system does not record all intervals that are received from the meter, although we, in fact, have received them all. As a result, our billing department will issue a special re-read request to obtain the data from the internal system, which will simultaneously create a read request for our meter readers. If the data comes back with 100 percent intervals, a site visit is not necessary. In 2022, there were 754 instances on record as being an estimated reading; however, 558 of those were a result of the issuance of a re-read request from billing as stated above. Therefore, only 196 industrial class instances are truly estimated where we were unable to obtain a reading.

As the Company transitions to AMI we anticipate a better cohesive meter network under AMI 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 is Company owned, when issues arise, the Company is able to address the matter immediately rather than utilizing a third-party vendor, which can take up to two months. As with any new technology roll-out and as indicated in our AMI proceedings, we do expect some initial metering challenges during deployment but see any issues as temporary.



*[P]ursuant 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 2022 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. Meter reading staffing levels were fully staffed in all areas at the end of 2022.

**Table 1: 2022 METER READING STAFF LEVELS**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Metro East	3	3	3	3	3	3	3	3	3	3	3	3
Metro West	3	3	3	3	3	3	2	2	3	3	3	3
Northwest	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5
Southeast	3	3	3	3	3	3	3	3	3	3	3	3
Other	1	1	1	1	1	1	1	1	1	1	1	1

## **B. METER EQUIPMENT MALFUNCTIONS TARIFF ANNUAL Report**

*[I]n 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.*

This information is included in Attachment D. To summarize, we performed within the field response parameters prescribed in our tariff,<sup>1</sup> completing a total of 4,697 electric and

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<sup>1</sup> NSPM Electric Rate Book, General Rules and Regulations, Section No. 6 Meter Equipment Malfunctions, Sheet Nos. 17.2 – 17.4

4,679 natural gas orders with an average response time of 3.54 and 8.44 days, respectively. In addition, we completed 131 electric and 321 natural gas field orders for which we experienced access and/or environmental issues, both of which are allowable exclusions under the tariff.

In 2022, the Company had five work orders that were completed outside the one-day maximum as required by tariff. All five work orders that were completed outside the one-day maximum should have been categorized as an investigate and remediate work order, and all five would have been completed within the maximum time allotted had they been properly categorized. We continue to emphasize training with our field teams and improvement processes to help prevent improper categorization of work orders going forward.

The Company began installing Itron AMI meters in April 2022. A typical part of installation is identifying malfunctioning equipment. As of March 2023, approximately 165 of the 195,000 Itron AMI meters installed in Minnesota have had an issue providing data to the headend system. This is .08 percent of the Itron AMI meters installed in Minnesota, which is below the expected failure rate of less than .50 percent used in our internal estimates. A few example reasons for this issue include damage to the meter, inaccurate meter installation, and a communication issue with the headend. We are notifying these customers by mail to inform them that their electric meter is malfunctioning. Our letter explains that we will return to their property to exchange their meter and that we are working to get their bill corrected.

As noted above, approximately 165 Minnesota customers have been affected by this issue and are not receiving accurate bills for their energy usage. Section 3.15, Part E of the Meter Malfunction Tariff provides several exclusions from the prescribed time frames for investigating and remedying malfunctioning meter equipment. Among the exclusions listed in Part E is “Significant or unusual events requiring metering resources to be deployed to other critical activities.” We believe the deployment and installation of the Itron AMI meters falls within this exclusion and, therefore, we plan to rebill customers as soon as the situation is resolved. While we work to fix these issues as quickly as possible, we have approximately 15 to 18 customers that have been receiving bills with zero energy usage for multiple months – primarily due to access issues to the meter. For context, we typically have no more than four customers at any given time that receive zero energy usage bills. So, while there is an increase in the number of customers receiving zero energy usage bills, the total number of customers is very small. We are currently notifying and working with these customers. We have not received any customer complaints related to this issue. We anticipate rebilling these customers in compliance with our tariff and Minn. Rule 7820.3800.

### C. INVOLUNTARY DISCONNECTIONS

*[P]ursuant 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 required information as outlined above.

### D. SERVICE EXTENSION RESPONSE TIMES

*[P]ursuant 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 require construction.

**Table 2: 2022 SERVICE EXTENSION INSTALLATIONS**

<b>Electric</b>													
<b>Residential</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2022
# of Installations	304	324	404	364	420	394	375	479	353	406	350	348	4,521
Avg. days to complete from customer and site ready	25.9	17.9	-0.8	-6.4	-8.7	1.0	10.1	17.4	21.4	23.1	19.9	30.5	12.0
<b>Electric</b>													
<b>Commercial</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2022
# of Installations	19	28	15	12	13	16	14	27	19	19	21	22	225
Avg. days to complete from customer and site ready	23.3	2.8	4.6	-10.1	7.2	30.8	7.4	28.3	16.6	30.2	17.6	25.0	16.6

The total number of residential and commercial new service installations in 2022 decreased as compared to 2021. This is most likely due to the continuing economic challenges resulting from COVID as well as significant inflationary pressures, and material and supply issues. However, we anticipate an increase in requests for new service installations in future years provided inflationary pressures subside and industry supply chain issues begin to be resolved. Based on the nature of the work, 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 service lead-times to increase over 2021 performance. Additionally, the Company discontinued a long-standing internal process that had been used to drive our service lead-time reduction efforts due to its manual and inefficient process for our field staff to employ. Unfortunately, attempting to gain efficiencies for our field staff may have contributed to our service lead-times. To address the situation, we are exploring the creation of a new Service Lead-Time process that we can utilize in 2023. This new process will focus on greater automation, creating efficiencies in our Work Management System.

For Part b of Rule 7826.1600, we note 217,130 customers requested service at a location previously served by the Company in 2022. With respect to situations where we supply service to a location previously served by the Company, 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.

#### **E. CALL CENTER RESPONSE TIMES**

*[P]ursuant 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.”*

*[I]n 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 requires that the Company answer 80 percent of calls made to the business office during regular business hours within 20 seconds.*

Table 3 provides a summary of our 2022 call center response time performance. Details on the various 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, can be found in Attachment F.

**Table 3: 2022 CALL CENTER RESPONSE TIME SUMMARY**

<b>Calls Included</b>	<b>2022 Performance</b>	<b>Reference to Att F</b>
Residential, BSC, Credit, PAR, all calls handled by IVR	84.6% in 20 seconds or less	Line 20
Residential, BSC, Credit, PAR, all IVR handled outage calls	67.2% in 20 seconds or less	Line 21

As required by the Commission, we have included calls to 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 and PAR, and IVR.

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

The Company worked diligently in the first portion of the year to mitigate post-pandemic market pressures impacting contact center hiring and performance. In reviewing lines 26, 27, and 30 on Attachment F, there is a notable improvement in Service Level beginning late in the third quarter, and throughout the fourth quarter in 2022. The Company attributes this improvement to the actions taken throughout 2022 directly related to call center staffing and performance. The Company is committed to meeting the needs of our customers and will continue to utilize the knowledge gained in call center staffing and performance to maintain safe and effective operations.

**F. EMERGENCY MEDICAL ACCOUNT**

*[P]ursuant 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.”*

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 qualifying 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. As of January 2023, the Company currently has 1,698 Minnesota households certified with the emergency medical account status. Application forms for customers who wish to notify the Company they have medical or life sustaining equipment are also available on our website.

Table 4 provides the 2022 monthly counts of requests for emergency medical account status and the count of requests denied for our residential customers. The reasons customers may be denied emergency medical account status include customers not returning the form to the Company or the medical professional refusing 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 physician, 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.

**Table 4: 2022 Monthly Emergency Medical Account Status**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Requested	195	80	71	78	91	88	64	77	66	59	41	312	1,222
Denied	17	7	3	13	6	12	7	6	15	9	7	41	143

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 2022, we sent approximately 862,000 outreach items including emails, onserts, automated calls, and manual dials to our customers promoting the Minnesota Medical Affordability Program (“MAP”). Additionally, we sent approximately 108,500 preprinted application forms to applicants, including those with medical needs, who could potentially benefit from the MAP. 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. We continue to work to identify additional groups for outreach to promote and educate our programs.

## **G. CUSTOMER DEPOSITS**

*[P]ursuant 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 2022, we requested a total of 237 deposits as a condition of service for our residential customers that had filed for bankruptcy. We request these deposits upon notification from the bankruptcy court and/or the customer of their bankruptcy petition.

## **H. CUSTOMER COMPLAINTS**

*[P]ursuant to Minn. R. 7826.500, 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.*

*[P]ursuant 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:*
  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 reasonable within the control of the utility;*
  4. *Refusing to take the action the customer requested*
  5. *The number of complaints forwarded to the utility by the Commission's Consumer Affairs Office for further investigation and action.*

*[I]n 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*

We provide the required information as Attachment G to this Annual Report, which includes complaints that are handled by the Call Center and the Company's Customer Advocate Group.

Pages 1-5 of Attachment G contain information on customer complaints handled by our customer advocates. Attachment G, page 6 provides the number of complaints forwarded to the Company by the Commission's Consumer Affairs Office (CAO) for further investigation.

Attachment G pages 7-18 contain information on complaints handled within the Call Centers.

*[I]n 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.*

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



### Customer Complaint Categories

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 the 2023 SRSQ reports, the utilities will include a table of the agreed upon complaint categories, definitions of what falls into those categories, and count of complaints by category. We are preparing our systems and processes to accommodate this change in reporting next year.

### Distributed Energy Resources Complaint Categories

Xcel Energy has an additional requirement to include complaint categories for Distributed Energy Resources (DER). Through the workgroup, Commission Staff and Xcel Energy agreed to report on three 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 includes our agreed upon DER complaint categories and their total count in 2022. Through our Personal Account Representative (PAR) 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: 2022 DER COMPLAINT COUNT SUMMARY**

<b>Complaint Category</b>	<b>Complaint Count</b>
Billing	18
Interconnection	18
Other	14
<b>Total Complaints</b>	<b>50</b>

In Docket No. E002/22-162, the Commission’s November 9, 2022 Order requires the Company to document response duration in days, beginning from the date of initial customers 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.

We understand the intent behind the Order; however, the Company has not actively tracked these details to date. As a result, our customer call center is working to implement a manual process that requires manual documentation of each call in order to track response time. We plan to have this capability some time in 2023 and will begin reporting on response times for inquiries to the call center in our 2023 Annual Report (filed in 2024).

However, the majority of customer inquiries related to solar are received via email and are directed to our solar program staff. We have two email inboxes for solar related inquiries: (1) Solar\*Rewards / Distributed Generation and (2) Solar\*Rewards Community ([SolarProgramMN@xcelenergy.com](mailto:SolarProgramMN@xcelenergy.com) and [SolarRewardsCommMN@xcelenergy.com](mailto:SolarRewardsCommMN@xcelenergy.com) respectively). 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 directed to individuals on our solar program staff who then respond to each inquiry. Unlike a call center, this group does not have the tools available to track emails and customer calls. We have discussed this challenge with the Public Utilities Commission's Consumer Affairs Office who expressed their understanding of the situation and differences between a call center and program staff email tracking and offered to help in any way they could in order to move forward.

We are actively analyzing a technical solution and its associated costs to comply with the Order's requirement to track the time between initial contact and response. At this time, our 2023 Annual Report (filed in 2024) will include a manually collected .xlsx document that shows the date we received the inquiry receipt, the date of Xcel Energy's initial response, and a calculation of the number of days in between receipt and initial response. If we can establish another technical solution to combine both the call center and the program group's initial contact tracking prior to filing the 2023 report, we will utilize that process to produce the spreadsheet instead.

## I. ELECTRONIC CUSTOMER CONTACTS

*[I]n the Commission's December 18, 2020 Order in Docket No. E002/M-18-406, at Order Point 14, the Commission required the Company to "report over the next two reporting cycles, to the extent feasible, the following:*

- 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.*

Report over the next two reporting cycles, to the extent feasible, the following:

*[I]n 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

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*

Table 6 illustrates our 2020-2022 percentage uptime for our general website, payment services, and outage map/outage page as well as the error rate percentage for payment services.

**Table 6 2020 – 2022 PERCENTAGE UPTIME**

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

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 engage with our customers. Below we provide an overview of these channels. This is the second year for reporting on the engagement channel metrics requirement from the December 18, 2020 Order. We note an overall decrease in customer engagement of our electronic channels in 2022.

- **Email:** In the first half of 2022, the Company analyzed performance of the “[Contact Us](#)” form on Xcelenergy.com and the email channel of [customerservice@xcelenergy.com](mailto:customerservice@xcelenergy.com) which the Company’s Correspondence Team was using to respond to customer emails. The analysis demonstrated that this channel often required multiple contacts and frequently a phone call to resolve the customer inquiry. Additionally, the overall satisfaction of customers using this channel was consistently lower than satisfaction of customers using other channels (specifically IVR and agent handled phone calls). Based on this analysis, and in an effort to provide our customers the most efficient and satisfying resolution to their needs, the Company modified its approach to this channel. Beginning in June of 2022 we removed the “Contact Us” form from XcelEnergy.com and modified the email response to provide customers links to the most frequently used self-service options, with an invitation to please call us to address more in-depth inquiries that are not easily resolved through self-service. Prior to removing the email channel, we had discussions with the PUC Consumer Affairs Office (CAO) and the Office of Attorney General (OAG) to explain why we were discontinuing the email channel and hear any concerns they may have. Their questions largely revolved around ensuring sufficient customer support and providing customers with the information on how to reach us if needed. At that time, both organizations expressed no concern with discontinuing the email channel.
- **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 email or telephone call, and perform many other services. Customers can contact us in a mobile application or via a link to a simpler version of our online “Contact Us” form. These inquiries are received and processed in the same way as our other customer emails noted above. These emails are included in the email count below through the June 2022

discontinuance date.

- **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.

Tables 7 and 8 provide summaries of the requested data:

**Table 7: 2022 ELECTRONIC ACCESS**

<b>Website Visits:</b>	Facebook, Twitter, XcelEnergy.com	10,669,980
<b>Logins via electronic customer communication platforms</b>	My Account, Mobile App	14,458,009
<b>Emails or other customer service electronic communications received</b>	Email	83,952

**Table 8: 2022 CATEGORIZATION OF EMAIL**

Categorization of Email Topic	Approx. Percentage of All Emails	Top Two Subjects Per Email Topic	Approx. Percentage Based on All Emails
Billing	36.3%	Explanation Inquiry of Payments	10.3% 4.4%
Start / Stop / Transfer	21.3%	Start Stop	10.4% 5.3%
MyAccount	12.3%	Login Issues Register	1.6% 1.4%
Other	7.9%	This category relates to a variety of "freeform" inquiries provided by the customer	7.9%
Outages	5.0%	Update Report	1.7% 1.7%
Credit	2.2%	Pay Arrangement Deposit Disconnections / Reconnections	1.7% 0.3% 0.1%

## J. CUSTOMER SATISFACTION

*[I]n the Commission’s February 9, 2018 Order in Docket Nos. E002/M- 16-281 and E002/M-17-249, at Order Point 3.E., the Commission required the Company to “provide the following information in its next annual service quality report: The Company’s internal customer satisfaction goals and a comparison of the Company’s actual performance to those goals, as well as an explanation of the basis for those customer satisfaction goals.”*

*And*

*[I]n the Commission’s May 14, 2019 Order in Docket No. E-002/M-18- 239, the Commission required the Company to “provide refreshed information responsive to the Commission’s February 9, 2018 order in future annual service-quality filings” essentially continuing this customer satisfaction reporting requirement.*

### a. 2022 Customer Satisfaction Goals and Performance

In addition to JD Power satisfaction studies for the utility industry, which focuses on broad overall (relationship) satisfaction for the average utility customer, we also measure customer satisfaction when customers directly interact with the Company. The transaction surveys that we use to assess our performance internally are for customer interactions with our customer service representatives, (phone and email correspondence) our IVR system, and our website. Table 9 summarizes our 2022 customer satisfaction goals and performance at the transaction type level. We note that all goals are set at a companywide level for Xcel Energy (all states), and the transactional survey results are specific to NSPM residential and business customers (combined).

**Table 9: 2022 CUSTOMER SATISFACTION GOALS AND NSPM PERFORMANCE**

<b>Customer Channel Scores &amp; Goals - 2022</b>		
<b>Customer Channel</b>	<b>OSAT Actual Performance</b>	<b>Goal*</b>
Transaction - Phone Agent (Phone/E-mail) & IVR Combined OSAT	78.5%	82.5%
Transaction – Agent (Phone) Non-Credit OSAT	78.6%	80.4%
Transaction - Agent (Phone) Credit OSAT	77.7%	85.4%
**Transaction – Agent (E-mail) OSAT	69.8%	79.0%

Transaction – IVR OSAT	78.8%	83.4%
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\*NOTE: Goals were set at the company-wide level, not at OPCO level.

\*\*NOTE: Agent E-mail scores are company-wide level (unable to breakdown by OPCO or State).  
Overall Satisfaction (OSAT)

At the beginning of each year, the Company reviews and evaluates the previous year’s scores to use as a baseline towards achieving various levels of improvement and sets goals for the coming year.

Following agent and IVR transactions, a random set of customers are offered the opportunity to take a survey after the conclusion of their agent-handled phone call or IVR use, via a text or email survey invitation. During web transactions, customers may receive a pop-up window and are offered the opportunity to participate in a “general intercept” survey. Alternatively, customers can fill out an “always on” survey while conducting their interaction on the website. Customers are asked to provide feedback on the following scales:

- The *agent and IVR* metric (phone/e-mail) represents the percentage of customers who score Xcel Energy 8, 9, or 10 (top 3 box) on a ten-point scale regarding their satisfaction with the transaction.
- The IVR metric was switched in July 2022 for consistency with the agent study from a five-point scale, measuring the percentage of customers who score Xcel Energy a 4 or 5 (top 2 box) to the same ten-point scale.

Goals are not currently set for website interactions.

### **b. J.D. Power Survey**

J.D. Power independently measures relationship satisfaction and performs ongoing benchmarking studies that assess how utilities have performed in relation to one another. J.D. Power implements both a residential and business electric satisfaction study, measuring satisfaction with both customer segments across six categories or drivers of satisfaction – power quality and reliability, billing & payment, communications, corporate citizenship, customer contact, and price. We subscribe to the J.D. Power surveys because they provide a broad understanding of our customers and can combine it with other customer data, such as our transactional surveys, to develop action plans to improve satisfaction.

For several years, the Company has subscribed with J.D. Power to access the utility benchmarking results to help various internal work groups identify and



prioritize strategic areas of focus. This benchmark information was not used to set NSPM customer focus area metrics in 2022. Beginning in 2018 to current practice, we have used the J.D. Power residential study as a guide to set and measure corporate overall residential satisfaction. Overall satisfaction tracked by J.D. Power is comprised of six factors: Power Quality & Reliability, Price, Billing & Payment, Corporate Citizenship, Communications and Customer Contact.

Table 10 illustrates overall residential customer satisfaction as well as by category/driver for NSPM in 2022. The percentile rank indicates NSPM’s position within 53 other peer utilities in the J.D. Power Residential Electric Customer Satisfaction study (excluding Xcel Energy) that the Company chooses to benchmark itself against. As an example, a peer rank of 54<sup>th</sup> percentile would mean that NSPM has a higher score than 54 percent of the peer set.

**Table 10: 2022 J.D. POWER RESIDENTIAL ELECTRIC SATISFACTION FOR NSPM**

<b>2022 Residential</b>	<b>Index Score</b>	<b>Peer Percentile Rank</b>
Overall Customer Satisfaction Index	729	36 <sup>th</sup>
Power Quality & Reliability	784	70 <sup>th</sup>
Price	652	32 <sup>nd</sup>
Billing & Payment	781	23 <sup>rd</sup>
Corporate Citizenship	680	43 <sup>rd</sup>
Communications	701	34 <sup>th</sup>
Customer Contact	781	25 <sup>th</sup>

Table 11 details small/medium business customer satisfaction from the 2022 J.D. Power business study. The percentile rank is NSPM’s position within 46 other peer utilities in the J.D. Power Business Electric Customer Satisfaction study (excluding Xcel Energy) that the Company chooses to benchmark itself against.

**Table 11: 2022 J.D. POWER SMALL/MEDIUM BUSINESS ELECTRIC SATISFACTION FOR NSPM**

<b>2022 Small/Medium Business</b>	<b>Index Score</b>	<b>Peer Percentile Rank</b>
Overall Customer Satisfaction Index	793	80 <sup>th</sup>
Power Quality & Reliability	830	94 <sup>th</sup>
Price	740	67 <sup>th</sup>
Billing & Payment	830	65 <sup>th</sup>
Corporate Citizenship	766	89 <sup>th</sup>
Communications	767	72 <sup>nd</sup>
Customer Contact	839	83 <sup>rd</sup>

**U.S. Department of Labor- Bureau of Labor Statistics**  
**Survey of Occupational Injuries & Illnesses 2022**  
**Xcel Energy - Minnesota**

Data from 2022 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	
Black Dog	31	60,524	0	0	0	0	0	0	0	0	0	0	0	0	0
Prairie Island Nuclear Plant	546	1,068,273	0	16	0	3	65	103	5	0	14	0	0	0	0
Rice Street Service Center	382	752,069	0	5	1	2	17	26	5	0	3	0	0	0	0
Sherco Generating Plant	262	540,501	0	9	0	6	141	240	12	0	2	0	1	0	0
Summary	1,190	2,360,843	0	30	1	11	223	369	22	0	19	0	1	0	0

Claim Number	Event Date	Claim Date	Cause Code / Event Cause Description	Paid Sum	Bodily Injury
189913553-001	05/26/2022	10/20/2022	1134 WORK PERFORMED ELECTRICAL	\$ 6,210.00	\$0.00
189654493-002	09/17/2021	11/18/2021	1001 - NON OUTAGE ELECTRIC	\$ 5,775.00	\$0.00
189874212-001	08/09/2022	08/30/2022	1122 POLES AND TOWERS	\$ 500.00	\$0.00
189932643-001	08/24/2022	11/15/2022	1001 NON OUTAGE ELECTRIC	\$ 1,484.48	\$0.00
189773459-001	01/28/2022	04/29/2022	1101 ABNORMAL VOLTAGE	\$ 1,749.22	\$0.00
189703635-001	01/18/2022	01/24/2022	1117 METER ELECTRIC	\$ 1,962.02	\$0.00
189733503-001	11/11/2021	03/04/2022	1101 ABNORMAL VOLTAGE	\$ 280.00	\$0.00
189788939-001	05/13/2022	05/19/2022	1101 ABNORMAL VOLTAGE	\$ 180.00	\$0.00
189864853-001	07/25/2022	08/18/2022	1117 METER ELECTRIC	\$ 255.19	\$0.00
189901485-001	08/15/2022	10/04/2022	1101 ABNORMAL VOLTAGE	\$ 200.00	\$0.00
189871787-001	07/19/2022	08/26/2022	1001 NON OUTAGE ELECTRIC	\$ 218.93	\$0.00
189654493-003	09/17/2021	02/01/2022	1136 OUTAGE	\$ 5,035.44	\$0.00
195425438-001	12/01/2017	12/29/2020	1001 Non Outage Electric	\$ 191,150.00	\$0.00
189716362-001	01/07/2022	02/09/2022	1117 METER ELECTRIC	\$ 1,151.91	\$0.00
189854088-001	07/19/2022	08/05/2022	1113 FALLING EQUIPMENT OR BEING STRUCK BY	\$ 1,450.00	\$0.00
189848357-002	06/25/2022	08/03/2022	1136 OUTAGE	\$ 921.67	\$0.00
189815624-001	06/20/2021	06/23/2022	1101 ABNORMAL VOLTAGE	\$ 861.41	\$0.00
189764379-001	02/27/2022	04/18/2022	1101 ABNORMAL VOLTAGE	\$ 5,635.26	\$0.00
189919935-001	09/30/2022	10/28/2022	1106 CONDUCTORS - OVERHEAD	\$ 1,670.38	\$0.00
189756241-001	03/16/2022	04/06/2022	1134 WORK PERFORMED ELECTRICAL	\$ 199.00	\$0.00
189904333-001	09/30/2022	10/07/2022	1101 ABNORMAL VOLTAGE	\$ 300.00	\$0.00
189675663-001	10/21/2021	12/13/2021	1117 METER ELECTRIC	\$ 250.00	\$0.00
189618847-002	09/13/2021	11/16/2021	1134 WORK PERFORMED ELECTRICAL	\$ 3,776.65	\$0.00
189894364-001	06/25/2022	09/23/2022	1101 ABNORMAL VOLTAGE	\$ 309.54	\$0.00
189848421-001	04/05/2022	07/29/2022	1122 POLES AND TOWERS	\$ 2,878.00	\$0.00
189806470-001	05/09/2022	06/13/2022	1101 ABNORMAL VOLTAGE	\$ 17,604.06	\$0.00
189857061-001	06/20/2022	08/09/2022	1106 CONDUCTORS - OVERHEAD	\$ 1,297.03	\$0.00
189802067-001	05/09/2022	06/07/2022	1128 TRANSFORMER OVERHEAD	\$ 64.49	\$0.00
189724630-001	02/14/2022	02/21/2022	1101 ABNORMAL VOLTAGE	\$ 225.00	\$0.00
189766337-001	03/28/2022	04/20/2022	1101 ABNORMAL VOLTAGE	\$ 199.00	\$0.00
189643773-004	10/09/2021	01/13/2022	1001 NON OUTAGE ELECTRIC	\$ 9,424.33	\$0.00
189729839-001	12/15/2021	02/28/2022	1113 FALLING EQUIPMENT OR BEING STRUCK BY	\$ 1,237.28	\$0.00
189868427-001	07/30/2022	08/23/2022	1113 FALLING EQUIPMENT OR BEING STRUCK BY	\$ 7,955.98	\$0.00
189867478-001	07/06/2022	08/22/2022	1122 POLES AND TOWERS	\$ 160.00	\$0.00
189946777-001	07/19/2021	12/07/2022	1136 OUTAGE	\$ 4,000.00	\$0.00
189885312-001	08/22/2022	09/13/2022	1001 NON OUTAGE ELECTRIC	\$ 424.00	\$0.00
189783474-001	12/29/2021	05/12/2022	1101 ABNORMAL VOLTAGE	\$ 234.45	\$0.00
189919943-001	09/27/2022	10/28/2022	1101 ABNORMAL VOLTAGE	\$ 150.00	\$0.00
189819847-001	04/20/2022	06/28/2022	1128 TRANSFORMER OVERHEAD	\$ 1,000.00	\$0.00
189773854-001	04/08/2022	04/29/2022	1101 ABNORMAL VOLTAGE	\$ 2,451.13	\$0.00
189854116-001	07/05/2022	08/05/2022	1101 ABNORMAL VOLTAGE	\$ 200.00	\$0.00
189724644-001	03/23/2021	02/21/2022	1113 FALLING EQUIPMENT OR BEING STRUCK BY	\$ 920.58	\$0.00
189826469-001	06/02/2022	07/01/2022	1101 ABNORMAL VOLTAGE	\$ 455.00	\$0.00
189669363-001	06/21/2021	12/03/2021	1117 METER ELECTRIC	\$ 600.00	\$0.00
189533732-001	09/10/2020	05/26/2021	1001 NON OUTAGE ELECTRIC	\$ 5,870.00	\$0.00
189760393-001	03/14/2022	04/12/2022	1101 ABNORMAL VOLTAGE	\$ 7,635.58	\$0.00
189922263-001	10/06/2022	11/01/2022	1122 POLES AND TOWERS	\$ 275.00	\$0.00
189952319-001	12/01/2022	12/15/2022	1134 WORK PERFORMED ELECTRICAL	\$ 1,000.00	\$0.00

Claim Number	Event Date	Claim Date	Cause Code / Event Cause Description	Paid Sum	Bodily Injury
189705122-001	12/14/2021	01/25/2022	1122 POLES AND TOWERS	\$ 980.00	\$0.00
189798549-001	03/16/2022	06/02/2022	1122 POLES AND TOWERS	\$ 2,095.00	\$0.00
189830248-001	06/19/2022	07/07/2022	1113 FALLING EQUIPMENT OR BEING STRUCK BY	\$ 6,799.99	\$0.00
189752889-001	04/01/2022	04/01/2022	1122 POLES AND TOWERS	\$ 740.00	\$0.00
189894330-001	08/28/2022	09/23/2022	1122 POLES AND TOWERS	\$ 180.63	\$0.00
189871671-001	07/27/2022	08/26/2022	1134 WORK PERFORMED ELECTRICAL	\$ 628.00	\$0.00
189862208-001	07/04/2022	08/16/2022	1128 TRANSFORMER OVERHEAD	\$ 1,290.00	\$0.00
189802067-002	05/09/2022	06/17/2022	1001 NON OUTAGE ELECTRIC	\$ 18,357.43	\$0.00
189847685-001	07/20/2022	07/28/2022	1114 FIRE/EXPLOSION/SMOKE	\$ 35,419.19	\$0.00
189857205-002	07/18/2022	10/27/2022	1136 OUTAGE	\$ 3,691.80	\$0.00
189848357-001	06/25/2022	07/29/2022	1136 OUTAGE	\$ 300.00	\$0.00
189851905-001	06/18/2022	08/03/2022	1113 FALLING EQUIPMENT OR BEING STRUCK BY	\$ 454.25	\$0.00
189935508-001	11/04/2022	11/18/2022	1101 ABNORMAL VOLTAGE	\$ 480.00	\$0.00
189834150-001	06/24/2022	07/12/2022	1101 ABNORMAL VOLTAGE	\$ 1,488.33	\$0.00
189642585-001	09/22/2021	10/25/2021	1117 METER ELECTRIC	\$ 1,161.00	\$0.00
189847824-001	10/21/2021	07/28/2022	1101 ABNORMAL VOLTAGE	\$ 3,604.00	\$0.00
189728505-001	04/23/2021	02/25/2022	1128 TRANSFORMER OVERHEAD	\$ 9,093.53	\$0.00
189871648-001	06/29/2022	08/26/2022	1113 FALLING EQUIPMENT OR BEING STRUCK BY	\$ 4,674.35	\$0.00
189851973-001	06/25/2022	08/03/2022	1128 TRANSFORMER OVERHEAD	\$ 944.40	\$0.00
189798650-001	05/12/2022	06/02/2022	1001 NON OUTAGE ELECTRIC	\$ 274.00	\$0.00
189788939-002	05/13/2022	07/11/2022	1001 NON OUTAGE ELECTRIC	\$ 160.00	\$0.00
189813519-001	04/12/2022	06/21/2022	1122 POLES AND TOWERS	\$ 1,899.70	\$0.00
189848348-001	06/22/2022	07/29/2022	1121 OTHER NOT LISTED	\$ 50.00	\$0.00
189703664-001	12/14/2021	01/24/2022	1122 POLES AND TOWERS	\$ 457.15	\$0.00
189724593-001	02/01/2022	02/21/2022	1101 ABNORMAL VOLTAGE	\$ 225.00	\$0.00
189880323-001	08/26/2022	09/07/2022	1117 METER ELECTRIC	\$ 306.00	\$0.00
189888454-001	08/19/2022	09/16/2022	1001 NON OUTAGE ELECTRIC	\$ 2,015.50	\$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)
<b>JANUARY</b>	1514116	162639	13366	3795	1693916	1846251	91.75%
<b>FEBRUARY</b>	1516017	162726	13360	3797	1695900	1847486	91.80%
<b>MARCH</b>	1518215	162718	13354	3793	1698080	1849712	91.80%
<b>APRIL</b>	1519980	162710	13336	3791	1699817	1850929	91.84%
<b>MAY</b>	1526076	162767	13345	3785	1705973	1852264	92.10%
<b>JUNE</b>	1536076	162779	13341	3777	1715973	1853894	92.56%
<b>JULY</b>	1545850	162851	13342	3781	1725824	1855366	93.02%
<b>AUGUST</b>	1561064	163014	13332	3776	1741186	1857387	93.74%
<b>SEPTEMBER</b>	1585323	163237	13333	3773	1765666	1859255	94.97%
<b>OCTOBER</b>	1619037	163771	13334	3773	1799915	1861147	96.71%
<b>NOVEMBER</b>	1638723	164463	13329	3772	1820287	1863602	97.68%
<b>DECEMBER</b>	1659698	164342	13287	3762	1841089	1865681	98.68%

\*The number of reads per month is based on the meter read schedule for the month. Example January 2022 runs from December 31 to February 4 2022 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
<b>JANUARY</b>	5				5	1846251	0.0003%
<b>FEBRUARY</b>	9				9	1847486	0.0005%
<b>MARCH</b>	6				6	1849712	0.0003%
<b>APRIL</b>	2				2	1850929	0.0001%
<b>MAY</b>	6				6	1852264	0.0003%
<b>JUNE</b>	14				14	1853894	0.0008%
<b>JULY</b>	20				20	1855366	0.0011%
<b>AUGUST</b>	7				7	1857387	0.0004%
<b>SEPTEMBER</b>	6	1			7	1859255	0.0004%
<b>OCTOBER</b>	9				9	1861147	0.0005%
<b>NOVEMBER</b>	9				9	1863602	0.0005%
<b>DECEMBER</b>	15				15	1865681	0.0008%

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	889	902	1236	1033	981	840	509	461	451	509	613	887	9311	79.14%
OC Meter Maint	40	42	65	53	52	128	92	56	43	48	61	50	730	6.20%
DEAD REGISTER	12	49	46	55	54	51	63	53	24	31	54	60	552	4.69%
BAD KEY OR CODE	3	12	8	12	18	23	37	33	20	11	19	17	213	1.81%
NO ANSWER	8	16	7	15	21	20	29	23	20	15	15	16	205	1.74%
NEED KEY OR CODE	8	33	12	10	16	16	21	26	6	6	11	13	178	1.51%
METER OFF	8	23	5	6	6	4	5	6	5	6	7	8	89	0.77%
GATE PROBLEM	2	18	4	12	5	8	7	4	5	2	4	8	79	0.67%
KEY NOT AVAILABLE	1	3	0	14	10	10	12	12	7	2	0	6	77	0.65%
METER REMOVED	2	5	8	10	9	12	6	6	5	0	4	7	74	0.63%
NO ACCESS BACK YARD	1	7	4	11	3	8	10	4	2	1	4	4	59	0.50%
DOOR LOCKED	2	3	3	9	2	2	6	5	3	4	6	2	47	0.40%
SERVICE CUT AT POLE	1	2	4	3	5	4	1	1	0	4	3	3	31	0.26%
DOG	0	3	2	2	3	3	2	3	2	0	3	1	24	0.20%
Non-Energized	17	0	0	1	0	1	1	0	0	0	0	0	20	0.17%
METER BLOCKED	0	0	1	1	1	3	3	2	2	3	2	1	19	0.16%
OC CellNet New: no premise ID	2	2	1	0	0	1	1	0	0	0	0	0	7	0.06%
VACANT	0	4	0	0	0	0	0	0	3	0	0	0	7	0.06%
SPS DEAD REGISTER	0	1	0	1	1	2	1	0	0	0	0	0	6	0.05%
BUSINESS CLOSED	0	0	0	0	0	2	0	2	0	0	0	1	5	0.04%
CUSTOMER READING	1	0	0	0	0	0	0	0	1	1	1	1	5	0.04%
BAD ROAD	1	1	0	0	0	0	0	0	0	0	0	1	3	0.03%
EMED Meter Maint	0	0	0	0	0	0	0	0	0	0	0	4	4	0.03%
REPLACE GLASS	0	0	0	0	0	2	0	0	0	0	1	0	3	0.03%
SNOW/MUD	0	0	1	1	0	0	0	0	0	0	0	2	4	0.03%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	1	1	0	0	0	2	0.02%
GARAGE LOCKED	0	1	1	0	0	0	0	0	0	0	0	0	2	0.02%
PAINTED OVER	0	0	0	0	0	0	0	0	0	0	1	1	2	0.02%
REFUSED ADMITTANCE	0	0	0	0	0	1	0	1	0	0	0	0	2	0.02%
ABS MCC Calc Reading	0	0	0	0	0	0	0	0	1	0	0	0	1	0.01%
Bad Ert	0	0	0	0	0	1	0	0	0	0	0	0	1	0.01%
HANDHELD ESTIMATE	0	0	0	0	0	0	0	0	1	0	0	0	1	0.01%
OC Record Mismatch	0	0	1	0	0	0	0	0	0	0	0	0	1	0.01%
UNSAFE CONDITION	0	0	0	0	0	0	1	0	0	0	0	0	1	0.01%
TOTAL	998	1127	1409	1249	1187	1142	807	699	602	643	809	1093	11765	100.00%

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	84	96	106	92	51	60	34	34	38	51	67	74	787	65.80%
DEAD REGISTER	4	8	12	14	19	6	12	4	5	4	7	8	103	8.61%
METER OFF	6	8	10	12	18	11	4	5	3	3	0	1	81	6.77%
METER REMOVED	2	4	6	0	8	2	1	3	1	2	2	7	38	3.18%
OC Meter Maint	2	2	1	4	1	7	4	4	3	1	2	3	34	2.84%
BAD KEY OR CODE	0	2	2	4	1	2	4	1	2	3	2	1	24	2.01%
SERVICE CUT AT POLE	5	5	2	2	1	1	2	1	0	1	0	1	21	1.76%
NO ANSWER	0	1	0	0	2	2	1	3	2	3	2	1	17	1.42%
NEED KEY OR CODE	0	3	2	2	1	2	1	0	1	0	0	3	15	1.25%
BUSINESS CLOSED	0	0	0	1	1	0	0	2	3	0	1	0	8	0.67%
DOOR LOCKED	0	0	2	0	0	0	2	1	1	2	0	0	8	0.67%
GATE PROBLEM	1	2	1	2	1	1	0	0	0	0	0	0	8	0.67%
VACANT	2	1	0	1	0	0	0	1	2	0	0	1	8	0.67%
KEY NOT AVAILABLE	1	0	0	0	2	0	1	2	0	0	0	1	7	0.59%
Non-Energized	0	1	0	1	0	0	2	0	0	0	0	0	4	0.33%
SEASONAL	1	1	1	0	1	0	0	0	0	0	0	0	4	0.33%
SPS DEAD REGISTER	1	0	0	0	0	0	1	0	1	0	1	0	4	0.33%
REFUSED ADMITTANCE	0	0	0	1	1	0	0	0	0	1	0	0	3	0.25%
ABS Data Corrupt - MCC	0	0	0	0	0	0	1	0	0	0	1	0	2	0.17%
Bad Ert	0	0	1	0	0	1	0	0	0	0	0	0	2	0.17%
CANNOT LOCATE	0	1	0	0	0	0	0	0	0	1	0	0	2	0.17%
HANDHELD ESTIMATE	1	0	0	0	1	0	0	0	0	0	0	0	2	0.17%
UNSAFE CONDITION	0	0	0	0	0	0	0	0	1	0	0	1	2	0.17%
ABS MCC Calc Reading	0	0	1	0	0	0	0	0	0	0	0	0	1	0.08%
ABS Stale Reads - MCC	0	0	0	0	0	0	0	0	1	0	0	0	1	0.08%
BAD ROAD	0	1	0	0	0	0	0	0	0	0	0	0	1	0.08%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	0	1	0	0	0	1	0.08%
GARAGE LOCKED	0	1	0	0	0	0	0	0	0	0	0	0	1	0.08%
INCLEMENT WEATHER	0	0	0	0	0	0	0	0	0	0	0	1	1	0.08%
METER BLOCKED	0	0	1	0	0	0	0	0	0	0	0	0	1	0.08%
METER TOO HIGH	0	0	0	0	1	0	0	0	0	0	0	0	1	0.08%
OC Stale Reads	0	1	0	0	0	0	0	0	0	0	0	0	1	0.08%
PAINTED OVER	1	0	0	0	0	0	0	0	0	0	0	0	1	0.08%
REPLACE GLASS	0	0	0	1	0	0	0	0	0	0	0	0	1	0.08%
WRONG ROUTE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.08%
TOTAL	112	138	148	137	110	95	70	61	65	72	85	103	1196	100.00%



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	14	11	14	22	18	13	10	11	8	6	6	8	141	86.50%
DEAD REGISTER	0	1	0	0	1	1	0	2	1	0	2	1	9	5.52%
BUSINESS CLOSED	0	0	0	0	1	1	1	0	0	0	0	0	3	1.84%
METER OFF	0	0	0	0	0	0	0	0	1	1	1	0	3	1.84%
DOOR LOCKED	0	0	0	1	0	0	0	0	0	0	0	1	2	1.23%
METER REMOVED	0	0	0	1	0	1	0	0	0	0	0	0	2	1.23%
GATE PROBLEM	0	0	0	0	0	0	0	0	0	0	0	1	1	0.61%
METER WILL NOT PROBE	0	0	0	0	0	0	0	0	0	0	1	0	1	0.61%
VACANT	0	1	0	0	0	0	0	0	0	0	0	0	1	0.61%
TOTAL	14	13	14	24	20	16	11	13	10	7	10	11	163	100.00%

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	0	1	0	1	1	1	1	1	1	1	1	1	10	90.91%
BAD ROAD	1	0	0	0	0	0	0	0	0	0	0	0	1	9.09%
TOTAL	1	1	0	1	1	1	1	1	1	1	1	1	11	100.00%

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	41	43	60	85	110	147	123	157	182	206	203	202	1559	73.82%
DEAD REGISTER	0	1	0	10	20	23	13	15	7	9	18	14	130	6.16%
NO ANSWER	1	2	3	1	3	8	17	20	12	11	7	5	90	4.26%
BAD KEY OR CODE	1	2	0	3	1	10	16	13	8	7	10	7	78	3.69%
OC Meter Maint	6	6	7	6	4	1	1	1	2	11	14	11	70	3.31%
METER OFF	3	4	3	5	3	3	4	4	7	5	3	2	46	2.18%
NEED KEY OR CODE	1	0	1	1	1	2	8	3	5	6	2	2	32	1.52%
METER REMOVED	1	0	0	1	2	6	0	5	3	1	1	2	22	1.04%
SERVICE CUT AT POLE	4	5	5	2	2	0	0	4	0	0	0	0	22	1.04%
KEY NOT AVAILABLE	0	0	0	0	1	1	1	3	4	2	1	2	15	0.71%
GATE PROBLEM	0	0	0	1	1	0	3	2	2	0	1	1	11	0.52%
DOOR LOCKED	0	0	0	0	1	2	2	2	1	1	0	0	9	0.43%
NO ACCESS BACK YARD	0	0	0	0	0	0	2	0	1	3	0	0	6	0.28%
METER BLOCKED	0	0	0	0	0	0	1	1	0	1	0	1	4	0.19%
SPS DEAD REGISTER	0	0	0	0	0	1	0	1	0	1	1	0	4	0.19%
VACANT	0	0	0	0	0	0	0	1	1	1	1	0	4	0.19%
BUSINESS CLOSED	0	0	0	0	0	1	0	1	0	0	0	0	2	0.09%
DOG	0	0	0	0	0	0	0	0	0	2	0	0	2	0.09%
UNSAFE CONDITION	0	0	0	0	0	0	2	0	0	0	0	0	2	0.09%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	1	0	0	0	0	1	0.05%
EMED Meter Maint	0	0	0	0	0	0	0	0	0	0	0	1	1	0.05%
OC CellNet New: no premise ID	0	0	0	0	0	0	0	0	0	1	0	0	1	0.05%
SNOW/MUD	0	0	0	0	0	0	0	0	0	0	0	1	1	0.05%
TOTAL	58	63	79	115	149	205	193	234	235	268	262	251	2112	100.00%

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	46	33	36	38	31	34	39	35	40	32	41	38	443	56.51%
METER OFF	16	10	13	11	21	12	7	7	5	8	2	4	116	14.80%
DEAD REGISTER	2	10	10	11	14	8	8	10	9	8	8	4	102	13.01%
NO ANSWER	0	3	2	6	1	7	5	5	2	6	1	0	38	4.85%
OC Meter Maint	0	1	0	1	1	1	0	2	3	4	4	4	21	2.68%
Non-Energized	0	1	0	1	0	0	0	1	3	4	1	0	11	1.40%
VACANT	0	5	0	1	0	0	1	1	0	0	0	0	8	1.02%
KEY NOT AVAILABLE	0	0	5	0	0	0	0	1	0	0	0	0	6	0.77%
SEASONAL	1	1	1	0	1	1	1	0	0	0	0	0	6	0.77%
SERVICE CUT AT POLE	0	2	1	0	2	0	0	0	0	0	0	0	5	0.64%
METER REMOVED	2	0	0	0	0	1	1	0	0	0	0	0	4	0.51%
NEED KEY OR CODE	0	0	0	0	1	0	0	1	0	1	1	0	4	0.51%
PAINTED OVER	0	0	1	0	1	0	0	1	0	0	1	0	4	0.51%
BUSINESS CLOSED	0	0	0	0	1	1	0	1	0	0	0	0	3	0.38%
BAD KEY OR CODE	0	0	0	0	0	0	0	1	0	1	0	0	2	0.26%
CANNOT LOCATE	2	0	0	0	0	0	0	0	0	0	0	0	2	0.26%
DOOR LOCKED	0	0	0	0	0	0	0	0	2	0	0	0	2	0.26%
GATE PROBLEM	0	0	1	0	0	1	0	0	0	0	0	0	2	0.26%
METER TOO HIGH	0	0	0	0	0	0	0	0	0	0	1	0	1	0.13%
REFUSED ADMITTANCE	0	0	0	0	0	1	0	0	0	0	0	0	1	0.13%
SNOW/MUD	0	0	0	0	0	0	0	0	0	0	1	0	1	0.13%
SPS DEAD REGISTER	0	0	0	0	0	0	1	0	0	0	0	0	1	0.13%
UNSAFE CONDITION	0	0	0	0	1	0	0	0	0	0	0	0	1	0.13%
TOTAL	69	66	70	69	75	67	63	66	64	64	61	50	784	100.00%

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	57	54	56	51	53	51	47	50	48	42	43	15	567	95.94%
METER OFF	2	1	1	0	1	1	0	1	1	2	1	1	12	2.03%
KEY NOT AVAILABLE	1	0	0	1	1	0	1	0	0	0	0	0	4	0.68%
Non-Energized	0	0	0	1	0	0	1	0	1	0	0	1	4	0.68%
NEED KEY OR CODE	0	0	1	0	0	0	0	0	0	0	0	1	2	0.34%
GATE PROBLEM	0	0	0	0	0	1	0	0	0	0	0	0	1	0.17%
SEASONAL	0	1	0	0	0	0	0	0	0	0	0	0	1	0.17%
TOTAL	60	56	58	53	55	53	49	51	50	44	44	18	591	100.00%

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	2	3	3	3	2	1	2	1	2	1	1	23	92.00%
DEAD REGISTER	0	0	0	0	0	0	1	0	0	0	1	0	2	8.00%
TOTAL	2	2	3	3	3	2	2	2	1	2	2	1	25	100.00%

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

	Residential	Commercial	Industrial	Other	Total
JANUARY	1662893	165808	13416	4134	1846251
FEBRUARY	1664036	165903	13411	4136	1847486
MARCH	1666272	165901	13404	4135	1849712
APRIL	1667509	165894	13393	4133	1850929
MAY	1668827	165917	13393	4127	1852264
JUNE	1670421	165962	13386	4125	1853894
JULY	1671828	166032	13386	4120	1855366
AUGUST	1673668	166218	13383	4118	1857387
SEPTEMBER	1675340	166418	13382	4115	1859255
OCTOBER	1677006	166642	13383	4116	1861147
NOVEMBER	1679166	166940	13382	4114	1863602
DECEMBER	1681095	167086	13384	4116	1865681

\*\*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.

### Discreet Meters Unread 6-12 Months

<b>All Occurrences Not Read for 6-12 Months</b>					
<b>Year</b>	<b>Residential</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Other</b>	<b>Total</b>
2018	1,709	703	184	6	2,602
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

### Discreet Meters Unread 12+ Months

<b>All Occurrences Not Read for Longer than 12 Months</b>					
<b>Year</b>	<b>Residential</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Other</b>	<b>Total</b>
2018	589	479	311	44	1,423
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

Utility	Work_Resolution	Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Electric	INVESTIGATE AND REMEDIATE	Order Count	385	439	408	479	434	376	344	243	392	398	278	297	4473
		Average Days	2.99	2.80	3.12	2.55	3.70	3.39	2.99	4.32	4.38	3.95	3.30	5.57	3.51
		Min Days	1	1	1	1	1	0	0	1	1	1	1	1	0
		Max of Days	12	29	62	38	170	107	33	160	189	253	7	183	253
		StdDev of Days	1.42	1.83	5.73	2.10	10.57	6.73	2.32	11.06	14.27	12.61	1.49	15.48	8.61
	INVESTIGATE AND REFER	Order Count	20	22	10	11	16	14	18	9	17	14	29	39	219
		Average Days	3.55	2.59	2.90	2.36	12.06	3.07	2.67	3.44	3.18	3.43	3.86	4.08	3.98
		Min Days	1	2	2	1	1	1	1	1	2	2	2	1	1
		Max of Days	6	4	4	4	127	13	7	5	5	5	7	32	127
		StdDev of Days	1.70	0.91	0.99	0.81	31.02	2.95	1.50	1.42	1.19	0.85	1.66	5.04	8.82
	REMEDiate UPON REFERRAL	Order Count								1		1		3	5
		Average Days								9.00		27.00		5.33	10.40
		Min Days								9		27		5	5
		Max of Days								9		27		6	27
		StdDev of Days								0.00		0.00		0.58	9.42
Electric Order Count			405	461	418	490	450	390	363	252	410	412	310	336	4697
Electric Average Days			3.01	2.79	3.11	2.54	4.00	3.38	2.99	4.29	4.38	3.93	3.37	5.40	3.54
Electric Min Days			1	1	1	1	1	0	0	1	1	1	1	1	0
Electric Max of Days			12	29	62	38	170	107	33	160	189	253	7	183	253
Electric StdDev of Days			1.43	1.79	5.66	2.08	11.93	6.63	2.30	10.86	14.00	12.39	1.52	14.66	8.62

Gas	INVESTIGATE AND REMEDIATE	Order Count	182	251	240	281	235	290	212	128	923	857	165	119	3883
		Average Days	4.74	4.28	3.56	4.32	4.56	4.47	4.86	7.06	6.15	10.62	6.22	9.45	6.50
		Min Days	0	0	1	0	1	1	0	1	1	1	1	1	0
		Max of Days	15	12	10	16	36	15	11	101	13	27	14	22	101
		StdDev of Days	2.36	2.19	1.68	2.11	2.95	2.50	2.55	8.68	2.70	3.50	2.64	3.04	4.00
	INVESTIGATE AND REFER	Order Count	36	66	81	54	47	46	32	10	31	23	42	36	504
		Average Days	4.17	4.09	3.20	4.11	4.68	4.13	4.47	7.50	7.58	10.04	6.19	9.42	5.15
		Min Days	2	2	0	2	2	2	1	2	2	5	2	4	0
		Max of Days	11	9	9	11	12	8	11	12	12	14	12	13	14
		StdDev of Days	2.30	2.05	1.58	2.16	2.29	1.78	2.61	3.03	2.96	3.44	1.88	2.55	3.00
	REMEDiate UPON REFERRAL	Order Count	7	24	56	19	47	45	16	7	14	17	18	22	292
		Average Days	46.00	21.42	16.86	20.00	23.49	57.04	38.06	53.86	37.71	64.94	117.00	49.36	39.87
		Min Days	1	1	0	1	0	1	1	1	3	4	3	1	0
		Max of Days	161	139	138	100	121	210	134	131	156	148	298	253	298
		StdDev of Days	66.91	32.82	23.91	23.85	34.43	61.00	54.05	58.81	57.17	61.38	96.93	58.40	55.70
Gas Order Count			225	341	377	354	329	381	260	145	968	897	225	177	4679
Gas Average Days			5.93	5.45	5.46	5.13	7.28	10.64	6.86	9.35	6.65	11.64	15.08	14.41	8.44
Gas Min Days			0	0	0	0	0	1	0	1	1	1	1	0	
Gas Max of Days			161	139	138	100	121	210	134	131	156	148	298	253	298
Gas StdDev of Days			13.31	9.83	10.43	6.77	14.73	26.93	15.47	17.67	8.09	11.59	40.32	24.27	16.53
Total E & G Order Count			630	802	795	844	779	771	623	397	1378	1309	535	513	9376
Total E & G Average Days			4.06	3.92	4.22	3.63	5.39	6.97	4.60	6.14	5.97	9.21	8.30	8.50	5.98
Total E & G Days Min			0	0	0	0	0	0	0	1	1	1	1	0	
Total E & G Days Max			161	139	138	100	170	210	134	160	189	253	298	253	298
Total E & G Days Std Dev			8.14	6.68	8.35	4.83	13.28	19.83	10.32	13.94	10.26	12.37	26.78	19.01	13.40



R=Residential  
 C=Commercial

	January		February		March		April		May		June		July		August		September		October		November		December		Total 2022	
	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
<b>Number of customers who received disconnect notices <sup>1</sup></b>	44,569	3,803	44,584	4,590	65,622	5,451	63,507	5,188	51,674	4,684	38,781	3,943	38,918	3,475	68,779	5,588	66,235	5,029	65,819	4,862	57,637	4,938	62,730	5,584	668,855	57,135

<b>Number of customers who sought cold weather rule protection <sup>1</sup></b>																											
<b>Sought</b>	15,407	0	15,244	0	17,769	0	23,145	0	0	0	0	0	0	0	0	0	0	0	0	21,311	0	18,344	0	15,690	0	126,910	0
<b>Granted</b>	15,407	0	15,244	0	17,769	0	23,145	0	0	0	0	0	0	0	0	0	0	0	0	21,311	0	18,344	0	15,690	0	126,910	0

<b>Number of customers locked for nonpayment</b>	408	5	307	8	418	14	252	24	1,630	19	1,073	17	893	9	1,063	14	1,058	10	548	24	535	16	353	11	8,538	171
<b>Number of total customers restored to service within 24 hours</b>	154	0	127	0	117	0	87	2	446	0	384	0	296	1	456	0	456		220	2	258	2	196	2	3,197	9
<b>Number of customers restored to service with pay arrangements</b>	291	1	257	2	272	6	203	11	894	1	656	0	540	1	712	1	712		380	4	366	1	250	1	5,533	29

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	2022
1 All <b>Residential</b> Calls offered to Agents	62,603	57,034	78,027	71,134	80,104	85,130	81,041	95,781	79,700	74,570	63,959	61,979	891,062
2 All <b>BSC</b> Calls Offered to Agents	4,600	4,187	5,143	4,646	4,582	5,271	4,627	4,884	4,687	4,718	4,740	4,440	56,525
3 All <b>Credit</b> Calls Offered to Agents	7,283	8,187	13,164	14,825	16,392	12,155	10,636	16,601	15,657	11,320	10,109	8,366	144,695
4 All <b>PAR</b> Calls Offered to Agents	1,951	1,924	2,512	2,395	2,546	2,373	2,084	2,325	1,931	1,467	1,545	1,662	24,715
5 All Calls Offered to Agents	76,437	71,332	98,846	93,000	103,624	104,929	98,388	119,591	101,975	92,075	80,353	76,447	1,116,997
6 All <b>Residential</b> Calls Answered by Agents within 20 seconds	32,046	41,323	40,725	23,281	28,453	23,941	29,436	52,561	55,109	59,936	57,752	50,814	495,377
7 All <b>BSC</b> Calls Answered by Agents within 20 seconds	2,675	2,533	2,673	2,614	2,955	3,599	3,161	3,329	3,100	2,911	3,236	2,505	35,291
8 All <b>Credit</b> Calls Answered by Agents within 20 seconds	6,009	7,351	10,765	10,317	10,992	8,327	7,619	12,436	12,708	9,739	8,884	5,772	110,919
9 All <b>PAR</b> Calls Answered by Agents within 20 seconds	1,545	1,413	1,842	1,565	1,468	1,472	1,213	1,433	1,314	1,001	1,045	1,285	16,596
10 All Calls Answered by Agents within 20 seconds	42,275	52,620	56,005	37,777	43,868	37,339	41,429	69,759	72,231	73,587	70,917	60,376	658,183
11 Non-Billing and Non-Outage Calls Completed in IVR	20,970	18,406	40,677	27,324	28,967	29,070	24,607	25,109	24,500	26,581	20,885	26,208	313,304
12 Billing Calls Handled by IVR	102,749	100,466	116,421	111,285	109,595	114,840	107,437	112,940	105,008	97,544	93,205	93,364	1,264,854
13 Outage Calls Handled by IVR	13,064	10,627	13,051	18,269	55,546	33,785	26,311	48,893	15,103	15,276	12,627	19,585	282,137
14 Outage Calls Offered to Agents	8,907	7,498	10,722	11,488	24,002	20,249	17,155	21,791	12,359	12,872	10,170	11,675	168,888
15 Total Outage Calls	21,971	18,125	23,773	29,757	79,548	54,034	43,466	70,684	27,462	28,148	22,797	31,260	451,025
16 All Calls Offered to Agents + Outage Calls Handled by IVR	89,501	81,959	111,897	111,269	159,170	138,714	124,699	168,484	117,078	107,351	92,980	96,032	1,399,134
17 All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	55,339	63,247	69,056	56,046	99,414	71,124	67,740	118,652	87,334	88,863	83,544	79,961	940,320
18 All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	192,250	182,425	228,318	222,554	268,765	253,554	232,136	281,424	222,086	204,895	186,185	189,396	2,663,988
19 All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	158,088	163,713	185,477	167,331	209,009	185,964	175,177	231,592	192,342	186,407	176,749	173,325	2,205,174

		January	February	March	April	May	June	July	August	September	October	November	December	2022
20	Service Level All Calls (Residential, BSC, Credit and PAR and all calls handled by IVR)	84.0%	90.7%	84.1%	77.9%	79.9%	76.1%	77.8%	83.7%	87.9%	92.0%	95.4%	92.5%	84.6%
21	Service Level All Calls (Residential, BSC, Credit and PAR) and IVR Handled Outage Calls	61.8%	77.2%	61.7%	50.4%	62.5%	51.3%	54.3%	70.4%	74.6%	82.8%	89.9%	83.3%	67.2%
22	Service Level (agent only)	55.3%	73.8%	56.7%	40.6%	42.3%	35.6%	42.1%	58.3%	70.8%	79.9%	88.3%	79.0%	58.9%
23	Average Speed of Answer - ASA (Agent only Residential, BSC, Credit and PAR)	108	43	78	181	192	364	267	112	61	35	18	28	127
	ASA Residential	124	44	89	229	244	461	327	134	72	36	15	23	153
	ASA BSC	103	88	111	115	79	57	53	62	59	79	54	99	80
	ASA Credit	12	13	15	21	27	22	22	21	17	14	15	23	19
	ASA PAR	26	39	40	51	71	50	62	53	47	44	46	28	47

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)
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, 2021 to December 31, 2021  
 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:** Jeff Eden, Customer Advocate Analyst, Customer Care (303) 294-2214

	<u>RESIDENTIAL</u>			<u>COMMERCIAL</u>			<u>INDUSTRIAL</u>			<u>GOVERNMENT</u>		
	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
I. Complaint Type												
A. Billing Error	140	126	14	6	5	1	0	0	0	0	0	0
B. High Bill	35	34	1	0	0	0	0	0	0	0	0	0
C. Inaccurate Metering	30	28	2	0	0	0	0	0	0	0	0	0
D. Inadequate Service	314	296	18	12	9	3	1	1	0	1	1	0
E. Service Ext Interval	18	17	1	5	5	0	0	0	0	0	0	0
F. Service Rest Interval	37	36	1	6	6	0	0	0	0	0	0	0
G. Wrongful Disconnect	28	28	0	2	2	0	0	0	0	0	0	0
<b>Total Complaints</b>	<b>602</b>	<b>565</b>	<b>37</b>	<b>31</b>	<b>27</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

II. Number of Customers	<u>Electric</u>			<u>Gas</u>		
	<u>2021</u>	<u>2022</u>	<u>Net Change</u>	<u>2021</u>	<u>2022</u>	<u>Net Change</u>
Residential	1,186,195	1,199,122	12,927	438,247	444,425	6,178
Commercial/ Industrial	136,105	136,293	188	35,631	35,835	204
<u>Other</u>	<u>7,090</u>	<u>7,227</u>	<u>137</u>	<u>476</u>	<u>451</u>	<u>-25</u>
<b>Total</b>	<b>1,329,390</b>	<b>1,342,642</b>	<b>13,252</b>	<b>474,354</b>	<b>480,711</b>	<b>6,357</b>

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

\*In 2022, 21 complaints were received from OAG or Commission and a Other source. . 11 of these are OAG/Commission complaints  
 \*\*In 2022 we had approximately 59 complaints from all sources related to Distributed Generation (DG).

<b>MPUC</b>		<b>RESIDENTIAL</b>			<b>COMMERCIAL</b>			<b>INDUSTRIAL</b>			<b>GOVERNMENT</b>		
		<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
I	Complaint Type												
	A. Billing Error	69	59	10	4	3	1	0	0	0	0	0	
	B. High Bill	11	10	1	0	0	0	0	0	0	0	0	
	C. Inaccurate Metering	17	16	1	0	0	0	0	0	0	0	0	
	D. Inadequate Service	161	145	16	4	2	2	0	0	0	0	0	
	E. Service Ext Interval	12	11	1	3	3	0	0	0	0	0	0	
	F. Serv Rest Interval	24	23	1	6	6	0	0	0	0	0	0	
	G. Wrongful Disconnect	18	18	0	1	1	0	0	0	0	0	0	
	<b>Total Complaints</b>	<b>312</b>	<b>282</b>	<b>30</b>	<b>18</b>	<b>15</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

In 2022, 11 complaints were assigned with the source of Commission and OAG.

\*\*In 2022 we had approximately 41 complaints from the Commission related to Distributed Generation (DG).

<b>OAG</b>		<b>RESIDENTIAL</b>			<b>COMMERCIAL</b>			<b>INDUSTRIAL</b>			<b>GOVERNMENT</b>		
		<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
II	Complaint Type												
	A. Billing Error	29	28	1	0	0	0	0	0	0	0	0	
	B. High Bill	11	11	0	0	0	0	0	0	0	0	0	
	C. Inaccurate Metering	6	5	1	0	0	0	0	0	0	0	0	
	D. Inadequate Service	45	45	0	1	1	0	0	0	0	0	0	
	E. Service Ext Interval	1	1	0	0	0	0	0	0	0	0	0	
	F. Serv Rest Interval	7	6	1	0	0	0	0	0	0	0	0	
	G. Wrongful Disconnect	7	7	0	0	0	0	0	0	0	0	0	
	<b>Total Complaints</b>	<b>106</b>	<b>103</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

\*In 2022, 15 complaints were received from OAG and an Other source. . 11 of these are OAG/Commission complaints

In 2022 we had approximately 10 complaints from the OAG related to Distributed Generation (DG).

<b>OTHER</b>		<b>RESIDENTIAL</b>			<b>COMMERCIAL</b>			<b>INDUSTRIAL</b>			<b>GOVERNMENT</b>		
		<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
III	Complaint Type												
	A. Billing Error	47	44	3	2	2	0	0	0	0	0	0	
	B. High Bill	13	13	0	0	0	0	0	0	0	0	0	
	C. Inaccurate Metering	9	8	1	0	0	0	0	0	0	0	0	
	D. Inadequate Service	112	110	2	7	6	1	1	1	0	1	0	
	E. Service Ext Interval	5	5	0	2	2	0	0	0	0	0	0	
	F. Serv Rest Interval	7	7	0	0	0	0	0	0	0	0	0	
	G. Wrongful Disconnect	3	3	0	1	1	0	0	0	0	0	0	
	<b>Total Complaints</b>	<b>196</b>	<b>190</b>	<b>6</b>	<b>12</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	

\*In 2022, 21 complaints were received from OAG or Commission and a Other source. . 11 of these are OAG/Commission complaints

In 2022 we had approximately 10 complaints from the Other source related to Distributed Generation (DG).

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

**7826.2000 REPORTING CUSTOMER COMPLAINTS**

For the period of January 01, 2022 to December 31, 2022  
 Filed in accordance with Docket No. E,G002/CI-02-2034 & E,G002/M-12-383

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

**A. The Number of Complaints Received**

Count of Incident ID		Month												Grand Total
Customer Type	Source	1	2	3	4	5	6	7	8	9	10	11	12	
<b>Commercial</b>	Commission	1	0	4	0	0	1	1	4	3	1	2	0	17
	Direct Customer Contact	0	0	0	0	0	0	0	0	0	0	0	1	1
	Informational	0	0	0	0	0	0	0	1	0	0	0	0	1
	Internal	0	0	0	3	0	0	0	0	1	0	1	2	7
	OAG	0	0	0	0	0	0	0	1	0	0	0	0	1
	Officer	0	0	0	0	0	1	0	0	0	0	0	0	1
	Repeat Customer	0	0	0	0	0	0	1	0	0	0	0	0	1
	Commission/BBB	0	0	0	0	0	0	0	0	1	0	0	0	1
	Summons	0	0	0	1	0	0	0	0	0	0	0	0	1
<b>Commercial Total</b>		<b>1</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>31</b>
<b>Government</b>	Informational	0	0	0	0	0	1	0	0	0	0	0	0	1
<b>Government Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Residential</b>	BBB	5	8	2	5	8	9	7	3	5	1	2	3	58
	Commission	15	13	28	19	24	23	26	40	40	21	25	20	294
	Commission/Internal	0	1	0	0	0	0	0	0	0	0	0	0	1
	Commission/OAG	1	0	2	1	1	0	1	1	1	1	1	2	12
	Direct Customer Contact	0	0	0	0	0	0	2	0	1	2	0	1	6
	Informational	5	6	1	4	7	2	1	4	2	3	5	6	46
	Internal	5	4	7	7	5	8	7	15	3	4	3	2	70
	OAG	4	8	5	9	9	11	12	8	9	8	4	3	90
	Officer	2	2	1	0	1	0	0	0	0	0	1	0	7
	Repeat Customer	0	1	0	2	0	0	0	1	0	1	0	1	6
	Commission/BBB	0	0	0	1	0	0	0	1	0	0	0	1	3
	Officer/BBB	0	1	0	0	0	0	0	0	0	0	0	0	1
	OAG/Informational	0	1	0	0	0	0	0	0	0	0	0	0	1
	OAG/BBB	0	0	1	0	0	0	0	0	0	2	0	0	3
	Commission/Officer	0	0	0	1	0	0	1	0	0	0	0	0	2
	Summons	0	0	0	0	0	0	0	0	0	0	0	1	1
Media Relations	0	0	0	0	0	0	0	0	0	1	0	0	1	
<b>Residential Total</b>		<b>37</b>	<b>45</b>	<b>47</b>	<b>49</b>	<b>55</b>	<b>53</b>	<b>57</b>	<b>73</b>	<b>62</b>	<b>43</b>	<b>41</b>	<b>40</b>	<b>602</b>
<b>Industrial</b>	Direct Customer Contact	0	0	0	0	0	0	0	0	0	1	0	0	1
<b>Industrial Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Grand Total</b>		<b>38</b>	<b>45</b>	<b>51</b>	<b>53</b>	<b>55</b>	<b>56</b>	<b>59</b>	<b>79</b>	<b>67</b>	<b>45</b>	<b>44</b>	<b>43</b>	<b>635</b>



C. The Number and Percentage of 2022 Complaints Resolved upon:														
CustomerType	DTR Status	Month												Total 2022
		1 Jan	2 Feb	3 Mar	4 Apr	5 May	6 Jun	7 Jul	8 Aug	9 Sep	10 Oct	11 Nov	12 Dec	
Commercial	Immediate	0	0	0	0	0	1	1	1	0	0	0	0	3
Commercial	10 Days or Less	1	0	4	3	0	1	0	4	3	1	3	3	23
Commercial	Greater Than 10 Days	0	0	0	1	0	0	1	1	2	0	0	0	5
Commercial Total		1	0	4	4	0	2	2	6	5	1	3	3	31
Industrial	Immediate	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	10 Days or Less	0	0	0	0	0	0	0	0	0	1	0	0	1
Industrial	Greater Than 10 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial Total		0	0	0	0	0	0	0	0	0	1	0	0	1
Residential	Immediate	5	2	2	6	5	11	6	8	5	4	0	1	55
Residential	10 Days or Less	31	43	43	42	47	41	49	52	49	38	36	33	504
Residential	Greater Than 10 Days	1	0	2	1	3	1	1	13	8	1	5	6	42
Residential Total		37	45	47	49	55	53	56	73	62	43	41	40	601
Government	Immediate	0	0	0	0	0	0	0	0	0	0	0	0	0
Government	10 Days or Less	0	0	0	0	0	1	0	0	0	0	0	0	1
Government	Greater Than 10 Days	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Total		0	0	0	0	0	1	0	0	0	0	0	0	1
Grand Total	Immediate	5	2	2	6	5	12	7	9	5	4	0	1	58
Grand Total	10 Days or Less	32	43	47	45	47	43	49	56	52	40	39	36	529
Grand Total	Greater Than 10 Days	1	0	2	2	3	1	2	14	10	1	5	6	47
<b>Grand Total</b>		<b>38</b>	<b>45</b>	<b>51</b>	<b>53</b>	<b>55</b>	<b>56</b>	<b>58</b>	<b>79</b>	<b>67</b>	<b>45</b>	<b>44</b>	<b>43</b>	<b>634</b>
Commercial	Immediate	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	16.7%	0.0%	0.0%	0.0%	0.0%	9.7%
Commercial	10 Days or Less	100.0%	0.0%	100.0%	75.0%	0.0%	50.0%	0.0%	66.7%	60.0%	100.0%	100.0%	100.0%	74.2%
Commercial	Greater Than 10 Days	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	50.0%	16.7%	40.0%	0.0%	0.0%	0.0%	16.1%
Industrial	Immediate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Industrial	10 Days or Less	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Industrial	Greater Than 10 Days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Residential	Immediate	13.5%	4.4%	4.3%	12.2%	9.1%	20.8%	10.7%	11.0%	8.1%	9.3%	0.0%	2.5%	9.2%
Residential	10 Days or Less	83.8%	95.6%	91.5%	85.7%	85.5%	77.4%	87.5%	71.2%	79.0%	88.4%	87.8%	82.5%	83.9%
Residential	Greater Than 10 Days	2.7%	0.0%	4.3%	2.0%	5.5%	1.9%	1.8%	17.8%	12.9%	2.3%	12.2%	15.0%	7.0%
Government	Immediate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government	10 Days or Less	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Government	Greater Than 10 Days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	Immediate	13.2%	4.4%	3.9%	11.3%	9.1%	21.4%	12.1%	11.4%	7.5%	8.9%	0.0%	2.3%	9.1%
Grand Total	10 Days or Less	84.2%	95.6%	92.2%	84.9%	85.5%	76.8%	84.5%	70.9%	77.6%	88.9%	88.6%	83.7%	83.4%
Grand Total	Greater Than 10 Days	2.6%	0.0%	3.9%	3.8%	5.5%	1.8%	3.4%	17.7%	14.9%	2.2%	11.4%	14.0%	7.4%

  

D. 2022 The Number and Percentage of Complaints Resolved by taking the following actions:														
CustomerType	MN_Action	Month												Total
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Commercial	Action not in Control of Utility	0	0	0	0	0	0	1	1	0	0	1	0	3
Commercial	Refuse Action Cust Requested	0	0	0	1	0	0	0	0	2	0	0	0	3
Commercial	Take Action Cust and Utility Agree Upon	0	0	3	3	0	2	1	4	3	1	0	2	19
Commercial	Take Action Cust Request	1	0	1	0	0	0	0	0	0	0	1	1	4
Commercial Total		1	0	4	4	0	2	2	5	5	1	2	3	29
Industrial	Action not in Control of Utility	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	Refuse Action Cust Requested	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	Take Action Cust and Utility Agree Upon	0	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	Take Action Cust Request	0	0	0	0	0	0	0	0	0	1	0	0	1
Industrial Total		0	0	0	0	0	0	0	0	0	1	0	0	1
Residential	Action not in Control of Utility	9	13	3	4	11	7	8	13	11	6	8	6	99
Residential	Refuse Action Cust Requested	6	4	4	7	5	9	7	8	4	4	2	3	63
Residential	Take Action Cust and Utility Agree Upon	10	12	17	27	21	20	16	28	24	18	23	17	233
Residential	Take Action Cust Request	12	16	23	11	18	17	26	23	23	13	8	6	196
Residential Total		37	45	47	49	55	53	57	72	62	41	41	32	591
Government	Action not in Control of Utility	0	0	0	0	0	1	0	0	0	0	0	0	1
Government	Refuse Action Cust Requested	0	0	0	0	0	0	0	0	0	0	0	0	0
Government	Take Action Cust and Utility Agree Upon	0	0	0	0	0	0	0	0	0	0	0	0	0
Government	Take Action Cust Request	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Total		0	0	0	0	0	1	0	0	0	0	0	0	1
Grand Total	Action not in Control of Utility	9	13	3	4	11	8	9	14	11	6	9	6	103
Grand Total	Refuse Action Cust Requested	6	4	4	8	5	9	7	8	6	4	2	3	66
Grand Total	Take Action Cust and Utility Agree Upon	10	12	20	30	21	22	17	32	27	19	23	19	252
Grand Total	Take Action Cust Request	13	16	24	11	18	17	26	23	23	14	9	7	201
Grand Total		38	45	51	53	55	56	59	77	67	43	43	35	622

  

CustomerType	MN_Action	Month												2022
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Commercial	Action not in Control of Utility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	20.0%	0.0%	0.0%	50.0%	0.0%	10.3%
Commercial	Refuse Action Cust Requested	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%	10.3%
Commercial	Take Action Cust and Utility Agree Upon	0.0%	0.0%	75.0%	75.0%	0.0%	100.0%	50.0%	80.0%	60.0%	100.0%	0.0%	66.7%	65.5%
Commercial	Take Action Cust Request	100.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	33.3%	13.8%
Industrial	Action not in Control of Utility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Industrial	Refuse Action Cust Requested	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Industrial	Take Action Cust and Utility Agree Upon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Industrial	Take Action Cust Request	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Residential	Action not in Control of Utility	24.3%	28.9%	6.4%	8.2%	20.0%	13.2%	14.0%	18.1%	17.7%	14.6%	19.5%	18.8%	16.8%
Residential	Refuse Action Cust Requested	16.2%	8.9%	8.5%	14.3%	9.1%	17.0%	12.3%	11.1%	6.5%	9.8%	4.9%	9.4%	10.7%
Residential	Take Action Cust and Utility Agree Upon	27.0%	26.7%	36.2%	55.1%	38.2%	37.7%	28.1%	38.9%	38.7%	43.9%	56.1%	53.1%	39.4%
Residential	Take Action Cust Request	32.4%	35.6%	48.9%	22.4%	32.7%	32.1%	45.6%	31.9%	37.1%	31.7%	19.5%	18.8%	33.2%
Government	Action not in Control of Utility	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Government	Refuse Action Cust Requested	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government	Take Action Cust and Utility Agree Upon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government	Take Action Cust Request	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	Action not in Control of Utility	23.7%	28.9%	5.9%	7.5%	20.0%	14.3%	15.3%	18.2%	16.4%	14.0%	20.9%	17.1%	16.6%
Total	Refuse Action Cust Requested	15.8%	8.9%	7.8%	15.1%	9.1%	16.1%	11.9%	10.4%	9.0%	9.3%	4.7%	8.6%	10.6%
Total	Take Action Cust and Utility Agree Upon	26.3%	26.7%	39.2%	56.6%	38.2%	39.3%	28.8%	41.6%	40.3%	44.2%	53.5%	54.3%	40.5%
Total	Take Action Cust Request	34.2%	35.6%	47.1%	20.8%	32.7%	30.4%	44.1%	29.9%	34.3%	32.6%	20.9%	20.0%	32.3%

<b>E. 2022 The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action</b>															
Commission		Commission													
Count of Incident ID	Month	1	2	3	4	5	6	7	8	9	10	11	12	Grand Total	
Customer Type	Source														
<b>Commercial</b>	Commission	1	0	4	0	0	1	1	4	3	1	2	0	17	
	Commission/BBB	0	0	0	0	0	0	0	0	1	0	0	0	1	
<b>Commercial Total</b>		<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>18</b>	
<b>Residential</b>	Commission	15	13	28	19	24	23	26	40	40	21	25	20	294	
	Commission/Internal	0	1	0	0	0	0	0	0	0	0	0	0	1	
	Commission/OAG	1	0	2	1	1	0	1	1	1	1	1	2	12	
	Commission/BBB	0	0	0	1	0	0	0	1	0	0	0	1	3	
	Commission/Officer	0	0	0	1	0	0	1	0	0	0	0	0	2	
<b>Residential Total</b>		<b>16</b>	<b>14</b>	<b>30</b>	<b>22</b>	<b>25</b>	<b>23</b>	<b>28</b>	<b>42</b>	<b>41</b>	<b>22</b>	<b>26</b>	<b>23</b>	<b>312</b>	
<b>Grand Total</b>		<b>17</b>	<b>14</b>	<b>34</b>	<b>22</b>	<b>25</b>	<b>24</b>	<b>29</b>	<b>46</b>	<b>45</b>	<b>23</b>	<b>28</b>	<b>23</b>	<b>330</b>	



**Customer Complaint Report  
 JANUARY, 2022**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	400	1	3	0	404	54.37%	399	5	0
Inaccurate Metering	22	0	11	0	33	4.44%	33	0	0
Wrongful Disconnect	28	0	0	0	28	3.77%	28	0	0
High Bill*	95	1	2	0	98	13.19%	98	0	0
Inadequate Service	174	1	0	0	175	23.55%	175	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	5	0	0	0	5	0.67%	5	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	724	3	16	0	743		738	5	0
Total Commercial Percentage	97.44%	0.40%	2.15%	0.00%					
<b>Industrial</b>									
Billing errors	91	0	0	0	91	71.65%	89	2	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	5	0	0	0	5	3.94%	5	0	0
High Bill*	3	0	0	0	3	2.36%	3	0	0
Inadequate Service	26	0	0	0	26	20.47%	26	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	1.57%	2	0	0
Total Industrial	127	0	0	0	127		125	2	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
<b>Residential</b>									
Billing errors	432	4	12	2	450	31.34%	449	1	0
Inaccurate Metering	24	0	25	0	49	3.41%	49	0	0
Wrongful Disconnect	39	0	1	0	40	2.79%	40	0	0
High Bill*	12	1	0	1	14	0.97%	14	0	0
Inadequate Service	807	5	38	3	853	59.40%	853	0	0
Service Extension	3	0	0	0	3	0.21%	3	0	0
Service Restoration	22	0	2	0	24	1.67%	24	0	0
MR-Special Call Cntr	1	0	0	0	1	0.07%	0	1	0
Complaint	1	0	1	0	2	0.14%	0	2	0
Total Residential	1,341	10	79	6	1,436		1,432	4	0
Total Residential Percentage	93.38%	0.70%	5.50%	0.42%					
<b>Total State of Minnesota</b>	<b>2,192</b>	<b>13</b>	<b>95</b>	<b>6</b>	<b>2,306</b>		<b>2,295</b>	<b>11</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>95.06%</b>	<b>0.56%</b>	<b>4.12%</b>	<b>0.26%</b>					

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

**Customer Complaint Report  
 FEBRUARY, 2022**

**Turnaround Days for  
 Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	357	0	1	0	358	57.01%	355	3	0
Inaccurate Metering	3	0	4	0	7	1.11%	7	0	0
Wrongful Disconnect	39	0	0	0	39	6.21%	39	0	0
High Bill*	109	1	0	0	110	17.52%	108	2	0
Inadequate Service	110	0	2	0	112	17.83%	112	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	0.32%	2	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	620	1	7	0	628		623	5	0
Total Commercial Percentage	98.73%	0.16%	1.11%	0.00%					
<b>Industrial</b>									
Billing errors	76	0	0	0	76	58.46%	73	3	0
Inaccurate Metering	0	0	1	0	1	0.77%	1	0	0
Wrongful Disconnect	12	0	0	0	12	9.23%	12	0	0
High Bill*	5	0	0	0	5	3.85%	5	0	0
Inadequate Service	35	0	0	0	35	26.92%	35	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.77%	1	0	0
Total Industrial	129	0	1	0	130		127	3	0
Total Industrial Percentage	99.23%	0.00%	0.77%	0.00%					
<b>Residential</b>									
Billing errors	300	2	4	1	307	27.14%	307	0	0
Inaccurate Metering	10	0	2	0	12	1.06%	12	0	0
Wrongful Disconnect	44	1	0	1	46	4.07%	46	0	0
High Bill*	6	2	0	1	9	0.80%	9	0	0
Inadequate Service	705	8	37	1	751	66.40%	749	2	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	0.53%	6	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	1,071	13	43	4	1,131		1,129	2	0
Total Residential Percentage	94.69%	1.15%	3.80%	0.35%					
<b>Total State of Minnesota</b>	<b>1,820</b>	<b>14</b>	<b>51</b>	<b>4</b>	<b>1,889</b>		<b>1,879</b>	<b>10</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>96.35%</b>	<b>0.74%</b>	<b>2.70%</b>	<b>0.21%</b>					

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

**Customer Complaint Report  
 MARCH, 2022**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	460	0	2	0	462	60.87%	452	9	1
Inaccurate Metering	18	0	23	0	41	5.40%	41	0	0
Wrongful Disconnect	37	2	0	0	39	5.14%	39	4	0
High Bill*	72	0	0	0	72	9.49%	68	1	0
Inadequate Service	139	1	1	0	141	18.58%	140	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	0	0	4	0.53%	4	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>730</b>	<b>3</b>	<b>26</b>	<b>0</b>	<b>759</b>		<b>744</b>	<b>14</b>	<b>1</b>
<b>Total Commercial Percentage</b>	<b>96.18%</b>	<b>0.40%</b>	<b>3.43%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	118	0	0	0	118	67.05%	117	1	0
Inaccurate Metering	6	0	2	0	8	4.55%	8	0	0
Wrongful Disconnect	9	0	0	0	9	5.11%	9	0	0
High Bill*	5	0	0	0	5	2.84%	5	0	0
Inadequate Service	36	0	0	0	36	20.45%	36	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
<b>Total Industrial</b>	<b>174</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>176</b>		<b>175</b>	<b>1</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>98.86%</b>	<b>0.00%</b>	<b>1.14%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	359	1	11	0	371	29.66%	369	2	0
Inaccurate Metering	48	0	49	0	97	7.75%	95	1	1
Wrongful Disconnect	46	0	0	0	46	3.68%	46	0	0
High Bill*	7	0	1	0	8	0.64%	8	0	0
Inadequate Service	661	16	33	0	710	56.75%	709	1	0
Service Extension	1	0	0	0	1	0.08%	1	0	0
Service Restoration	18	0	0	0	18	1.44%	18	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Residential</b>	<b>1,140</b>	<b>17</b>	<b>94</b>	<b>0</b>	<b>1,251</b>		<b>1,246</b>	<b>4</b>	<b>1</b>
<b>Total Residential Percentage</b>	<b>91.13%</b>	<b>1.36%</b>	<b>7.51%</b>	<b>0.00%</b>					
<b>Total State of Minnesota</b>	<b>2,044</b>	<b>20</b>	<b>122</b>	<b>0</b>	<b>2,186</b>		<b>53,064</b>	<b>19</b>	<b>2</b>
<b>Total ST of MN Percentage</b>	<b>93.50%</b>	<b>0.91%</b>	<b>5.58%</b>	<b>0.00%</b>					

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

**Customer Complaint Report  
 APRIL, 2022**

**Turnaround Days for  
 Closing a Complaint  
 Longer  
 than 10  
 days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	376	0	1	1	378	64.95%	375	3	0
Inaccurate Metering	4	0	8	0	12	2.06%	12	0	0
Wrongful Disconnect	25	0	0	0	25	4.30%	25	0	0
High Bill*	31	0	0	0	31	5.33%	31	0	0
Inadequate Service	130	1	0	0	131	22.51%	130	1	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
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	571	1	9	1	582		578	4	0
Total Commercial Percentage	98.11%	0.17%	1.55%	0.17%					
<b>Industrial</b>									
Billing errors	111	0	0	0	111	71.15%	111	0	0
Inaccurate Metering	3	0	2	0	5	3.21%	5	0	0
Wrongful Disconnect	2	0	0	0	2	1.28%	2	0	0
High Bill*	1	0	0	0	1	0.64%	1	0	0
Inadequate Service	37	0	0	0	37	23.72%	37	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
Total Industrial	154	0	2	0	156		156	0	0
Total Industrial Percentage	98.72%	0.00%	1.28%	0.00%					
<b>Residential</b>									
Billing errors	508	0	12	1	521	39.77%	521	0	0
Inaccurate Metering	16	0	18	0	34	2.60%	34	0	0
Wrongful Disconnect	66	0	0	0	66	5.04%	66	0	0
High Bill*	2	0	1	0	3	0.23%	3	0	0
Inadequate Service	588	15	55	2	660	50.38%	659	1	0
Service Extension	0	0	1	0	1	0.08%	1	0	0
Service Restoration	23	0	1	0	24	1.83%	24	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	1	0	0	0	1	0.08%	1	0	0
Total Residential	1,204	15	88	3	1,310		1,309	1	0
Total Residential Percentage	91.91%	1.15%	6.72%	0.23%					
<b>Total State of Minnesota</b>	<b>1,929</b>	<b>16</b>	<b>99</b>	<b>4</b>	<b>2,048</b>		<b>2,043</b>	<b>5</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>94.19%</b>	<b>0.78%</b>	<b>4.83%</b>	<b>0.20%</b>					

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

**Customer Complaint Report  
 MAY, 2022**

**Turnaround Days for  
 Closing a Complaint  
 Longer  
 Initial within  
 Inquiry 10 days than 10  
 days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	362	1	6	0	369	65.89%	368	1	0
Inaccurate Metering	14	0	15	0	29	5.18%	29	0	0
Wrongful Disconnect	13	0	1	0	14	2.50%	14	0	0
High Bill*	20	0	0	0	20	3.57%	20	0	0
Inadequate Service	119	0	0	1	120	21.43%	120	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	7	0	1	0	8	1.43%	8	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>535</b>	<b>1</b>	<b>23</b>	<b>1</b>	<b>560</b>		<b>559</b>	<b>1</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>95.54%</b>	<b>0.18%</b>	<b>4.11%</b>	<b>0.18%</b>					
<b>Industrial</b>									
Billing errors	101	0	1	0	102	69.86%	101	1	0
Inaccurate Metering	0	0	1	0	1	0.68%	0	1	0
Wrongful Disconnect	5	0	0	0	5	3.42%	5	0	0
High Bill*	2	0	0	0	2	1.37%	2	0	0
Inadequate Service	31	1	0	0	32	21.92%	32	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	0	0	4	2.74%	4	0	0
<b>Total Industrial</b>	<b>143</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>146</b>		<b>144</b>	<b>2</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>97.95%</b>	<b>0.68%</b>	<b>1.37%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	336	1	5	0	342	28.79%	340	2	0
Inaccurate Metering	13	0	11	1	25	2.10%	25	0	0
Wrongful Disconnect	115	5	3	2	125	10.52%	125	0	0
High Bill*	2	0	0	0	2	0.17%	2	0	0
Inadequate Service	589	10	57	1	657	55.30%	657	0	0
Service Extension	0	0	1	0	1	0.08%	1	0	0
Service Restoration	31	1	3	0	35	2.95%	35	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	1	0	0	0	1	0.08%	0	0	1
<b>Total Residential</b>	<b>1,087</b>	<b>17</b>	<b>80</b>	<b>4</b>	<b>1,188</b>		<b>1,185</b>	<b>2</b>	<b>1</b>
<b>Total Residential Percentage</b>	<b>91.50%</b>	<b>1.43%</b>	<b>6.73%</b>	<b>0.34%</b>					
<b>Total State of Minnesota</b>	<b>1,765</b>	<b>19</b>	<b>105</b>	<b>5</b>	<b>1,894</b>		<b>1,888</b>	<b>5</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>93.19%</b>	<b>1.00%</b>	<b>5.54%</b>	<b>0.26%</b>					

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

**Customer Complaint Report  
 JUNE, 2022**

**Turnaround Days for  
 Closing a Complaint  
 Longer  
 Initial within  
 Inquiry 10 days than 10  
 days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	370	0	1	0	371	70.00%	366	4	1
Inaccurate Metering	20	0	17	0	37	6.98%	36	1	0
Wrongful Disconnect	10	0	0	0	10	1.89%	10	0	0
High Bill*	12	0	0	0	12	2.26%	11	1	0
Inadequate Service	88	0	3	1	92	17.36%	89	3	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	7	0	1	0	8	1.51%	7	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>507</b>	<b>0</b>	<b>22</b>	<b>1</b>	<b>530</b>		<b>519</b>	<b>10</b>	<b>1</b>
<b>Total Commercial Percentage</b>	<b>95.66%</b>	<b>0.00%</b>	<b>4.15%</b>	<b>0.19%</b>					
<b>Industrial</b>									
Billing errors	121	0	0	0	121	75.63%	120	1	0
Inaccurate Metering	4	0	0	0	4	2.50%	4	0	0
Wrongful Disconnect	2	0	0	0	2	1.25%	2	0	0
High Bill*	3	0	0	0	3	1.88%	3	0	0
Inadequate Service	29	0	0	0	29	18.13%	29	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.63%	1	0	0
<b>Total Industrial</b>	<b>160</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>160</b>		<b>159</b>	<b>1</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>100.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	328	3	14	1	346	32.40%	345	1	0
Inaccurate Metering	19	1	16	0	36	3.37%	35	1	0
Wrongful Disconnect	81	2	1	0	84	7.87%	84	0	0
High Bill*	2	0	0	0	2	0.19%	2	0	0
Inadequate Service	491	7	55	0	553	51.78%	553	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	30	6	5	0	41	3.84%	41	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	4	0	2	0	6	0.56%	2	4	0
<b>Total Residential</b>	<b>955</b>	<b>19</b>	<b>93</b>	<b>1</b>	<b>1,068</b>		<b>1,062</b>	<b>6</b>	<b>0</b>
<b>Total Residential Percentage</b>	<b>89.42%</b>	<b>1.78%</b>	<b>8.71%</b>	<b>0.09%</b>					
<b>Total State of Minnesota</b>	<b>1,622</b>	<b>19</b>	<b>115</b>	<b>2</b>	<b>1,758</b>		<b>1,740</b>	<b>17</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>92.26%</b>	<b>1.08%</b>	<b>6.54%</b>	<b>0.11%</b>					

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

**Customer Complaint Report  
 JULY, 2022**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	386	0	1	0	387	72.47%	370	8	9
Inaccurate Metering	14	0	9	0	23	4.31%	23	0	0
Wrongful Disconnect	8	0	0	0	8	1.50%	8	0	0
High Bill*	40	0	0	0	40	7.49%	40	0	0
Inadequate Service	73	0	0	0	73	13.67%	71	2	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	3	0	0	0	3	0.56%	3	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>524</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>534</b>		<b>515</b>	<b>10</b>	<b>9</b>
<b>Total Commercial Percentage</b>	<b>98.13%</b>	<b>0.00%</b>	<b>1.87%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	120	0	0	0	120	71.43%	116	3	1
Inaccurate Metering	0	0	2	0	2	1.19%	2	0	0
Wrongful Disconnect	3	0	0	0	3	1.79%	3	0	0
High Bill*	7	0	0	0	7	4.17%	7	0	0
Inadequate Service	30	0	0	0	30	17.86%	30	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	3.57%	6	0	0
<b>Total Industrial</b>	<b>166</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>168</b>		<b>164</b>	<b>3</b>	<b>1</b>
<b>Total Industrial Percentage</b>	<b>98.81%</b>	<b>0.00%</b>	<b>1.19%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	342	8	8	1	359	34.85%	358	1	0
Inaccurate Metering	28	0	23	0	51	4.95%	51	0	0
Wrongful Disconnect	64	0	6	0	70	6.80%	70	0	0
High Bill*	8	1	0	0	9	0.87%	9	0	0
Inadequate Service	464	5	40	0	509	49.42%	508	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	22	5	2	0	29	2.82%	29	0	0
MR-Special Call Cntr	2	0	0	0	2	0.19%	0	2	0
Complaint	1	0	0	0	1	0.10%	0	1	0
<b>Total Residential</b>	<b>931</b>	<b>19</b>	<b>79</b>	<b>1</b>	<b>1,030</b>		<b>1,025</b>	<b>5</b>	<b>0</b>
<b>Total Residential Percentage</b>	<b>90.39%</b>	<b>1.84%</b>	<b>7.67%</b>	<b>0.10%</b>					
<b>Total State of Minnesota</b>	<b>1,621</b>	<b>19</b>	<b>91</b>	<b>1</b>	<b>1,732</b>		<b>1,704</b>	<b>18</b>	<b>10</b>
<b>Total ST of MN Percentage</b>	<b>93.59%</b>	<b>1.10%</b>	<b>5.25%</b>	<b>0.06%</b>					

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

**Customer Complaint Report  
 AUGUST, 2022**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	326	0	1	0	327	60.78%	327	0	0
Inaccurate Metering	18	0	23	0	41	7.62%	41	0	0
Wrongful Disconnect	19	1	0	0	20	3.72%	20	0	0
High Bill*	39	1	0	0	40	7.43%	40	0	0
Inadequate Service	92	0	3	0	95	17.66%	95	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	14	0	0	0	14	2.60%	14	0	0
Complaint	1	0	0	0	1	0.19%	0	1	0
<b>Total Commercial</b>	<b>509</b>	<b>2</b>	<b>27</b>	<b>0</b>	<b>538</b>		<b>537</b>	<b>1</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>94.61%</b>	<b>0.37%</b>	<b>5.02%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	101	0	0	0	101	78.91%	100	1	0
Inaccurate Metering	6	0	1	0	7	5.47%	7	0	0
Wrongful Disconnect	1	0	0	0	1	0.78%	1	0	0
High Bill*	2	0	0	0	2	1.56%	2	0	0
Inadequate Service	13	0	2	0	15	11.72%	15	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	1.56%	2	0	0
<b>Total Industrial</b>	<b>125</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>128</b>		<b>127</b>	<b>1</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>97.66%</b>	<b>0.00%</b>	<b>2.34%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	362	6	8	3	379	29.75%	377	2	0
Inaccurate Metering	37	0	48	0	85	6.67%	85	0	0
Wrongful Disconnect	65	0	1	0	66	5.18%	66	0	0
High Bill*	9	0	0	0	9	0.71%	9	0	0
Inadequate Service	647	12	25	2	686	53.85%	685	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	28	4	4	0	36	2.83%	36	0	0
MR-Special Call Cntr	8	0	0	1	9	0.71%	1	8	0
Complaint	4	0	0	0	4	0.31%	1	3	0
<b>Total Residential</b>	<b>1,160</b>	<b>22</b>	<b>86</b>	<b>6</b>	<b>1,274</b>		<b>1,260</b>	<b>14</b>	<b>0</b>
<b>Total Residential Percentage</b>	<b>91.05%</b>	<b>1.73%</b>	<b>6.75%</b>	<b>0.47%</b>					
<b>Total State of Minnesota</b>	<b>1,794</b>	<b>24</b>	<b>116</b>	<b>6</b>	<b>1,940</b>		<b>1,924</b>	<b>16</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>92.47%</b>	<b>1.24%</b>	<b>5.98%</b>	<b>0.31%</b>					

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



**Customer Complaint Report  
 SEPTEMBER, 2022**

**Turnaround Days for  
 Closing a Complaint  
 Longer  
 Initial within than 10  
 Inquiry 10 days days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	280	5	1	0	286	65.90%	283	2	1
Inaccurate Metering	14	0	2	0	16	3.69%	16	0	0
Wrongful Disconnect	12	0	0	0	12	2.76%	12	0	0
High Bill*	28	0	0	0	28	6.45%	28	0	0
Inadequate Service	82	1	0	0	83	19.12%	83	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	9	0	0	0	9	2.07%	9	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>425</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>434</b>		<b>431</b>	<b>2</b>	<b>1</b>
<b>Total Commercial Percentage</b>	<b>97.93%</b>	<b>1.38%</b>	<b>0.69%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	95	0	0	0	95	75.40%	95	0	0
Inaccurate Metering	3	0	1	0	4	3.17%	4	0	0
Wrongful Disconnect	1	0	0	0	1	0.79%	1	0	0
High Bill*	2	0	0	0	2	1.59%	2	0	0
Inadequate Service	24	0	0	0	24	19.05%	24	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
<b>Total Industrial</b>	<b>125</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>126</b>		<b>126</b>	<b>0</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>99.21%</b>	<b>0.00%</b>	<b>0.79%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	311	1	8	3	323	31.98%	322	1	0
Inaccurate Metering	23	0	14	1	38	3.76%	38	0	0
Wrongful Disconnect	63	2	1	0	66	6.53%	66	0	0
High Bill*	3	0	1	0	4	0.40%	4	0	0
Inadequate Service	529	8	34	1	572	56.63%	572	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	3	0	1	0	4	0.40%	4	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	3	0	0	0	3	0.30%	0	3	0
<b>Total Residential</b>	<b>935</b>	<b>11</b>	<b>59</b>	<b>5</b>	<b>1,010</b>		<b>1,006</b>	<b>4</b>	<b>0</b>
<b>Total Residential Percentage</b>	<b>92.57%</b>	<b>1.09%</b>	<b>5.84%</b>	<b>0.50%</b>					
<b>Total State of Minnesota</b>	<b>1,485</b>	<b>17</b>	<b>63</b>	<b>5</b>	<b>1,570</b>		<b>1,563</b>	<b>6</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>94.59%</b>	<b>1.08%</b>	<b>4.01%</b>	<b>0.32%</b>					

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

**Customer Complaint Report  
 OCTOBER, 2022**

**Turnaround Days for  
 Closing a Complaint  
 Longer  
 Initial within  
 Inquiry 10 days  
 than 10  
 days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	331	2	0	1	334	66.40%	330	4	0
Inaccurate Metering	12	0	3	0	15	2.98%	15	0	0
Wrongful Disconnect	19	0	1	0	20	3.98%	20	0	0
High Bill*	17	1	0	0	18	3.58%	18	0	0
Inadequate Service	107	1	2	0	110	21.87%	110	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	1.19%	6	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	492	4	6	1	503		499	4	0
Total Commercial Percentage	97.81%	0.80%	1.19%	0.20%					
<b>Industrial</b>									
Billing errors	83	0	0	0	83	65.35%	82	1	0
Inaccurate Metering	1	0	1	0	2	1.57%	2	0	0
Wrongful Disconnect	6	0	0	0	6	4.72%	6	0	0
High Bill*	3	0	0	0	3	2.36%	3	0	0
Inadequate Service	32	0	0	0	32	25.20%	32	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.79%	1	0	0
Total Industrial	126	0	1	0	127		126	1	0
Total Industrial Percentage	99.21%	0.00%	0.79%	0.00%					
<b>Residential</b>									
Billing errors	249	4	4	3	260	23.11%	259	1	0
Inaccurate Metering	35	0	19	0	54	4.80%	53	1	0
Wrongful Disconnect	38	0	0	0	38	3.38%	38	0	0
High Bill*	5	1	1	0	7	0.62%	7	0	0
Inadequate Service	720	11	13	2	746	66.31%	744	2	0
Service Extension	0	0	1	0	1	0.09%	1	0	0
Service Restoration	12	0	2	0	14	1.24%	14	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	5	0	0	0	5	0.44%	0	4	1
		0							
Total Residential	1,064	16	40	5	1,125		1,116	8	1
Total Residential Percentage	94.58%	1.42%	3.56%	0.44%					
<b>Total State of Minnesota</b>	<b>1,682</b>	<b>20</b>	<b>47</b>	<b>6</b>	<b>1,755</b>		<b>1,741</b>	<b>13</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>95.84%</b>	<b>1.14%</b>	<b>2.68%</b>	<b>0.34%</b>					

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

**Customer Complaint Report  
 NOVEMBER, 2022**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	374	4	1	0	379	70.45%	376	3	0
Inaccurate Metering	18	0	4	0	22	4.09%	22	0	0
Wrongful Disconnect	14	1	0	0	15	2.79%	15	0	0
High Bill*	15	2	0	0	17	3.16%	17	0	0
Inadequate Service	99	0	0	0	99	18.40%	99	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	1.12%	6	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>526</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>538</b>		<b>535</b>	<b>3</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>97.77%</b>	<b>1.30%</b>	<b>0.93%</b>	<b>0.00%</b>					
<b>Industrial</b>									
Billing errors	101	1	0	0	102	78.46%	100	1	1
Inaccurate Metering	1	0	0	0	1	0.77%	1	0	0
Wrongful Disconnect	4	0	0	0	4	3.08%	4	0	0
High Bill*	3	0	0	0	3	2.31%	3	0	0
Inadequate Service	18	0	0	0	18	13.85%	18	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	1	0	0	2	1.54%	2	0	
<b>Total Industrial</b>	<b>128</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>130</b>		<b>128</b>	<b>1</b>	<b>1</b>
<b>Total Industrial Percentage</b>	<b>98.46%</b>	<b>1.54%</b>	<b>0.00%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	239	6	6	2	253	20.69%	253	0	0
Inaccurate Metering	35	0	30	0	65	5.31%	65	0	0
Wrongful Disconnect	47	0	0	0	47	3.84%	47	0	0
High Bill*	1	0	0	0	1	0.08%	1	0	0
Inadequate Service	810	10	23	0	843	68.93%	842	0	1
Service Extension	1	0	0	0	1	0.08%	1	0	0
Service Restoration	7	0	2	1	10	0.82%	10	0	0
MR-Special Call Cntr	2	0	0	0	2	0.16%	2	0	0
Complaint	1	0	0	0	1	0.08%	0	1	0
<b>Total Residential</b>	<b>1,143</b>	<b>16</b>	<b>61</b>	<b>3</b>	<b>1,223</b>		<b>1,221</b>	<b>1</b>	<b>1</b>
<b>Total Residential Percentage</b>	<b>93.46%</b>	<b>1.31%</b>	<b>4.99%</b>	<b>0.25%</b>					
<b>Total State of Minnesota</b>	<b>1,797</b>	<b>25</b>	<b>66</b>	<b>3</b>	<b>1,891</b>		<b>1,884</b>	<b>5</b>	<b>2</b>
<b>Total ST of MN Percentage</b>	<b>95.03%</b>	<b>1.32%</b>	<b>3.49%</b>	<b>0.16%</b>					

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

**Customer Complaint Report  
 DECEMBER, 2022**

**Turnaround Days for  
 Closing a Complaint  
 Longer  
 Initial within than 10  
 Inquiry 10 days days**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	421	6	2	1	430	77.62%	429	1	0
Inaccurate Metering	9	0	0	0	9	1.62%	9	0	0
Wrongful Disconnect	10	0	0	0	10	1.81%	10	0	0
High Bill*	13	0	0	0	13	2.35%	13	0	0
Inadequate Service	87	1	0	0	88	15.88%	88	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	0	0	4	0.72%	4	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Commercial</b>	<b>544</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>554</b>		<b>553</b>	<b>1</b>	<b>0</b>
<b>Total Commercial Percentage</b>	<b>98.19%</b>	<b>1.26%</b>	<b>0.36%</b>	<b>0.18%</b>					
<b>Industrial</b>									
Billing errors	91	0	0	0	91	79.82%	91	0	0
Inaccurate Metering	1	0	0	0	1	0.88%	1	0	0
Wrongful Disconnect	4	0	0	0	4	3.51%	4	0	0
High Bill*	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	17	0	0	0	17	14.91%	17	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.88%	1	0	0
<b>Total Industrial</b>	<b>114</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>114</b>		<b>114</b>	<b>0</b>	<b>0</b>
<b>Total Industrial Percentage</b>	<b>100.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>					
<b>Residential</b>									
Billing errors	210	4	8	2	224	19.39%	223	1	0
Inaccurate Metering	23	0	0	0	23	1.99%	23	0	0
Wrongful Disconnect	32	0	0	0	32	2.77%	32	0	0
High Bill*	1	0	0	1	2	0.17%	2	0	0
Inadequate Service	820	14	24	5	863	74.72%	862	1	0
Service Extension	1	0	0	0	1	0.09%	1	0	0
Service Restoration	9	0	1	0	10	0.87%	10	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
<b>Total Residential</b>	<b>1,096</b>	<b>18</b>	<b>33</b>	<b>8</b>	<b>1,155</b>		<b>1,153</b>	<b>2</b>	<b>0</b>
<b>Total Residential Percentage</b>	<b>94.89%</b>	<b>1.56%</b>	<b>2.86%</b>	<b>0.69%</b>					
<b>Total State of Minnesota</b>	<b>1,754</b>	<b>25</b>	<b>35</b>	<b>9</b>	<b>1,823</b>		<b>1,820</b>	<b>3</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>96.22%</b>	<b>1.37%</b>	<b>1.92%</b>	<b>0.49%</b>					

\* 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; or

xx by electronic filing.

**MPUC Docket No: E002/M-23-73**

**Miscellaneous Electric Service List**

Dated this 31st day of March 2023.

/s/

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Christine Schwartz  
Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Alison C	Archer	aarcher@misoenergy.org	MISO	2985 Ames Crossing Rd  Eagan, MN 55121	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
James J.	Bertrand	james.bertrand@stinson.com	STINSON LLP	50 S 6th St Ste 2600  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
John	Coffman	john@johncoffman.net	AARP	871 Tuxedo Blvd.  St, Louis, MO 63119-2044	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
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	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Riley	Conlin	riley.conlin@stoel.com	Stoel Rives LLP	33 S. 6th Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
George	Crocker	gwillc@nawo.org	North American Water Office	PO Box 174  Lake Elmo, MN 55042	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Christopher	Droske	christopher.droske@minneapolismn.gov	City of Minneapolis	661 5th Ave N  Minneapolis, MN 55405	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Catherine	Fair	catherine@energycents.org	Energy CENTS Coalition	823 E 7th St  St Paul, MN 55106	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
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	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Edward	Garvey	edward.garvey@AESLconsulting.com	AESL Consulting	32 Lawton St  Saint Paul, MN 55102-2617	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association	4300 220th St W  Farmington, MN 55024	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Michael	Hoppe	lu23@ibew23.org	Local Union 23, I.B.E.W.	445 Etna Street Ste. 61 St. Paul, MN 55106	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Alan	Jenkins	aj@jenkinsatlaw.com	Jenkins at Law	2950 Yellowtail Ave.  Marathon, FL 33050	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	150 S. 5th Street Suite 1200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Sarah	Johnson Phillips	sarah.phillips@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Kavita	Maini	kmains@wi.rr.com	KM Energy Consulting, LLC	961 N Lost Woods Rd  Oconomowoc, WI 53066	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Stacy	Miller	stacy.miller@minneapolismn.gov	City of Minneapolis	350 S. 5th Street Room M 301 Minneapolis, MN 55415	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, Minnesota 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Carol A.	Overland	overland@legalelectric.org	Legalelectric - Overland Law Office	1110 West Avenue Red Wing, MN 55066	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
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	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Kevin	Reuther	kreuther@mncenter.org	MN Center for Environmental Advocacy	26 E Exchange St, Ste 206 St. Paul, MN 551011667	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.	76 W Kellogg Blvd St. Paul, MN 55102	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Byron E.	Starns	byron.starns@stinson.com	STINSON LLP	50 S 6th St Ste 2600 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric



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 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
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	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Joseph	Windler	jwindler@winthrop.com	Winthrop & Weinstine	225 South Sixth Street, Suite 3500  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Kurt	Zimmerman	kwz@ibew160.org	Local Union #160, IBEW	2909 Anthony Ln  St Anthony Village, MN 55418-3238	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Patrick	Zomer	Pat.Zomer@lawmoss.com	Moss & Barnett PA	150 S 5th St #1200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric