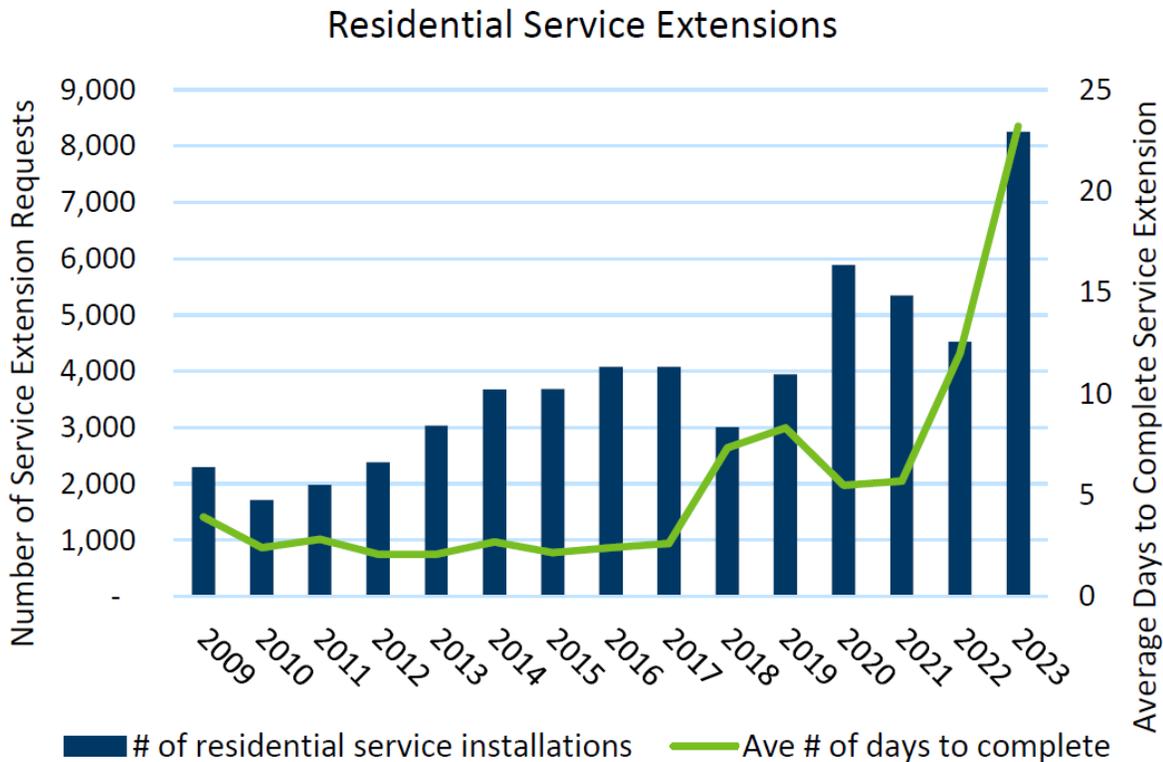


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Xcel Energy Information Request No. 5
 Docket No.: E002/M-24-27
 Response To: Minnesota Public Utilities Commission
 Requestor: Sally Anne McShane, Hanna Terwilliger
 Date Received: September 5, 2024

Question:

Please refer to the figure below, created from compiled data from Xcel Energy’s Service Quality Reports from 2009-2023. Please provide any additional context around the increase in service extension requests and the increase in time to complete requested service extensions.



Response:

In reviewing our revised 2023 extension data presented in our response to PUC- 4, we found the increase in average days to complete a service extension request is primarily due to two factors hampering our northwest region. One contributing factor to longer extension timelines at our Monticello and St. Cloud service centers is the more prevalent use of 34.5 kV distribution voltage in those areas. There are fewer available

suppliers of 34.5 kV distribution equipment compared to other distribution voltages, and those suppliers were impacted disproportionately by supply chain constraints in recent years due to the volume of these units produced. Another contributing factor is a data management variance with a new employee. The employee did not correctly update the actual site ready data in our work management program, leading to inaccuracies in timelines to execute. We have provided additional training and corrected the issue going forward. When excluding our Monticello and St. Cloud service centers, the average days for a residential service extension is reduced to 12 days.

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