

REVISED DECISION OPTION
Proposed by Commissioner Tuma
December 4, 2025

DOCKET NUMBER	E,G002/CI-02-2034; E,G002/M-12-383
ANALYST	Sally Anne McShane
DATE/TIME SUBMITTED	12/02/2025 3:15 PM
TITLE	Tuma Revised 23
ATTACHMENT	No
SUBJECT	“In the matter of an Investigation & Audit of Service Quality Reporting – Fraudwise Report; In the Matter of the Petition of Northern States Power Company d/b/a Xcel Energy for Approval of Amendments to its Natural Gas and Electric Service Quality Tariffs Originally Established in Docket No. E, G-002/CI-02-2034”

Tuma Amended 23. Require Xcel Energy to hold a stakeholder process to modernize or develop a new Quality of Service Plan for under performance penalties and expanded ed Quality of Service Plan metrics. Xcel Energy shall provide a narrative in their next Service Quality Report detailing the stakeholder process and any completed or proposed actions resulting from the process. Within 90 days of the order in this docket Xcel Energy shall provide a compliance filing with the work plan for this stakeholder process and any progress made at that time.

Tuma New 25. For the year starting January 1, 2026, each violation of the QSP metric standards for customer complaints to the PUC, telephone response time, gas emergency average response time, accurate invoices, and invoice adjustment timelines are subject to a separate and distinct \$1000 penalty pursuant to Minn. Stat. § 216B.57. The Commission will review possible referral to the OAG for collection of these penalties through the review of the Service Quality Report for services rendered in 2026. If no resolution is approved by the Commission from the stakeholder process reviewing the Quality Service Plan by the end of 2026 these penalties will continue until such resolution is approved by the Commission or the Commission orders them to be discontinued or modified.