

Decision Options 7/17/25
Docket No. E-002/M-25-27

2024 Annual Electric SRSQ Phase 1 (Reconnections during Extreme Heat & Air Quality Alerts)

Agenda Meeting Date: July 17, 2025

Analyst: Sally Anne McShane

Plans & Criteria

1. Approve Xcel Energy's proposal to remotely reconnect disconnected customers with AMI during extreme heat events. *(Xcel, DOC, OAG, CUB, LSAP, ECC)*
2. Require Xcel Energy to suspend remote disconnections for customers with AMI when AQI reaches 151 or higher. *(Xcel, DOC, OAG, CUB, LSAP, ECC)*
3. Require Xcel Energy to remotely reconnect disconnected customers when AQI reaches 151 or higher. *(Xcel in reply comments, DOC, OAG, CUB, LSAP, ECC)*

[OR]

4. Require Xcel Energy to remotely reconnect disconnected customers with AMI during AQI levels of 201 or higher. *(Xcel in initial comments)*

Delaying Decision for Agency Consultation

5. Deny Xcel Energy's proposals without prejudice and require Xcel Energy to consult with the Minnesota Pollution Control Agency (MPCA) and the Minnesota Department of Health (MDH) on the following objectives and to file revised proposals based on these consultations: *(DOC in initial comments, MDH)*
 - a. Establish common terminology and definitions regarding poor air quality and extreme heat.
 - b. Establish appropriate thresholds related to poor air quality and extreme heat.

Making Decision with Continuing Agency Consultation—If the Commission wishes to approve any of the remote disconnection/reconnection plans from Decision Options 1–4 but also require follow-up agency consultation or an opportunity to reexamine aspects of the plans following approval, the Commission may select one of the OAG's alternative procedural pathways from Decision Options 6–8 below in conjunction with any of Decision Options 1–4.

6. Require Xcel to consult with the Department, the MPCA, and the MDH regarding the details of the remote disconnection and reconnection proposals and to make a compliance filing by a date agreed to by the parties detailing the results of the consultation and proposing any needed changes to the program. Delegate authority

to the Executive Secretary to approve the filing, including any proposed changes, if no party or participant files an objection within 30 days of the Company's filing. If a party or participant files an objection within 30 days, the Executive Secretary will issue a notice of comment period on the disputed issues. *(Staff interpretation of OAG Procedural Pathway A)*

7. Delegate authority to the Executive Secretary to establish a timeline and issue a notice of comment period to reexamine the aspects of Xcel's plans identified below. Require Xcel Energy to consult with the Department, the MPCA, and the MDH in preparing its response to the notice on these issues. *(Staff interpretation of OAG Procedural Pathway B)*
 - a. Terminology and definitions regarding poor air quality and extreme heat.
 - b. Thresholds for disconnection and reconnection requirements related to poor air quality and extreme heat.
8. Require Xcel to consult with MDH and MPCA on the specifics of the remote reconnection and disconnection suspension programs and provide a compliance filing at a date agreed to by the parties on the progress of the consultation. If the compliance filing proposes changes to the approved programs, the Executive Secretary will open a comment period. *(Staff interpretation of OAG Procedural Pathway C)*

[JOINT COMMENTERS ALTERNATIVE DECISION OPTION 8B]

NEW 8B: Require Xcel to consult with MDH and MPCA about whether AQI changes or advancements in the understanding of health impacts from air pollution and extreme heat might warrant modification of protection thresholds. Require Xcel to report on these discussions in future SRSQ reports, together with any modifications proposed by the Company or agencies. ~~on the specifics of the remote reconnection and disconnection suspension programs and provide a compliance filing at a date agreed to by the parties on the progress of the consultation. If the compliance filing proposes changes to the approved programs, the Executive Secretary will open a comment period.~~ *(DOC, OAG, CUB, LSAP, ECC)*

[TUMA NEW DECISION OPTION 8C]

NEW 8C. The consultation described above shall include the appropriate number of hours in which the extreme heat or AQI above 151 occurs and/or is forecast before the suspension of disconnections and reconnections obligation is triggered.

Timing

9. Require Xcel Energy to suspend remote disconnections during the events identified above beginning on May 1, 2026. *(Xcel, DOC, OAG, CUB, LSAP, ECC)*
10. Require Xcel Energy to begin remote reconnections during the events identified above on May 1, 2026. *(DOC, OAG, CUB, LSAP, ECC)*

[OR]

11. Require Xcel Energy to begin remote reconnections during the events identified above on May 1, 2027. *(Xcel)*

Customer Reconnection Process & Communication

12. Require Xcel Energy to allow customers to verify safety precautions prior to reconnection by responding to a text message or email, clicking a box on MyAccount, or receiving an automated IVR call and responding with touch tone. *(Xcel, DOC, OAG, CUB, LSAP, ECC)*

[TUMA AMENDED DECISION OPTION 12]

TUMA AMENDED 12. Require Xcel Energy to allow customers to verify safety precautions prior to reconnection by responding to a text message or email, clicking a box on MyAccount, or receiving an automated IVR call and responding with touch tone. The customer requirements for reconnection shall not be greater than what is required after bad weather outages or reconnection with a payment plan.

[TUMA CORRECTED DECISION OPTION 13]

TUMA CORRECTED 13. Require Xcel Energy to inform the Commission's Consumer Affairs Office when an event has been forecasted by the NWS ~~NWA~~ or the MPCA, and the Company is planning to reconnect customers. Require Xcel Energy to inform the Consumer Affairs Office when the event has concluded, and the Company is planning to re-disconnect customers. *(DOC, OAG, Staff suggestion and correction)*

13. Require Xcel Energy to notify customers of the policy change via bill insert or email, according to the customer's bill delivery preference. *(Xcel, DOC, OAG)*
14. Require Xcel Energy to notify customers of a reconnection event via notification to the customer's preferred contact method (e.g. text, email). Require Xcel to notify customers of disconnection at the conclusion of the event include information about entering into payment agreements and energy assistance. *(Xcel, DOC, OAG)*

15. Require Xcel Energy to use two methods of communication when notifying customers of a reconnection event (e.g. phone call, text, and/or email). *(Xcel, DOC, OAG, CUB, LSAP, ECC)*
16. Require Xcel Energy to develop a combined communication for instances in which both extreme heat and air quality event reconnection occur. *(DOC, OAG, CUB, LSAP, ECC)*
17. Require Xcel Energy to post on its website an overview of extreme heat and air quality protections and the steps customers must take to secure reconnection of service. *(Xcel, DOC, OAG, CUB, LSAP, ECC)*
18. Require Xcel Energy to consult with the CAO on development of all customer communications. *(DOC, OAG, Staff addition)*

[XCEL MODIFIED DECISION OPTION 19B]

XCEL MODIFIED 19B: Require Xcel Energy to consult with the CAO on development of all customer communications related to the heat and AQI plans. *(Xcel)*

Updates to Tariff & Reporting

19. Require Xcel Energy to file a compliance filing within 60 days of the Order detailing its communication and outreach strategies for informing customers of extreme heat and air quality protections, including availability of the “Medically Necessary Equipment & Emergency Certification Form.” *(DOC, OAG, CUB, LSAP, ECC)*
20. Require Xcel Energy to include in its annual ~~2025~~ **2026** and all future Safety, Reliability, and Service Quality (SRSQ) reports, both in aggregate and by county, the following data: *(DOC, CUB, LSAP, ECC)*
 - a. The number of extreme heat and air quality events.
 - b. The number of customers eligible for extreme heat and air quality protections during each event.
 - c. The number of customers whose disconnections are suspended or were reconnected during each event.

[If Decision Option 21 or New DOC Decision Option 23B is adopted, Decision Option 22 may also be adopted.]

21. Require Xcel Energy to incorporate the data identified in Decision Option 21 into its service quality map to the extent feasible. *(DOC, OAG, CUB, LSAP, ECC)*

[DEPARTMENT NEW DECISION OPTION 21A (COMBINING DECISION OPTIONS 21 AND 23)]

DEPARTMENT NEW 21A. Require Xcel Energy to include in its annual ~~2025~~ 2026 and all future Safety, Reliability, and Service Quality (SRSQ) reports, both in aggregate and by county zip code and CBG, the following data: (DOC, OAG, Tuma alt. date)

- a. The number of extreme heat and air quality events.
- b. Each event where disconnection suspensions or reconnection were triggered.
- c. The date(s) and length of each event.
- d. The counties, zip codes and CBGs impacted by the event.
- e. The number of customers eligible for extreme heat and air quality protections during each event.
- f. The number of customers whose disconnections are suspended or were
- g. reconnected during each event.

22. Require Xcel Energy to report both in aggregate and by county the following measures: (OAG)

- a. Each event where disconnection suspensions or reconnections were triggered.
- b. The date(s) and length of the event.
- b. The counties impacted by the event.
- c. The number of disconnections suspended during each event.
- d. The number of customers eligible for reconnection during each event.
- e. The number of customers reconnected for each extreme heat event.
- f. The number of customers reconnected for each air quality event.

23. Require Xcel Energy to submit a compliance filing detailing all costs incurred to comply with the Order. (DOC, CUB, LSAP, ECC)

[XCEL MODIFIED 24B]

XCEL MODIFIED 24B: Require Xcel Energy to include in its annual Safety, Reliability, and Service Quality (SRSQ) report a summary of costs incurred to implement the heat and AQI event plans in the previous year. ~~submit a compliance filing detailing all costs incurred to comply with the Order. (Xcel, OAG)~~

24. Require Xcel Energy to provide a compliance filing within 30 days of the Order with detailed cost estimates and budget proposals including the details outlined in the OAG's May 9, 2025 comments. Delegate authority to the Executive Secretary to approve the compliance filing if no party or participant files an objection within 30 days of the Company's filing. If a party or participant files an objection within 30 days, the Executive Secretary will issue a notice of comment period on the disputed issues. (DOC, OAG)

25. Require Xcel Energy to update its tariff sheets to include the expanded heat events and AQI event protections approved herein including the proposed hours resulting

from the consultation described in Decision Option 8C, by Dec. 31, 2025. (Xcel, DOC, OAG, CUB, LSAP, ECC)

The Department opposes Decision Options 4, 5, and 11.