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Minneapolis, MN 55401

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May 1, 2025

—Via Electronic Filing—

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

RE: ANNUAL REPORT
NATURAL GAS SERVICE QUALITY
DOCKET NO. G002/M-25-31

Dear Mr. Seuffert:

Enclosed for filing is the 2024 Natural Gas Service Quality Performance Report of Northern States Power Company, doing business as Xcel Energy, pursuant to the Commission's Orders related to the Natural Gas Workgroup (NGWG Order) on December 21, 2023 in Docket No. G002/CI-22-548, Ordering Points 1 and 2, and the Commission's related February 2, 2024 Notice of Gas Service Quality Reporting Requirements (Current Reporting Requirements) in the same docket.

This submission includes "private data on individuals," such as customer addresses, and outage events from which they were impacted. This information is maintained by the Company as private customer data, and for this reason, pursuant to Minn. Stat. §13.679, we have excised this data from the public version of our filing.

Additionally, portions of Attachment K are marked "Not-Public" as they contain information designated as "nonpublic data" pursuant to Minn. Stat. § 13.02, subd. 8a. This information includes Minnesota Office of Pipeline Safety (MnOPS) case investigation information, which MnOPS deems trade secret until the case is closed. Thus, Xcel Energy excises this information as protected data pursuant to Minn. Rule 7829.0500.

We have electronically filed this document with the Minnesota Public Utilities Commission, and copies have been served on the parties on the attached service list. Please contact Nathan Kostiuk at Nathan.c.kostiuk@xcelenergy.com or (612) 215-4629 or me at Nicholas.f.martin@xcelenergy.com or (612) 330-6255 if you have any questions regarding this filing.

Sincerely,

/s/

NICHOLAS MARTIN
DIRECTOR, STRATEGIC OUTREACH AND ADVOCACY

Enclosures
c: Service List

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STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben	Chair
Hwikwon Ham	Commissioner
Audrey C. Partridge	Commissioner
Joseph K. Sullivan	Commissioner
John A. Tuma	Commissioner

IN THE MATTER OF NORTHERN STATES
POWER COMPANY'S ANNUAL REPORT
ON NATURAL GAS SERVICE QUALITY
FOR 2024

DOCKET No. G002/M-25-31

ANNUAL REPORT

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report regarding our Natural Gas Service Quality for 2024. We submit this Report pursuant to the Commission's Orders related to the Natural Gas Workgroup (NGWG Order) on December 21, 2023 in Docket No. G002/CI-22-548, Ordering Points 1 and 2, and the Commission's related February 2, 2024 Notice of Gas Service Quality Reporting Requirements (Current Reporting Requirements) in the same docket. We request the Commission accept our 2024 Annual Report.

ANNUAL REPORT

Xcel Energy has updated its 2024 Natural Gas Service Quality Report consistent with the Current Reporting Requirements. We include the following attachments:

- Attachment A – PHMSA Gas Distribution Report
- Attachment B* – Call Center Response Times
- Attachment C* – Meter Reading Performance
- Attachment D – Residential Customer Status Report
- Attachment E – Service Extension Response Times
- Attachment F* – Customer Complaints
- Attachment G – Natural Gas Emergency Calls Average Speed of Answer
- Attachment H – Natural Gas Emergency Response Times
- Attachment I – Natural Gas Service Interruptions
- Attachment J – Major Incident Reporting

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Attachment K – MnOPS Emergency Response Violations and Letters
Attachment L* – Meter Equipment Malfunction

Attachments marked with * indicate that identical attachments were included in our Electric Safety, Reliability and Service Quality Annual Report filed on April 1, 2025 in Docket No. E002/M-25-27.

**A. PIPELINE AND HAZARDOUS MATERIALS SAFETY
ADMINISTRATION (PHMSA) GAS DISTRIBUTION REPORTS**

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require: *“all Gas Utilities shall append their annual PHMSA Gas Distribution Reports to their Gas Service Quality Reports.”*

We provide the required PHMSA Gas Distribution Report as Attachment A.

B. CALL CENTER RESPONSE TIME

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require reporting on the percent of calls answered within 20 seconds.

The required month-by-month call center response data can be found in Attachment B. This includes details on the 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. As required by the Commission, we have included calls from customers with past due balances in our reported call center response time.

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*. This requirement is also reflected in our Quality of Service Plan (QSP) tariff threshold for Telephone Response Time, which dictates that 80 percent of calls must be answered within 20 seconds. Actual performance on this QSP metric in 2024 was 79.7 percent of calls answered within 20 seconds.

Staffing challenges and severe weather events were the main drivers of the lower Telephone Response Time performance in 2024. Staffing issues were largely caused by a challenging hiring market and recruiting efforts falling short, resulting in new hire classes that were not as full as we were targeting. As short staffing occurred, the remaining agents became busier, resulting in longer calls and higher attrition levels. This compounded the staffing shortages throughout the year. In addition to the

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staffing challenges, severe weather events in July and August contributed to higher call volumes and lower performance during those months. Late in 2024 we began to increase our staffing levels to improve our ability to meet the QSP Telephone Response Time metric in 2025.

C. METER READING PERFORMANCE

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require: “*All Gas Utilities shall report, as described in Minn. Rules, part 7826.1400 [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 periods of longer than 12 months, and an explanation as to why they have not been read; and*
- D. Data on monthly meter reading staffing levels, by work center or geographical area.*

Additionally, utilities will explain whether the difference between the total percentage of meters (100%) and the percentage of meters read (by both the utility and customers) is equal to the percentage of estimated meter reads.”

We provide the required meter reading information for subparts A through C of this Order Point as Attachment C to this report. Subpart D, meter reading staffing levels, is addressed in the text later in this section.

In compliance with the Current Reporting Requirements, Attachment C 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. In addition, we have reported the number of meters installed by month rather than only a year-end total.

Meter Reading Process and Skip Codes

In addition to the data provided on Part C above, we provide this additional context on our meter reading process. If field personnel obtain access to a meter and discover that the failure-to-transmit reason was a meter equipment problem, such as a malfunctioning meter, they 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.

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If the problem is on the customer side or within the customer's control – such as access issues or a meter has been turned off – field personnel input a customer-related skip code such as no one home, need a key, locked gate, meter locked, etc. These codes are submitted to the Automated Meter Reading (AMR) system, which sends an automatic letter to the customer to contact the Company. If an actual meter read or skip code is not entered into the AMR 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 as “No Read Returned.” Accordingly, for each month, the tables list the unique number of meters, but the same meter may appear in a table for 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 to meters that we either had not attempted to read previously or knew that we would have access to.

As mentioned above, when we are unable to manually read a meter that is not transmitting usage data, the AMR system sends a letter to the customer asking them to contact the Company. The letter is sent each month 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.

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Additional frequently used skip codes that apply to both AMR and Advanced Metering Infrastructure (AMI) meters 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).

As the Company fully transitions to AMI for electric customers, we anticipate a more cohesive meter network to allow more system readings of the smart meters, decreasing our need to estimate bills or send field personnel to customers' homes. Because the network mesh that connects the data to and from our customers is Company owned, when issues arise, the Company can address the matter immediately rather than utilizing a third-party vendor.

The Company is also in the final stages of a module replacement program that replaces existing gas meter communication equipment with modules that enable drive-by meter reading. The new communication modules will be owned by the Company, and once installed, drive-by meter reading will be performed by the Company, phasing out meter reading done by Cellnet. This work was necessary because the agreement with Cellnet will expire December 31, 2025. This change provides benefits relative to maintaining flexibility rather than reliance on third-party equipment and service. Approximately 343,000 of our 437,000 meters had received a new module by the end of 2024.

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Meter Reading Staffing

Pursuant to the NGWG Order, Order Point 2.D, Table 1 includes 2024 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. Additionally, we now have staff based out of our Grand Forks and Fargo service centers that perform work in Minnesota.

Table 1
2024 Meter Reading Staff Levels

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Metro East	7	7	9	9	9	9	9	9	9	9	9	10
Metro West	7	7	7	7	7	8	8	7	7	7	8	8
Northwest	4	3	3	4	4	4	4	4	4	4	4	4
Southeast	4	4	3	4	4	4	4	4	4	4	4	4
Other	5	5	5	5	5	5	5	5	5	5	5	5

In 2023, meter reading staff were combined with field representative staff, creating a larger “universal team” with responsibilities that include electric and gas manual meter reads, verification of vacant properties, field collections, field disconnection of gas and electric meters and reconnection of electric meters. The Company believes the shift to a larger cross-trained team will provide a more efficient use of employee resources stationed at our regional work centers, particularly through this transitional period. Our legacy meter reading group was fully staffed in all work centers at the end of 2024 within the new universal team structure.

D. INVOLUNTARY SERVICE DISCONNECTION DATA

We provide Attachment D in compliance with the NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, requiring that the gas utilities append our year-end Residential Customer Status Reports to our annual Gas Service Quality Reports.¹ Additionally, in compliance with the requirement that gas utilities provide a narrative explanation of our involuntary service disconnection performance, as needed, including steps taken to improve performance in the future, we provide the following narrative.

¹ The Residential Customer Status Report is filed under Docket No, E,G999/PR-YY-02.

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In 2024, the Company saw an increase in customer disconnections, the result of past and current economic challenges, coupled with higher arrears balances and a continued return to more normal credit activity, led to a higher number of customers experiencing a disconnection or struggling to enter into a payment arrangement.

In response to disconnections in 2024, in January 2025 the Company lowered required down payment percentages and made other modifications to our Minnesota disconnections policy in Docket No. E002/M-24-27.² Those changes took effect in 2025, and may lead to fewer disconnections and more customers entering into payment arrangements in 2025 and beyond. The purpose for updated pay arrangement guidelines is to create a structure where customers can receive assistance in avoiding disconnection, while setting up the framework that helps bring their past due balance down in a manageable but meaningful way. It remains possible that allowing customers to set arrangements for lower down payments may lead to higher arrears balances and a higher number of broken payment arrangements. The Company will continue to monitor these metrics closely.

We note that the 638 involuntary service disconnections shown in Attachment D, while an increase relative to 2023, represents approximately 0.15 percent of the Company's gas customers.

E. SERVICE EXTENSION REQUESTS

In accordance with the Commission's NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, utilities "*shall report, as described by Minn. R. 7826.1600, items A and B:*

- A. *The number of customers requesting a service extension by customer class.*
 - *The interval between the date service was installed and the later of the customer-requested in-service date or the date the premises were ready for service.*
- B. *The number of customers requesting service at a location previously served by the utility.*

² Those changes are summarized in the *Minnesota Disconnection Process* document filed in our March 3, 2025 *Corrected Compliance Filing* in Docket Nos. E002/M-24-27 and E,G002/PR-24-02, and also posted to Xcel Energy's website at <https://mn.my.xcelenergy.com/s/billing-payment/energy-assistance/pay-arrangements> and <https://mn.my.xcelenergy.com/s/billing-payment/manage-bill>.

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- *The interval between the date service was installed and the later of the customer-requested in-service date or the date the premises were ready for service.*

Additionally, these same utilities shall report the types of extension requests, such as requests for reconnection after disconnection for nonpayment, for both locations previously served and not previously served.”

We provide the required information as Attachment E to this Annual Report. In 2024, the Company completed 471 residential and 48 commercial reconnections after disconnection for nonpayment.

The total number of residential and commercial new services decreased in 2024 compared to 2023. Average days to complete new service requests decreased for residential and slightly increased for commercial. Based on the nature of the work itself, 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. Commercial services are more complex, larger diameter and require additional time to fabricate and fit meters to our commercial customers’ business, as well as work more closely with their maintenance or other personnel to confirm loads to correctly size both the service and the meter.

F. CUSTOMER DEPOSITS

In accordance with the Commission’s NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, gas utilities “*shall report on customer deposits within their annual service quality reports whenever their deposit collection policies change. These reports shall include:*

- *a description of the previous deposit collection policy;*
- *a description of the new deposit collection policy;*
- *the reason for the policy change; and*
- *data from the previous three years regarding the number of customers who were required to make a deposit as a condition of receiving service and the total number of deposits held at the end of each year.”*

The Company made no change to our deposit policy in 2024. We request deposits upon notification from the bankruptcy court and/or customers of their bankruptcy petitions; we do not request them for reconnection of service. Once customers file for bankruptcy, we begin their service anew and include a deposit amount on their first bill.

G. CUSTOMER COMPLAINTS

In accordance with the Commission's NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, gas utilities "*shall report, as described by Minn. R. 7826.2000:*

- *The number of complaints received.*
- *The number and percentage of complaints alleging:*
 - *Billing errors,*
 - *Inaccurate metering,*
 - *Wrongful disconnection,*
 - *High bills,*
 - *Inadequate service,*
 - *Involving service-extension intervals,*
 - *Service-restoration intervals,*
 - *Any other identifiable subject matter involved in five percent or more of customer complaints.*
- *The number and percentage of all complaints resolved by taking any of the following actions:*
 - *Taking the action the customer requested,*
 - *Taking an action the customer and the utility agree is an acceptable compromise,*
 - *Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility,*
 - *Refusing to take the action the customer requested.*
- *The number of complaints forwarded to the utility by the Commission's Consumer Affairs Office for further investigation and action.*

We provide the required information as Attachment F to this Annual Report. The identical information was included as Attachment G in our Electric Safety, Reliability and Service Quality Annual Report, filed April 1, 2025 in Docket No. E002/M-25-27.

Pages 1 through 4 of Attachment F contain information on customer complaints handled by our Customer Advocates. Attachment F, page 5, provides the number of complaints forwarded to the Company by the Commission's Consumer Affairs Office (CAO) for further investigation.

Attachment F pages 6 through 18 contain information on complaints handled within the Call Centers.

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The most common complaint type surrounded accounts which had received a disconnection warning or were subsequently disconnected following a disconnection warning. The increase in this category for the year 2024 is attributed to economic conditions such as inflation which impacted food, housing and transportation costs, leading to a greater number of customers being eligible for disconnection and being disconnected. Modification of our down payment percentages, beginning in 2025, should positively impact credit-related complaints throughout 2025 and beyond.

H. GAS EMERGENCY PHONE LINE ANSWER TIME

In accordance with the Commission’s NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, the Company provides “*Telephone answer times to the utility’s gas emergency phone line.*”

We provide as Attachment G to this Annual Report our Average Speed of Answer for calls from Minnesota customers either directly to our Gas Emergency phone line, or to one of our other customer service phone numbers from which customers selected a prompt to report a natural gas emergency.³ In 2024, we answered 87.9 percent of gas emergency calls in 20 seconds.

I. GAS EMERGENCY RESPONSE TIMES

In accordance with the Commission’s NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, the Company provides, “*The percentage of emergencies responded to within one hour and within more than one hour,*” and “*[t]he average number of minutes it takes to respond to an emergency.*”

We provide our 2024 Natural Gas Emergency Response Time results under our Quality of Service Plan (QSP) Tariff as Attachment H to this Annual Report. Our average annual emergency response time for 2023 is 29.01 minutes. A summary of these performance results is also submitted to the Commission as part of our QSP Annual Report filed on May 1, 2025 in Docket Nos. E,G002/CI-02-2034 and E,G002/M-12-383. Our QSP Natural Gas Emergency Response metric was developed through Docket No. E,G002/CI-02-2034, and memorialized in the Commission’s May 6, 2009 Order in that Docket. The data in Attachment H includes the following call types:

- Fire,
- Explosion,
- Blowing gas,

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- Indoor and outdoor odors,
- Carbon monoxide calls, *with* and *without* symptoms,
- Ice/snow on regulator,
- No gas; and
- High pressure gas.

J. EXCAVATION DAMAGES

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require: *“Gas Utilities shall report on excavation damages using the following metrics:*

- a. The number of excavation tickets received;*
- b. The number of excavation damages;*
- c. The number of excavation damages per 1,000 excavation tickets; and*
- d. The number of at fault damages.*

An ‘at fault damage’ shall be defined as a damage where the root cause of the damage falls under the responsibility of the utility or its contractors including mislocates made by the company or its contract locating companies.

The information for subparts a, b, and d can be found on Attachment A, the appended PHMSA report. Additionally, the requirement of subpart c., the number of excavation damages per 1,000 excavation tickets, is 1.5.

K. SERVICE INTERRUPTIONS

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that gas utilities report *“the number of service interruptions categorized according to whether it was:*

- *caused by the utility’s employees or contractors, or*
- *whether it was due to an unplanned cause.”*

We provide our Natural Gas Service Interruptions report for 2024 as Attachment I. This metric reports the number of homes that experienced an unplanned service interruption, the number of incidents, and the average outage time of those interruptions.

The number of outages can vary depending on the season. There can also be an increase in outages during the warmer months when there tends to be more construction with outages caused by dig-ins. In addition, there can be a large range of

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variability in the number of homes impacted by one incident. The drivers to this variability include:

- Public safety: A key factor during emergency situations and decisions to interrupt the gas supply are made based on safety risks. We will always err on the side of safety when making decisions to interrupt gas in lieu of using an alternate method to maintain system pressure.
- Type, size, and system operating pressure are key factors that influence the number of homes involved.

L. MAJOR INCIDENT REPORTING

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that gas utilities report:

- *“Summaries of major events that are immediately reportable to the Minnesota Office of Pipeline Safety (MNOPS) according to the criteria used by MNOPS to identify reportable events.*
- *Each summary shall include the following items:*
 - *The location*
 - *When the incident occurred*
 - *How many customers were affected*
 - *How the company was made aware of the incident*
 - *The root cause of the incident*
 - *The actions taken to fix the problem*
 - *What actions were taken to contact customers*
 - *Any public relations or media issues*
 - *Whether the customer or the company relighted*
 - *The longest any customer was without gas during the incident.”*

We provide as Attachment J to this Annual Report, a Summary of the natural gas incidents during 2024.⁴

Similar to our contemporaneous reporting of electric system events, our Customer Advocate group receives internal email notifications of major reportable incidents from Operations and emails completed notification forms to the Consumer Affairs Office (CAO) and Department of Commerce (Department), within a reasonably prompt time. Once the incident has been resolved, Operations notifies our Customer Advocate group who then emails a Summary to the CAO and Department to close the incident communication. We did not have any instances in 2024 where a natural

⁴ Major reportable incidents are as defined by the Minnesota Office of Pipeline Safety.

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gas major reportable incident was not contemporaneously reported to the CAO and Department of Commerce.

Attachment J contains “private data on individuals,” such as property addresses from which they were impacted. This information is maintained by the Company as private customer data, and for this reason, pursuant to Minn. Stat. § 13.679, we have excised this data from the public version of our filing.

M. INTEGRITY MANAGEMENT PLAN REPORTING

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that, “*Xcel Energy . . . shall report the following metrics from their Annual PHMSA Distribution Reports in their service quality reports in place of any previously ordered Integrity Management Plan, Distribution Integrity Management Plan, and Transmission Integrity Management Plan reporting requirements:*

- *Miles of Distribution Main*
- *Number of Main Leaks*
- *Number of Main Leaks by Cause*
- *Number of Hazardous Main Leaks by Cause*
- *Main Leaks per 1,000 Miles of Main*
- *Number of Services*
- *Number of Service Leaks*
- *Number of Service Leaks by Cause*
- *Number of Hazardous Service Leaks by Cause*
- *Service Leaks per 1,000 Services.”*

This information can be found on Attachment A, the appended PHMSA report. Additionally, the number of main leaks per 1,000 miles of main is 28.9 and the number of service leaks per 1,000 services is 3.4.

N. EFV AND MANUAL SHUT-OFF VALVES

The Commission's NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require the Gas Utilities to *"confirm with the Commission that they have completed their EFV and manual shut-off valve outreach pursuant to the Commission's July 31, 2019 Order in Docket No. 18-41. Upon receiving confirmation from the Commission, utilities that have completed their EFV and manual shut-off valve outreach may cease annual reporting on EFVs, manual shut-off valves and related outreach in their annual service quality reports, including the reporting of EFV and manual shut-off valve data pursuant to the Commission's November 14, 2019 Order in Docket Nos. G-004/M-19-280, G-004/M-19-300, G-011/M-19-303, and G-002/M-19-305. Utilities shall continue appending their annual PHMSA reports to their service quality reports, which contains information on the number of EFVs and manual shut-off valves installed on their system."*

The Commission's December 26, 2024 Order in Docket No. G002/M-24-31, at Order Points 4 and 5 note the Company *"has completed its excess flow valve (EFV) and manual shut-off valve outreach pursuant to the Commission's July 31, 2019 order in the G-999/CI-18-41 docket"* and *"Approved Xcel's request to cease reporting on EFVs, manual shut-off valves, and related outreach."* The Company includes its PHMSA report as Attachment A but the report does not contain EFV and manual shut-off valve data.

O. MNOPS EMERGENCY RESPONSE VIOLATIONS AND VIOLATION LETTERS RECEIVED FROM MNOPS

The Commission's NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements require that *"All Gas Utilities shall provide a summary of any violations cited by MnOPS along with a description of the violation and remediation in each circumstance, and a count of violations by citation code."*

In 2024, the Company received 36 MnOPS violation letters. Violation letters are typically triggered by a MnOPS inspection, damage that occurred in the field, or a complaint from an excavator. Upon receipt of a MnOPS violation letter, the Company is given a set amount of time (determined by MnOPS) to provide a response outlining a remediation plan or other steps taken to remediate the violation. MnOPS closes these items with either a letter or a verbal notification. Attachment K provides the required summary.

P. WEB-BASED METRICS

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that “beginning with their 2024 service quality reports (filed in 2025) the Gas Utilities shall report the following web-based metrics within their annual service quality reports:

- a. *The percentage of uptime of the utility’s enterprise-wide website (may not be state specific)*
- b. *The percentage of uptime for web payment services ability (defined as the percentage of time that web payment services are available to some customers on utility-based platforms)*
- c. *The error rate percentage for the utility-based payment services (defined as payment processing error rate – does not include errors outside of the utility’s control such as non-sufficient funds (“NSF”), expired customer debit or credit cards, etc.)*
- d. *The yearly total number of website visits to initial facing enterprise-wide website (may not be state specific);*
- e. *The yearly number of logins via electronic customer communication platforms (to include enterprise-wide website and mobile apps, if applicable; may not be state specific and provides combined total for all customer logins, regardless of platform).*

Table 2 provides a summary of the data required in Order Point 2.

**Table 2
Web-Based Metrics**

Percentage Uptime		2024
	General Website	100.00%
	Payment Services	99.45%
Error Rate Percentage	Payment Services	0.116%
Website Visits	Facebook, Twitter, XcelEnergy.com	11,890,711
Logins via electronic customer communication platforms	My Account, Mobile App	13,585,218

Q. METER EQUIPMENT MALFUNCTIONS (FIELD ORDERS)

The NGWG Order, Order Point 2, and the corresponding Current Reporting Requirements, require that Xcel Energy report:

- *“Volume of investigation and remediate*
- *Volume of investigate and refer*
- *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 deviation for each category*
- *Volume of excluded field orders.”*

In compliance with above referenced Commission Order, we provide as Attachment L meter equipment malfunction, investigation and remediation information for our natural gas and electric operations as included in our Electric Safety, Reliability and Service Quality Annual Report submitted on April 1, 2025 in Docket No. E002/M-25-27.

In 2024, 75 percent of gas orders the Company performed were within the field response parameters prescribed in our tariff, completing a total of 2,714 orders with an average response time of 15.2 days. We experienced a staffing issue which hampered our ability to hit our targets; we have now resolved the issue and do not foresee any future issues. We additionally completed 248 gas orders for which we experienced access and/or environmental issues, both allowable Exclusions under the tariff. We provided our detailed results in Attachment K.

CONCLUSION


Xcel Energy respectfully requests the Commission accept this 2024 Annual Natural Gas Service Quality Report.

Dated: May 1, 2025

Northern States Power Company

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

 U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration	ANNUAL REPORT FOR CALENDAR YEAR 2024 GAS DISTRIBUTION SYSTEM	Initial Date Submitted:	03/14/2025
		Report Submission Type	INITIAL
		Date Submitted:	

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 20 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

Important: Please read the separate instructions for completing this form before you begin. They clarify the information requested and provide specific examples. If you do not have a copy of the instructions, you can obtain one from the PHMSA Pipeline Safety Community Web Page at <http://www.phmsa.dot.gov/pipeline/library/forms>.

PART A - OPERATOR INFORMATION	(DOT use only)		20251289-73043
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1. Name of Operator	NORTHERN STATES POWER CO OF MINNESOTA
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)	
2a. Street Address	825 RICE ST
2b. City and County	ST PAUL
2c. State	MN
2d. Zip Code	55117
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER	31636
4. HEADQUARTERS NAME & ADDRESS	
4a. Street Address	414 NICOLLET MALL
4b. City and County	MINNEAPOLIS
4c. State	MN
4d. Zip Code	55402
5. STATE IN WHICH SYSTEM OPERATES	MN
6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)	
Natural Gas	
7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):	
Investor Owned	

PART B - SYSTEM DESCRIPTION

1.GENERAL											
	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN	0.1	9.2	0.6	738	9080.7	0	0	0	11.4	0	9840
NO. OF SERVICES	28	1711	13	4281	454937	0	0	265	4316	0	465551

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

2. MILES OF MAINS IN SYSTEM AT END OF YEAR												
MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS					
STEEL	0.1	194.8	191.9	257.2	69.5	34.4	747.9					
DUCTILE IRON	0	0	0	0	0	0	0					
COPPER	0	0	0	0	0	0	0					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	0	0	0	0	0	0					
PLASTIC PE	0.1	6706.9	1877.9	495.8	0	0	9080.7					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	0.2	7	3.2	0.2	0.8	0	11.4					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	0.4	6908.7	2073	753.2	70.3	34.4	9840					
Describe Other Material:		unknown										
3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR				AVERAGE SERVICE LENGTH: 95								
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS					
STEEL	293	4948	678	94	16	4	6033					
DUCTILE IRON	0	0	0	0	0	0	0					
COPPER	1	262	2	0	0	0	265					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	0	0	0	0	0	0					
PLASTIC PE	155	395370	59043	324	45	0	454937					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	3108	824	366	18	0	0	4316					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	3557	401404	60089	436	61	4	465551					
Describe Other Material:		unknown										
4. MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION												
	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	2020-2029	TOTAL
MILES OF MAIN	422	7.5	4	42.6	195.1	410.4	1196.1	3339.1	2134.7	1334.9	753.6	9840
NUMBER OF SERVICES	21017	343	162	1071	6921	20993	70392	132669	109753	67097	35133	465551

PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR				
CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE	1	0	52	43
NATURAL FORCE DAMAGE	7	4	73	43
EXCAVATION DAMAGE	63	63	225	222
OTHER OUTSIDE FORCE DAMAGE	5	5	38	26
PIPE, WELD OR JOINT FAILURE	14	7	154	39

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OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

EQUIPMENT FAILURE	169	6	693	90
INCORRECT OPERATIONS	0	0	9	1
OTHER CAUSE	25	12	359	51

NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 80
NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 23

PART D – EXCAVATION DAMAGE

Notification Issue Sub-Total	109	Location Issue Sub-Total	63
No notification made to the One-Call Center/811	77	Facility not marked due to Abandoned facility	0
Excavator dug outside area described on ticket	6	Facility not marked due to Incorrect facility records/maps	2
Excavator dug prior to valid start date/time	10	Facility not marked due to Locator error	13
Excavator dug after valid ticket expired	16	Facility not marked due to No response from operator/contract locator	8
Excavator provided incorrect notification information	0	Facility not marked due to Incomplete marks at damage location	1
		Facility not marked due to Tracer wire issue	0
Excavation Issue Sub-Total	137	Facility not marked due to Unlocatable Facility	13
Excavator dug prior to verifying marks by test-hole (pothole)	88	Facility marked inaccurately due to Abandoned facility	0
Excavator failed to maintain clearance after verifying marks	19	Facility marked inaccurately due to Incorrect facility records/maps	0
Excavator failed to protect/shore/support facilities	3	Facility marked inaccurately due to Locator error	25
Improper backfilling practices	0	Facility marked inaccurately due to Tracer wire issue	1
Marks faded or not maintained	4		
Improper excavation practice not listed above	23		
Miscellaneous Root Causes Sub-Total	1		
Deteriorated facility	0		
One Call Center Error	0		
Previous damage	1	1. Total Excavation Damages	310
Root Cause not listed	0	2. Number of Excavation Tickets	205345

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OMB NO: 2137-0629
EXPIRATION DATE: 6/30/2026

PART E – RESERVED	
PART F - LEAKS ON FEDERAL LAND	PART G – PERCENT OF UNACCOUNTED FOR GAS
TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: <u>0</u>	<p>UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.</p> <p>[(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR.</p> <p>FOR YEAR ENDING 6/30: <u>1.2%</u></p>
PART H - ADDITIONAL INFORMATION	
PART I - PREPARER	
<u>Elisabeth Kallberg Pipeline Compliance Consultant</u> (Preparer's Name and Title)	<u>(651) 788-0648</u> (Area Code and Telephone Number)
<u>Elisabeth.M.Kallberg@xcelenergy.com</u> (Preparer's email address)	<u>(000) 000-0000</u> (Area Code and Facsimile Number)

	January	February	March	April	May	June	July	August	September	October	November	December	2024
1 All Residential Calls offered to Agents	54,938	56,183	59,247	64,921	78,775	77,480	92,113	101,284	67,323	71,246	56,243	52,241	831,994
2 All BSC Calls Offered to Agents	5,025	5,934	5,621	5,567	5,059	4,455	4,992	4,771	3,127	3,859	2,750	2,859	54,019
3 All Credit Calls Offered to Agents	17,516	18,061	18,789	26,448	33,858	27,253	28,999	28,573	22,479	21,008	23,158	20,933	287,075
4 All PAR Calls Offered to Agents	2,601	2,658	2,938	4,429	5,709	4,798	5,689	5,485	4,843	3,646	3,169	2,965	48,930
5 All Calls Offered to Agents	80,080	82,836	86,595	101,365	123,401	113,986	131,793	140,113	97,772	99,759	85,320	78,998	1,222,018
6 All Residential Calls Answered by Agents within 20 seconds	15,848	12,022	14,600	13,824	19,950	22,312	23,452	28,408	31,789	65,302	53,689	50,105	351,301
7 All BSC Calls Answered by Agents within 20 seconds	2,368	1,885	2,823	2,840	2,470	2,205	2,469	2,908	1,435	2,695	2,411	1,742	28,251
8 All Credit Calls Answered by Agents within 20 seconds	12,345	11,589	10,940	7,982	1,707	1,589	908	1,008	3,468	18,756	22,059	20,083	112,434
9 All PAR Calls Answered by Agents within 20 seconds	1,962	1,841	1,917	1,396	3,259	2,698	2,899	2,839	2,699	2,523	2,473	2,477	28,983
10 All Calls Answered by Agents within 20 seconds	32,523	27,337	30,280	26,042	27,386	28,804	29,728	35,163	39,391	89,276	80,632	74,407	520,969
11 Non-Billing and Non-Outage Calls Completed in IVR	36,272	44,847	50,305	57,964	60,068	53,782	73,080	87,988	54,566	48,562	51,958	49,696	669,088
12 Billing Calls Handled by IVR	105,589	110,557	110,944	121,002	113,694	105,110	124,832	130,176	113,440	115,693	107,872	103,659	1,362,568
13 Outage Calls Handled by IVR	5,036	5,890	5,445	10,778	16,071	25,674	42,705	53,622	8,490	11,913	5,812	7,858	199,294
14 Outage Calls Offered to Agents	9,277	8,156	9,206	12,907	21,047	23,529	33,092	41,785	16,470	16,582	11,820	10,877	214,748
15 Total Outage Calls	14,313	14,046	14,651	23,685	37,118	49,203	75,797	95,407	24,960	28,495	17,632	18,735	414,042
16 All Calls Offered to Agents + Outage Calls Handled by IVR	85,116	88,726	92,040	112,143	139,472	139,660	174,498	193,735	106,262	111,672	91,132	86,856	1,421,312
17 All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	37,559	33,227	35,725	36,820	43,457	54,478	72,433	88,785	47,881	101,189	86,444	82,265	720,263
18 Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR	85,116	88,726	92,040	112,143	139,472	139,660	174,498	193,735	106,262	111,672	91,132	86,856	1,421,312
19 Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	37,559	33,227	35,725	36,820	43,457	54,478	72,433	88,785	47,881	101,189	86,444	82,265	720,263

	January	February	March	April	May	June	July	August	September	October	November	December	2024
20	Service Level All Calls (Residential, BSC, Credit and PAR and all calls handled by IVR)												
	79.0%	77.3%	77.8%	74.1%	69.3%	71.5%	72.6%	74.5%	78.7%	96.2%	98.1%	98.1%	79.7%
21	Service Level All Calls (Residential, BSC, Credit and PAR) and IVR Handled Outage Calls												
	44.1%	37.4%	38.8%	32.8%	31.2%	39.0%	41.5%	45.8%	45.1%	90.6%	94.9%	94.7%	50.7%
22	Service Level (agent only)												
	40.6%	33.0%	35.0%	25.7%	22.2%	25.3%	22.6%	25.1%	40.3%	89.5%	94.5%	94.2%	42.6%
23	Average Speed of Answer - ASA (Agent only Residential, BSC, Credit and PAR)												
	231	455	404	403	424	402	701	665	294	15	11	11	349
	ASA Residential												
	323	672	600	576	380	334	566	442	121	10	10	6	330
	ASA BSC												
	153	269	165	157	165	176	193	105	180	77	21	112	155
	ASA Credit												
	22	34	29	121	630	697	1436	1933	984	15	10	9	489
	ASA PAR												
	31	37	45	231	86	119	102	96	80	50	28	19	83

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 = Business Solutions Center
	PAR = Personal Account Representative

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)
JANUARY	1705070	166501	13284	3797	1888652	1892251	99.81%
FEBRUARY	1706058	166464	13275	3803	1889600	1894076	99.76%
MARCH	1707954	166537	13275	3802	1891568	1895011	99.82%
APRIL	1709334	166429	13261	3812	1892836	1896809	99.79%
MAY	1710358	166499	13254	3809	1893920	1898687	99.75%
JUNE	1712350	166667	13241	3806	1896064	1900264	99.78%
JULY	1713676	166798	13235	3802	1897511	1901803	99.77%
AUGUST	1715010	166825	13214	3798	1898847	1903338	99.76%
SEPTEMBER	1716642	166895	13177	3795	1900509	1904948	99.77%
OCTOBER	1718455	167036	13086	3784	1902361	1906759	99.77%
NOVEMBER	1719829	167277	12934	3782	1903822	1907931	99.78%
DECEMBER	1719061	165168	12457	3727	1900413	1910109	99.49%

*The number of reads per month is based on the meter read schedule for the month. For example, January 2024 runs from December 31, 2023 to February 4, 2024 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
JANUARY	11	1			12	1892251	0.00%
FEBRUARY	7				7	1894076	0.00%
MARCH	4	2			6	1895011	0.00%
APRIL	7				7	1896809	0.00%
MAY	9				9	1898687	0.00%
JUNE	5				5	1900264	0.00%
JULY	10				10	1901803	0.00%
AUGUST	9		1		10	1903338	0.00%
SEPTEMBER	7				7	1904948	0.00%
OCTOBER	11	1			12	1906759	0.00%
NOVEMBER	4				4	1907931	0.00%
DECEMBER	6				6	1910109	0.00%

C-1. The number and percentage of 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.

The tables below show this information by account class: residential, commercial, industrial, and other.

Account Class: Residential

MESSAGE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	PERCENT
NO READING RETURNED	637	512	345	366	352	356	453	555	613	613	442	304	5548	85.86%
OC METER MAINT	25	23	35	47	33	31	30	21	27	17	20	33	342	5.29%
METER REMOVED	10	12	8	16	8	4	7	4	1	4	5	9	88	1.36%
NO ANSWER	18	14	5	5	4	4	4	6	2	4	6	4	76	1.18%
NEED KEY OR CODE	6	9	4	10	7	4	5	2	1	6	5	0	59	0.91%
SERVICE CUT AT POLE	11	10	9	5	3	4	2	3	0	2	3	3	55	0.85%
SPS DEAD REGISTER	7	19	12	5	2	1	1	2	0	2	2	2	55	0.85%
VACANT	1	0	25	0	1	2	1	1	2	3	2	0	38	0.59%
METER OFF	5	3	7	4	2	2	1	0	3	5	3	1	36	0.56%
BAD KEY OR CODE	4	4	1	3	5	1	0	1	0	0	2	2	23	0.36%
DEAD REGISTER	7	7	1	0	2	0	0	1	2	1	1	0	22	0.34%
GATE PROBLEM	3	3	2	2	0	0	1	1	0	2	3	2	19	0.29%
BAD ROAD	0	0	0	0	0	0	5	5	0	2	0	1	13	0.20%
KEY NOT AVAILABLE	6	2	2	1	1	0	0	0	0	0	0	0	12	0.19%
DOG	3	1	3	0	1	0	0	1	0	0	0	1	10	0.15%
METER BLOCKED	1	4	1	1	1	1	0	0	0	0	0	1	10	0.15%
NO ACCESS BACK YARD	2	2	0	3	0	1	0	0	1	0	0	1	10	0.15%
HANDHELD ESTIMATE	0	0	0	0	1	1	1	1	1	1	1	1	8	0.12%
NON-ENERGIZED	1	2	3	0	1	0	0	1	0	0	0	0	8	0.12%
DOOR LOCKED	3	1	1	0	0	0	1	0	0	0	0	1	7	0.11%
REPLACE GLASS	2	0	0	0	0	1	2	1	0	0	0	1	7	0.11%
OC CELLNET NEW: NO PREMISE ID	0	0	0	0	0	1	1	1	1	0	0	0	4	0.06%
UNSAFE CONDITION	0	0	1	0	1	0	0	0	0	1	0	0	3	0.05%
CUSTOMER READING	1	1	0	0	0	0	0	0	0	0	0	0	2	0.03%
EMED METER MAINT	0	0	0	1	0	1	0	0	0	0	0	0	2	0.03%
ABS MCC CALC READING	1	0	0	0	0	0	0	0	0	0	0	0	1	0.02%
INCLEMENT WEATHER	0	0	0	0	0	0	0	1	0	0	0	0	1	0.02%
OC RECORD MISMATCH	0	0	0	0	0	0	0	1	0	0	0	0	1	0.02%
REFUSED ADMITTANCE	0	0	0	0	0	0	0	0	0	0	1	0	1	0.02%
SNOW/MUD	0	0	1	0	0	0	0	0	0	0	0	0	1	0.02%
TOTAL	754	629	466	469	425	415	515	609	654	663	496	367	6462	100%

Account Class: Commercial

MESSAGE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	PERCENT
NO READING RETURNED	93	89	85	88	84	74	85	77	56	56	51	55	893	66.39%
METER OFF	5	6	7	5	4	5	4	6	16	12	12	11	93	6.91%
SPS DEAD REGISTER	4	2	6	4	6	7	5	6	5	13	9	4	71	5.28%
NO ANSWER	1	4	2	4	3	2	3	1	3	7	8	2	40	2.97%
NEED KEY OR CODE		2	3	4	6	1	2	2	5	3	3	3	34	2.53%
VACANT	2	2	1	1	1	3	3		1	5	7	7	33	2.45%
DEAD REGISTER	3	3	5	4		2	3	2	3	1	1	4	31	2.30%
SERVICE CUT AT POLE	1	2		2	2	3	5	3	2	4	1	4	29	2.16%
METER REMOVED	2	1	2	1	1	2	1	2	2	1	4	2	21	1.56%
CUST REQUESTS SKIP								5		5	5	5	20	1.49%
OC Meter Maint	3		2	1				2	3	1	1	1	14	1.04%
DOOR LOCKED			2	2	2	2				1		1	10	0.74%
ABS Data Corrupt - BS	1	1	1	1	1	1	1	1	1				9	0.67%
BUSINESS CLOSED				1				1	1	1	2	2	8	0.59%
CANNOT LOCATE						2		1		1		3	7	0.52%
UNSAFE CONDITION			1					3	2				6	0.45%
Non-Energized		3	1				1		1				6	0.45%
BAD KEY OR CODE	1				1			1					3	0.22%
METER WILL NOT PROBE								1	1				2	0.15%
METER BLOCKED				1	1								2	0.15%
HANDHELD ESTIMATE				2									2	0.15%
GATE PROBLEM										2			2	0.15%
Bad Ert										1	1		2	0.15%
KEY NOT AVAILABLE	1					1							2	0.15%
PAINTED OVER									1				1	0.07%
SEASONAL												1	1	0.07%
REFUSED ADMITTANCE										1			1	0.07%
EMED Data Corrupt												1	1	0.07%
BAD ROAD					1								1	0.07%
Grand Total	117	115	118	121	113	105	113	114	103	115	105	106	1345	100%

Account Class: Industrial

MESSAGE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	PERCENT
NO READING RETURNED	14	14	16	10	13	10	10	10	8	10	9	4	128	70.33%
SPS DEAD REGISTER	1	1	0	0	0	2	2	1	3	3	1	2	16	8.79%
METER OFF	1	1	2	2	2	1	0	1	1	0	1	1	13	7.14%
METER REMOVED	0	1	0	1	0	0	1	1	0	1	1	0	6	3.30%
VACANT	0	0	0	0	0	1	0	2	1	1	1	0	6	3.30%
DEAD REGISTER	1	0	1	1	0	0	0	1	0	0	0	0	4	2.20%
BAD ROAD	0	1	0	0	0	0	1	0	0	0	0	0	2	1.10%
BAD KEY OR CODE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.55%
DOOR LOCKED	0	0	0	0	0	0	0	0	1	0	0	0	1	0.55%
GATE PROBLEM	0	0	0	0	1	0	0	0	0	0	0	0	1	0.55%
NO ANSWER	0	0	1	0	0	0	0	0	0	0	0	0	1	0.55%
NON-ENERGIZED	0	0	1	0	0	0	0	0	0	0	0	0	1	0.55%
OC METER MAINT	0	0	0	0	1	0	0	0	0	0	0	0	1	0.55%
UNSAFE CONDITION	0	0	1	0	0	0	0	0	0	0	0	0	1	0.55%
TOTAL	19	18	20	15	16	14	14	16	14	15	14	7	182	100%

Account Class: Others

MESSAGE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	PERCENT
NO READING RETURNED	2	1	1	1	1	1	0	0	0	0	0	0	7	70%
METER OFF	1	1	1	0	0	0	0	0	0	0	0	0	3	30%
TOTAL	3	2	2	1	1	1	0	0	0	0	0	0	10	100%

C-2. The number and percentage of 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.

The tables below show this information by account class: residential, commercial, industrial, and other.

Account Class: Residential

MESSAGE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	PERCENT
NO READING RETURNED	190	190	181	163	146	151	155	159	132	150	112	127	1856	77.53%
OC METER MAINT	19	13	17	21	15	20	13	11	9	6	2	5	151	6.31%
METER OFF	6	7	6	5	7	3	8	11	2	9	4	7	75	3.13%
NO ANSWER	18	15	9	5	6	1	1	3	1	3	3	4	69	2.88%
NEED KEY OR CODE	1	1	9	5	4	0	3	4	1	2	3	1	34	1.42%
SERVICE CUT AT POLE	4	1	1	4	4	4	3	3	1	3	3	1	32	1.34%
SPS DEAD REGISTER	3	3	5	2	0	1	1	1	1	6	2	1	26	1.09%
VACANT	4	4	2	1	0	0	1	0	2	6	3	2	25	1.04%
METER REMOVED	3	1	3	1	0	2	2	2	2	3	3	2	24	1%
DEAD REGISTER	6	4	4	0	0	1	1	1	0	0	0	0	17	0.71%
BAD KEY OR CODE	3	5	0	3	1	1	0	2	0	0	0	0	15	0.63%
NON-ENERGIZED	1	1	1	1	1	1	1	1	2	1	0	0	11	0.46%
CUSTOMER READING	0	0	0	1	1	1	1	1	1	1	1	1	9	0.38%
KEY NOT AVAILABLE	2	0	0	6	0	0	0	1	0	0	0	0	9	0.38%
NO ACCESS BACK YARD	2	1	0	1	0	1	1	1	0	0	1	0	8	0.33%
DOOR LOCKED	0	0	2	2	1	2	0	0	0	0	0	0	7	0.29%
METER BLOCKED	2	1	0	1	1	1	1	0	0	0	0	0	7	0.29%
GATE PROBLEM	0	2	0	0	0	1	1	0	0	1	1	0	6	0.25%
REFUSED ADMITTANCE	0	0	2	0	0	0	0	0	0	0	1	0	3	0.13%
UNSAFE CONDITION	0	0	0	1	0	1	1	0	0	0	0	0	3	0.13%
HANDHELD ESTIMATE	0	0	0	0	0	0	0	0	0	0	1	1	2	0.08%
OC CELLNET NEW: NO PREMISE ID	0	0	0	0	0	0	0	0	0	1	1	0	2	0.08%
CANNOT LOCATE	0	0	0	0	1	0	0	0	0	0	0	0	1	0.04%
CUST REQUESTS SKIP	1	0	0	0	0	0	0	0	0	0	0	0	1	0.04%
DOG	0	0	0	1	0	0	0	0	0	0	0	0	1	0.04%
TOTAL	265	249	242	224	188	192	194	201	154	192	141	152	2394	100%

Account Class: Commercial

MESSAGE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	PERCENT
NO READING RETURNED	94	89	85	88	84	74	86	79	57	57	53	56	902	66.52%
METER OFF	5	6	7	5	4	5	4	6	17	13	12	11	95	7.01%
SPS DEAD REGISTER	4	2	6	4	6	7	5	6	5	13	9	4	71	5.24%
NO ANSWER	1	4	2	4	3	2	3	1	3	7	8	2	40	2.95%
NEED KEY OR CODE	0	2	3	4	6	1	2	2	5	3	3	3	34	2.51%
VACANT	2	2	1	1	1	3	3	0	1	5	7	7	33	2.43%
DEAD REGISTER	3	3	5	4	0	2	3	2	3	1	1	4	31	2.29%
SERVICE CUT AT POLE	1	2	0	2	2	3	5	3	2	4	1	4	29	2.14%
METER REMOVED	2	1	2	1	1	2	1	2	2	1	4	2	21	1.55%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	5	0	5	5	5	20	1.47%
OC METER MAINT	3	0	2	1	0	0	0	2	3	1	1	1	14	1.03%
DOOR LOCKED	0	0	2	2	2	2	0	0	0	1	0	1	10	0.74%
ABS DATA CORRUPT - BS	1	1	1	1	1	1	1	1	1	0	0	0	9	0.66%
BUSINESS CLOSED	0	0	0	1	0	0	0	1	1	1	2	2	8	0.59%
CANNOT LOCATE	0	0	0	0	0	2	0	1	0	1	0	3	7	0.52%
NON-ENERGIZED	0	3	1	0	0	0	1	0	1	0	0	0	6	0.44%
UNSAFE CONDITION	0	0	1	0	0	0	0	3	2	0	0	0	6	0.44%
BAD KEY OR CODE	1	0	0	0	1	0	0	1	0	0	0	0	3	0.22%
BAD ERT	0	0	0	0	0	0	0	0	0	1	1	0	2	0.15%
GATE PROBLEM	0	0	0	0	0	0	0	0	0	2	0	0	2	0.15%
HANDHELD ESTIMATE	0	0	0	2	0	0	0	0	0	0	0	0	2	0.15%
KEY NOT AVAILABLE	1	0	0	0	0	1	0	0	0	0	0	0	2	0.15%
METER BLOCKED	0	0	0	1	1	0	0	0	0	0	0	0	2	0.15%
METER WILL NOT PROBE	0	0	0	0	0	0	0	1	1	0	0	0	2	0.15%
BAD ROAD	0	0	0	0	1	0	0	0	0	0	0	0	1	0.07%
EMED DATA CORRUPT	0	0	0	0	0	0	0	0	0	0	0	1	1	0.07%
PAINTED OVER	0	0	0	0	0	0	0	0	1	0	0	0	1	0.07%
REFUSED ADMITTANCE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.07%
SEASONAL	0	0	0	0	0	0	0	0	0	0	0	1	1	0.07%
TOTAL	118	115	118	121	113	105	114	116	105	117	107	107	1356	100%

Account Class: Industrial

MESSAGE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	PERCENT
NO READING RETURNED	13	11	11	16	14	18	18	20	15	11	11	10	168	78.50%
METER OFF	0	0	2	2	1	2	2	2	1	1	1	0	14	6.54%
SPS DEAD REGISTER	1	0	2	0	2	2	1	0	2	1	0	2	13	6.07%
DEAD REGISTER	1	1	1	1	0	0	1	1	1	0	0	0	7	3.27%
VACANT	0	0	0	0	0	0	1	0	1	2	1	1	6	2.80%
METER REMOVED	0	0	0	0	0	0	0	0	1	1	0	2	4	1.87%
METER WILL NOT PROBE	0	1	0	0	0	0	0	0	0	0	0	0	1	0.47%
NEED KEY OR CODE	0	0	0	0	1	0	0	0	0	0	0	0	1	0.47%
TOTAL	15	13	16	19	18	22	23	23	21	16	13	15	214	100%

Account Class: Other

MESSAGE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	PERCENT
NO READING RETURNED	1	1	1	1	1	1	1	1	2	1	1	2	14	87.50%
METER OFF	0	0	0	0	0	0	1	0	0	1	0	0	2	12.50%
TOTAL	1	1	1	1	1	1	2	1	2	2	1	2	16	100%

C. Total number of meters installed, as of the end of the month indicated.**

	Residential	Commercial	Industrial	Other	Total
JANUARY	1706203	168592	13335	4121	1892251
FEBRUARY	1708033	168582	13332	4129	1894076
MARCH	1708923	168622	13332	4134	1895011
APRIL	1710703	168639	13327	4140	1896809
MAY	1712535	168687	13324	4141	1898687
JUNE	1713961	168849	13314	4140	1900264
JULY	1715342	169012	13307	4142	1901803
AUGUST	1716815	169082	13302	4139	1903338
SEPTEMBER	1718341	169171	13297	4139	1904948
OCTOBER	1719963	169366	13292	4138	1906759
NOVEMBER	1720955	169553	13286	4137	1907931
DECEMBER	1722926	169764	13280	4139	1910109

**We have removed “deleted meters” from the total number of meters installed. The “deleted meters” designation is given to meters that were incorrectly entered into the system and were never truly installed at a premise. This ensures our data is more representative of meters in the field.

E-1. Discreet meters unread for 6-12 months

All Occurrences Not Read for 6-12 Months					
Year	Residential	Commercial	Industrial	Other	Total
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
2023	16,857	2,366	175	4	19,402
2024	6,462	1,900	182	10	8,554

E-2. Discreet meters unread for 12+ months

All Occurrences Not Read for Longer than 12 Months					
Year	Residential	Commercial	Industrial	Other	Total
2020	773	684	371	40	1,868
2021	639	674	722	20	2,055
2022	2112	784	591	25	3,512
2023	3,444	1,020	142	14	4,620
2024	2,394	1,356	214	16	3,980

Utility Monthly Report												
Name of Utility		Xcel Energy				Highlight Indicates Data Required per Statutes 216B.091 and 216B.096						
Reporting Month/Year		Dec-24										
All Utilities												
		A	B	C	D	E	F	G	H	I	J	K
	Utility	# Residential Customers	Total Revenue from Sales to Residential Customers	# Past Due Residential Customers	Total Dollars Past Due Residential Customers	Average Past Due Dollar Amount Per Past Due Customers	Average Monthly Residential Bill	New LIHEAP Customers	Cumulative LIHEAP Customers (year to date)	Total Dollars Received From LIHEAP	Total Dollars Received from other sources	Total Residential Write-Offs due to uncollectible
Jan-24	Xcel Energy	1,330,637	\$183,668,865	188,761	\$103,335,406	\$547	\$138	9,811	35,344	\$3,236,037	\$185,401	\$2,949,494
Feb-24	Xcel Energy	1,332,277	\$164,776,665	186,100	\$105,299,738	\$566	\$124	6,249	41,593	\$3,032,972	\$200,057	\$2,302,379
Mar-24	Xcel Energy	1,333,223	\$148,332,782	184,196	\$107,120,482	\$582	\$111	5,996	47,589	\$3,241,469	\$222,077	\$3,673,815
Apr-24	Xcel Energy	1,335,255	\$141,751,922	171,361	\$101,207,970	\$591	\$106	5,485	53,074	\$3,497,840	\$148,459	\$2,748,248
May-24	Xcel Energy	1,337,617	\$115,258,162	171,223	\$89,543,906	\$523	\$86	5,217	58,291	\$3,676,562	\$370,145	\$2,723,627
Jun-24	Xcel Energy	1,337,952	\$123,708,800	167,706	\$79,129,523	\$472	\$92	2,862	61,153	\$1,779,959	\$393,825	\$2,199,993
Jul-24	Xcel Energy	1,339,219	\$169,826,292	163,080	\$77,225,368	\$474	\$127	609	61,762	\$370,425	\$440,712	\$2,611,910
Aug-24	Xcel Energy	1,341,187	\$184,462,279	186,205	\$79,578,991	\$427	\$138	1	61,763	\$6,427	\$499,272	\$1,358,118
Sep-24	Xcel Energy	1,343,546	\$153,501,955	179,800	\$81,105,406	\$451	\$114	-	61,763	\$11,162	\$468,622	\$1,268,020
Oct-24	Xcel Energy	1,344,817	\$139,326,971	193,342	\$85,305,525	\$441	\$104	-	61,763	\$0	\$407,840	\$1,174,524
Nov-24	Xcel Energy	1,346,254	\$106,354,210	175,553	\$81,552,423	\$465	\$79	22,505	22,505	\$7,763,843	\$286,595	\$1,168,230
Dec-24	Xcel Energy	1,347,947	\$173,950,711	174,794	\$79,415,224	\$454	\$129	7,501	30,006	\$4,220,109	\$256,858	\$948,640
All Utilities												
		L	M	N	O	P	Q	R	S	T	U	V
	Utility	# Residential Customers Receiving Disconnect Notices	# Residential Customers Involuntarily Disconnected	# Remote Disconnections	# Remote Reconnections	# Residential Customers restored to service w/in 24 hours (SRSQ)	# Residential Customers restored to service by entering a payment plan (SRSQ)	# Residential Customers restored at same address	Total # Residential Customers Reconnected	# Residential Customers Remaining Disconnected, 1-30 days	# Residential Customers Remaining Disconnected, 31-60 days	# Residential Customers Remaining Disconnected, 60+ days
Jan-24	Xcel Energy	71,005	2,074	n/a	n/a	1,104	1,153	1,713	1,713	224	37	157
Feb-24	Xcel Energy	71,622	1,380	968	942	677	764	1,260	1,260	156	84	112
Mar-24	Xcel Energy	70,339	1,355	1,022	895	641	710	1,202	1,202	150	52	95
Apr-24	Xcel Energy	60,885	2,565	2,134	1,784	1,301	1,300	2,117	2,117	325	53	90
May-24	Xcel Energy	62,973	10,086	8,605	7,204	5,142	5,249	8,081	8,081	1,288	-	-
Jun-24	Xcel Energy	49,597	7,818	7,021	6,200	4,494	4,144	6,659	6,659	887	591	108
Jul-24	Xcel Energy	51,735	9,024	8,320	7,223	5,457	4,384	7,740	7,740	1,053	494	446
Aug-24	Xcel Energy	59,237	8,472	7,973	7,358	5,271	3,914	7,828	7,828	771	443	674
Sep-24	Xcel Energy	62,263	2,209	2,089	2,178	1,440	928	2,351	2,351	120	292	775
Oct-24	Xcel Energy	66,412	3,553	3,486	3,067	2,109	1,740	3,325	3,325	323	65	624
Nov-24	Xcel Energy	58,470	2,402	2,317	2,179	1,442	1,034	2,370	2,370	205	111	496
Dec-24	Xcel Energy	50,158	1,611	1,555	1,442	941	720	1,526	1,526	88	84	458

All Utilities, October - April											
	# Customers Seeking Cold Weather Rule Protections	# Customers Granted Cold Weather Rule Protections	# Customers Involuntarily Disconnected, who sought protection heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who sought protection heat affected (electric)	# Customers Involuntarily Disconnected, who sought protection non-heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (gas)	# Customers Involuntarily Disconnected, who did not seek protection heat affected (electric)	# Customers Involuntarily Disconnected, who did not seek protection non-heat affected (electric)	Total Customers Disconnected
Jan-24	15,866	15,866	0	0	0	0	0	0	0	2,074	2,074
Feb-24	13,725	13,725	0	0	0	0	0	0	0	1,380	1,380
Mar-24	15,905	15,905	0	0	0	0	0	0	0	1,355	1,355
Apr-24	22,204	22,204	0	0	0	0	0	0	0	2,565	2,565
May-24	n/a	n/a	0	0	0	0	228	0	9,096	762	10,086
Jun-24	n/a	n/a	0	0	0	0	135	0	6,909	774	7,818
Jul-24	n/a	n/a	0	0	0	0	151	1	7,580	1,292	9,024
Aug-24	n/a	n/a	0	0	0	0	96	0	7,026	1,350	8,472
Sep-24	n/a	n/a	0	0	0	0	27	0	1,798	384	2,209
Oct-24	18,409	18,409	0	0	0	0	0	0	0	3,553	3,553
Nov-24	17,979	17,979	0	0	0	0	0	0	0	2,402	2,402
Dec-24	13,971	13,971	0	0	0	0	0	0	0	1,611	1,611
	# of Appeal Notices sent to customers	# of Payment Plan (PP) requests received	# of mutually agreed PP	# reconnect request appeals withdrawn	# of customers with current payment plans	# customers disconnected 24 hours or more heat affected (gas)	# customers disconnected 24 hours or more non-heat affected (gas)	# customers disconnected 24 hours or more heat affected (electric)	# customers disconnected 24 hours or more non-heat affected (electric)	# accounts reconnected within 24 hrs	Total # Customers Reconnected
Jan-24	3	15,866	15,863	0	28,062	0	0	0	970	1,104	1,713
Feb-24	1	13,725	13,724	0	28,051	0	0	0	703	677	1,260
Mar-24	0	15,905	15,905	0	27,745	0	0	0	714	641	1,202
Apr-24	1	22,204	22,203	0	33,431	0	0	0	1,264	1,301	2,117
May-24	0	0	0	0	40,242	217	0	4,237	405	5,142	8,081
Jun-24	0	0	0	0	40,236	132	0	2,816	347	4,494	6,659
Jul-24	0	0	0	0	39,133	125	1	2,871	546	5,457	7,740
Aug-24	0	0	0	0	39,952	91	0	2,563	545	5,271	7,828
Sep-24	0	0	0	0	38,796	26	0	586	154	1,440	2,351
Oct-24	1	18,409	18,408	0	36,627	0	0	0	1,444	2,109	3,325
Nov-24	0	17,979	17,979	0	32,461	0	0	0	960	1,442	2,370
Dec-24	0	13,971	13,971	0	28,185	0	0	0	670	941	1,526

All Utilities																	
	Utility	Total Res. Customers (12 month avg)	Total Residential Customer Disconnects	# LIHEAP Customers	# LIHEAP Disconnects	Disconnect Rate (%), Total Residential	Disconnect Rate (%), LIHEAP	# Customers Restored within 24 hours	# Customers Restored with Payment Plan	# Customers Disconnected 30+ days	# Customers Seeking CWR Protection	# Customers Granted CWR Protection	# Customers Requesting Medical Acct Status	# Customers Granted Medical Acct Status			
2015	Xcel Energy	1,196,104	26,394	59,861	2735	2.2%	4.6%	11,556	1,201	3,731	152,992	152,992	3,333	2,557			
2016	Xcel Energy	1,207,795	20,584	58,810	2,308	1.7%	3.9%	7,698	1,512	2,717	130,052	130,052	3,427	2,713			
2017	Xcel Energy	1,219,835	19,211	55,377	2,522	1.6%	4.6%	6,587	1,254	2,418	140,943	140,943	3,150	2,388			
2018	Xcel Energy	1,238,942	17,310	55,223	3,191	1.4%	5.8%	6,486	1,469	2,290	115,472	115,472	2,818	2,267			
2019	Xcel Energy	1,253,679	16,693	55,521	3,939	1.3%	7.1%	6,318	4,250	2,474	78,271	78,271	2,420	2,196			
2020	Xcel Energy	1,271,372	2,820	48,973	846	0.2%	1.7%	1,610	969	325	58,225	58,225	986	935			
2021	Xcel Energy	1,292,627	6,292	47,924	201	0.5%	0.4%	3,466	3,889	1,761	80,143	80,143	1,084	971			
2022	Xcel Energy	1,301,219	8,538	56,254	759	0.7%	1.3%	3,197	5,533	3,467	126,910	126,910	1,222	1,079			
2023	Xcel Energy	1,319,148	24,722	57,270	2,252	1.9%	3.9%	11,126	12,248	5,417	132,831	132,831	2,193	1,772			
2024	Xcel Energy	1,339,161	52,549	59,194	5,472	3.9%	9.2%	30,019	26,040	6,341	118,059	118,059	2,501	2,012			
beyond																	
*Figures in red from previous years have been updated as part of a 2024 data review which were identified in conjunction with:																	
Gas Service Quality Docket G00/M-24-31 - Errata filed on Aug 30, 2024																	
Electric Service Quality Docket E0002/24-27 - Requests for Medical Account Status discrepancies noted by CUB & ECC. In its Oct 25, 2024 Reply Comments, the Company committed to making the corrections to this report.																	

	# of customers with payment arrangements	Average Monthly Payment Amount	Average Number of Months in Current Payment Agreements					
Jan-24	28,062	\$187.35	6.50					
Feb-24	28,051	\$191.09	6.44					
Mar-24	27,745	\$184.16	6.70					
Apr-24	33,431	\$196.49	6.90					
May-24	40,242	\$221.92	7.11					
Jun-24	40,236	\$230.08	7.18					
Jul-24	39,133	\$229.85	7.07					
Aug-24	39,952	\$222.06	6.86					
Sep-24	38,796	\$212.57	6.59					
Oct-24	36,627	\$200.40	6.39					
Nov-24	32,461	\$185.98	6.13					
Dec-24	28,185	\$187.49	6.00					
	Service Deposit Charged to Restore Service, Explain Practice	If yes, Service Deposit Amount, Average per Customer	Reconnection Fee Charged to Restore Service, Explain Practice	If yes, Reconnection Fee Amount, Average per Customer	Down Payment Required to restore service to start a payment arrangement, Explain Practice	If yes, Down Payment Amount, as Percent of Past Due Balance or Average Amount	Interest/Penalties/Fees, Explain Practice	If yes, Interest/Penalties/Fee Amount, Average per Customer
Jan-24	N		Y	\$15.66	Y	50% of shutoff amount	Y	\$9.57
Feb-24	N		Y	\$20.48	Y	50% of shutoff amount	Y	\$9.49
Mar-24	N		Y	\$20.03	Y	50% of shutoff amount	Y	\$10.50
Apr-24	N		Y	\$17.43	Y	50% of shutoff amount	Y	\$9.52
May-24	N		Y	\$16.72	Y	50% of shutoff amount	Y	\$8.11
Jun-24	N		Y	\$15.11	Y	50% of shutoff amount	Y	\$7.64
Jul-24	N		Y	\$15.06	Y	50% of shutoff amount	Y	\$6.64
Aug-24	N		Y	\$14.70	Y	50% of shutoff amount	Y	\$7.19
Sep-24	N		Y	\$14.70	Y	50% of shutoff amount	Y	\$6.08
Oct-24	N		Y	\$14.54	Y	50% of shutoff amount	Y	\$6.96
Nov-24	N		Y	\$14.44	Y	50% of shutoff amount	Y	\$7.54
Dec-24	N		Y	\$14.26	Y	50% of shutoff amount	Y	\$8.72
	*Practice is defined as when an action would be taken.							

Electric Utilities Only				
	# Customers Requesting Medical Status	# Customers Granted Medical Status	# Medical Accounts Renewed	# Customers Denied Medical Status
Jan-24	216	180	1,968	36
Feb-24	123	94	1,896	29
Mar-24	87	70	1,873	17
Apr-24	103	83	1,924	20
May-24	257	237	2,065	20
Jun-24	228	195	2,291	33
Jul-24	234	192	2,183	42
Aug-24	282	224	2,437	58
Sep-24	198	138	2,384	60
Oct-24	137	101	2,265	35
Nov-24	140	97	2,061	43
Dec-24	496	401	2,147	95

Total Number of Disconnected Customers					
Data December - June Filed July 2024			Data July- November Filed December 2024		
Zip Code	Count		Zip Code	Count	
55106	1,161		55106	864	
55117	834		55429	756	
55104	770		55117	686	
55429	734		55428	683	
55119	729		55104	623	
55428	641		55119	609	
55112	581		55411	595	
55411	564		55112	564	
55403	521		55432	491	
55443	505		55443	487	
55432	496		55430	482	
55430	489		55343	439	
55113	476		55423	403	
55118	453		55404	398	
55423	423		55118	382	
55130	403		55403	379	
56301	388		55113	375	
55343	379		55412	364	
55412	375		55416	344	
55421	375		55421	344	
55414	354		55125	341	
55102	336		55414	314	
55416	332		55987	312	
55125	321		55422	307	
55075	320		55408	296	
55404	317		55130	283	
55422	292		55103	282	
55418	279		55427	280	
55107	274		55021	277	
55426	273		55102	269	
55103	269		55016	260	
55128	258		55075	259	
55116	256		55128	258	
55109	255		55426	251	
55425	254		56001	250	
55016	253		55109	248	
56304	240		55425	248	
55427	233		55110	245	
55110	227		56301	240	
55405	226		55107	236	
56303	226		55418	236	
55420	225		55405	230	
55441	225		55420	226	
55419	221		55441	225	
55408	215		55116	215	
55305	208		55337	214	
55433	199		55419	210	
55077	198		55025	208	
55105	196		55305	205	
55344	191		55077	198	
55076	189		55129	195	
55337	188		55066	191	
55369	177		55433	188	
55126	174		55126	174	
55406	168		55076	172	
55417	166		55369	171	
55129	164		55437	171	
55033	161		56304	171	
55082	161		55082	159	
55431	159		55344	159	
55444	147		55435	154	
55987	146		55105	152	
55437	141		55444	151	
55401	135		55033	142	
55435	134		56303	141	
55066	125		55401	139	
55438	125		55417	137	

Total Number of Disconnected Customers					
Data December - June Filed July 2024			Data July- November Filed December 2024		
Zip Code	Count		Zip Code	Count	
55025	124		55431	132	
55447	119		55057	128	
56387	119		55438	127	
55413	118		55447	122	
55108	107		55413	119	
55316	104		55038	116	
55114	102		55316	102	
55445	101		55406	98	
55101	99		56379	98	
55415	99		55445	97	
56560	97		55101	95	
55127	96		55311	93	
55409	95		55014	92	
55311	90		55372	88	
56379	85		55409	87	
55044	84		55108	86	
55042	83		55024	83	
55071	83		55127	78	
55021	81		55044	76	
55038	73		55068	76	
55068	73		55042	74	
55014	72		55114	73	
56377	70		55345	71	
55121	69		55415	70	
55407	69		55121	69	
55345	66		55055	66	
55024	61		55364	66	
55454	58		56377	65	
55364	57		56003	64	
55410	57		56560	62	
55055	54		55407	59	
55122	54		55378	58	
55378	54		55122	57	
55436	53		55071	56	
55057	50		55410	55	
55347	49		55362	54	
55446	49		55446	53	
55449	48		55436	49	
55079	44		55092	48	
55346	42		55013	47	
55115	40		55045	47	
55045	39		56387	46	
55391	38		55331	44	
55442	38		55454	44	
55013	37		55301	42	
55331	37		55376	42	
55317	35		55302	41	
55092	33		55352	41	
56164	32		55387	41	
55074	31		55115	40	
56529	31		55449	39	
55362	30		56529	39	
55387	30		56011	38	
56721	29		55346	37	
55376	27		55388	37	
55301	26		55079	36	
55041	23		55442	36	
56401	23		55981	36	
55424	22		55347	35	
56472	20		55439	31	
55374	19		55309	30	
55439	19		55334	28	
56367	19		55391	27	
55120	18		55317	26	
56001	18		55947	25	
56329	18		55992	25	
55384	17		55009	24	

Total Number of Disconnected Customers					
Data December - June Filed July 2024			Data July- November Filed December 2024		
Zip Code	Count		Zip Code	Count	
55992	17		55041	23	
55434	16		55074	23	
55981	16		55384	21	
55363	15		55434	21	
55368	14		55920	21	
55388	14		56096	21	
55963	14		55395	19	
56172	13		56721	19	
55315	12		55354	18	
55395	12		55397	18	
55927	12		55374	17	
55940	12		55963	17	
56468	12		56024	17	
55043	11		55120	16	
55354	11		55424	16	
55359	11		55315	15	
56374	11		55375	15	
55084	10		56472	15	
55356	10		55056	14	
55373	10		55073	14	
55397	10		56547	14	
55402	10		55356	13	
56320	10		55368	13	
56473	10		55402	13	
56514	10		55927	13	
55090	9		55985	13	
55302	9		56401	13	
55309	9		55003	12	
55357	9		55043	12	
55959	9		55373	12	
56369	9		55959	12	
56474	9		55012	11	
55003	8		55046	11	
55111	8		55353	11	
55328	8		56044	11	
55941	8		55084	10	
56425	8		55308	10	
56547	8		55322	10	
55012	7		55381	10	
55339	7		55342	9	
55381	7		55386	9	
55386	7		55940	9	
56115	7		56288	9	
56144	7		55339	8	
56175	7		55359	8	
55001	6		55390	8	
55321	6		55941	8	
55322	6		55969	8	
55349	6		55052	7	
55366	6		55319	7	
55947	6		55349	7	
56373	6		55363	7	
55009	5		55385	7	
55054	5		55924	7	
55124	5		55955	7	
55340	5		55956	7	
55390	5		55983	7	
55956	5		56164	7	
55985	5		56222	7	
55991	5		56320	7	
56003	5		55019	6	
55019	4		55027	6	
55047	4		55047	6	
55049	4		55111	6	
55056	4		55335	6	
55150	4		56172	6	
55341	4		56312	6	

Total Number of Disconnected Customers					
Data December - June Filed July 2024			Data July- November Filed December 2024		
Zip Code	Count		Zip Code	Count	
55375	4		56329	6	
55955	4		56468	6	
56288	4		55089	5	
56465	4		55090	5	
56580	4		55314	5	
56585	4		55328	5	
55060	3		55360	5	
55073	3		55367	5	
55342	3		55389	5	
55360	3		56074	5	
55389	3		56175	5	
55983	3		56316	5	
56265	3		56334	5	
56284	3		56381	5	
56340	3		56442	5	
56381	3		56474	5	
56442	3		55001	4	
55320	2		55124	4	
55358	2		55341	4	
55367	2		55925	4	
55910	2		55991	4	
55925	2		56228	4	
55945	2		56273	4	
55969	2		56425	4	
56093	2		56473	4	
56151	2		55018	3	
56251	2		55031	3	
56334	2		55085	3	
56360	2		55304	3	
56594	2		55320	3	
55052	1		55321	3	
55053	1		55329	3	
55313	1		55338	3	
55319	1		55340	3	
55324	1		55358	3	
55325	1		55945	3	
55370	1		55982	3	
55372	1		56017	3	
55382	1		56054	3	
55924	1		56072	3	
55943	1		56141	3	
55957	1		56144	3	
55982	1		56209	3	
56096	1		56265	3	
56123	1		56362	3	
56273	1		56368	3	
56285	1		56465	3	
56307	1		55026	2	
56310	1		55054	2	
56335	1		55065	2	
56448	1		55087	2	
56536	1		55327	2	

Total Number of Disconnected Customers					
Data December - June Filed July 2024			Data July- November Filed December 2024		
Zip Code	Count		Zip Code	Count	
			55910	2	
			56021	2	
			56063	2	
			56266	2	
			56307	2	
			56310	2	
			56356	2	
			56360	2	
			56374	2	
			56514	2	
			55005	1	
			55011	1	
			55020	1	
			55053	1	
			55088	1	
			55150	1	
			55336	1	
			55357	1	
			55366	1	
			55370	1	
			55382	1	
			55957	1	
			55968	1	
			56115	1	
			56120	1	
			56123	1	
			56132	1	
			56139	1	
			56151	1	
			56260	1	
			56281	1	
			56284	1	
			56340	1	
			56371	1	
			56525	1	
			56580	1	

New Gas Service Extension Installations

Gas													
Residential	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2024
# of Installations	226	186	185	209	283	256	319	317	334	439	332	270	3,356
Avg. days to complete from customer and site ready	2.9	1.4	5.2	7.2	6.0	4.7	-0.7	3.9	6.9	8.2	10.9	12.9	6.7

Gas													
Commercial	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2024
# of Installations	14	2	12	13	13	24	30	29	19	47	38	21	262
Avg. days to complete from customer and site ready	21.7	15.0	13.9	67.9	11.8	87.8	-10.2	22.8	68.3	35.3	18.4	20.6	30.8

Start Service Reconnection Requests

Gas													
Residential	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2024
# of Reconnections	8	16	11	12	33	22	27	34	44	72	46	23	348
Avg. days to complete from customer and site ready	3.3	1.2	7.4	9.6	3.5	2.5	4.5	5.1	2.3	2.4	2.3	1.5	3.2

Gas													
Commercial	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2024
# of Reconnections	9	5	4	1	16	-	4	2	1	10	17	9	78
Avg. days to complete from customer and site ready	2.4	2.8	1.5	6.8	1.3	0.0	1.0	1.4	0.9	1.8	3.1	1.0	2.1

**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, 2024 to December 31, 2024
 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: Robert Duenes, Customer Advocate Analyst, Customer Care (806) 513-1493

I. Complaint Type	<u>RESIDENTIAL</u>			<u>COMMERCIAL</u>			<u>INDUSTRIAL</u>			<u>GOVERNMENT</u>		
	<u>Received</u>	<u>Resolved</u>	<u>Unresolved</u>	<u>Received</u>	<u>Resolved</u>	<u>Unresolved</u>	<u>Received</u>	<u>Resolved</u>	<u>Unresolved</u>	<u>Received</u>	<u>Resolved</u>	<u>Unresolved</u>
A. Billing Error	219	147	72	5	2	3	-	-	-	-	-	-
B. High Bill	33	30	3	-	-	-	-	-	-	-	-	-
C. Inaccurate Metering	29	22	7	2	2	-	-	-	-	-	-	-
D. Inadequate Service	697	616	81	16	10	6	-	-	-	-	-	-
D.1. Inadequate Service: CWRP	139	117	22	1	-	1	-	-	-	-	-	-
D.2. Inadequate Service: Customer Service	6	5	1	-	-	-	1	1	-	-	-	-
D.3. Inadequate Service: Field/Operations	102	87	15	7	6	1	-	-	-	-	-	-
D.4. Inadequate Service: Programs and Services	450	407	43	8	4	4	-	-	-	-	-	-
E. Service Ext Interval	56	46	10	4	4	-	-	-	-	-	-	-
F. Service Rest Interval	19	12	7	1	1	-	1	1	-	-	-	-
G. Wrongful Disconnect	383	354	29	3	2	1	-	-	-	-	-	-
Total Complaints	1,436	1,227	209	31	21	10	1	1	-	-	-	-

II. Number of Customers	<u>Electric</u>			<u>Gas</u>		
	<u>2023</u>	<u>2024</u>	<u>Net Change</u>	<u>2023</u>	<u>2024</u>	<u>Net Change</u>
Residential	1,212,790	1,230,057	17,267	449,623	454,012	4,389
Commercial/ Industrial	137,010	137,671	661	36,017	36,192	175
<u>Other</u>	7,378	7,528	150	427	419	-8
Total	1,357,178	1,375,256	18,078	486,067	490,623	4,556

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

A. The Number of Complaints Received													
Count of Incident ID	Month												Grand Total
Row Labels	1	2	3	4	5	6	7	8	9	10	11	12	Grand Total
Commercial	2	1	5	8	5	5	3	6	1	2	8	4	50
BBB								1					1
Commission	2		5	5	3	3	1	3		2	4	3	31
Informational				1	1	1	1	1	1			1	7
Internal		1			1	1					1		4
OAG				2			1	1			2		6
Officer											1		1
Industrial									1		1		2
Commission									1				1
Internal											1		1
Residential	81	93	82	112	217	276	225	251	161	197	120	114	1,929
BBB	3	4	6	6	3	10	10	12	4	7	4	3	72
BBB/Commission		1	1			1		1			1		5
BBB/OAG									1				1
Commission	47	47	48	70	167	221	171	184	117	150	94	86	1,402
Commission/BBB										2			2
Commission/BBB/OAG								1					1
Commission/Internal										1			1
Commission/Internal/OAG				1									1
Commission/OAG	1		2	2	2		3	3	2	1	2	2	20
Commission/OAG/Officer					1								1
Commission/Officer		1				1						1	3
Direct Customer Contact						1		1					2
Government									1				1
Informational	8	11	4	5	6	14	4	4	8	9	3	5	81
Informational/OAG						1	1			1			3
Internal	6	12	14	9	16	7	14	15	11	5	5	2	116
Internal/OAG							1						1
Internal/Officer			1							1			2
Media Relations										1			1
OAG	16	16	5	19	19	18	18	30	16	19	9	11	196
OAG/BBB					1		1						2
OAG/Internal											1		1
Officer		1			2	2	2		1		1	4	13
Subpoena			1										1
Grand Total	83	94	87	120	222	281	228	257	163	199	129	118	1,981

E. The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action

Commission		Commission											
Count of Incident ID Row Labels	Month												Grand Total
	1	2	3	4	5	6	7	8	9	10	11	12	
Commercial	2		5	5	3	3	1	3		2	4	3	31
Commission	2		5	5	3	3	1	3		2	4	3	31
Industrial									1				1
Commission									1				1
Residential	48	49	51	73	170	223	174	189	119	154	97	89	1,436
BBB/Commission		1	1			1		1			1		5
Commission	47	47	48	70	167	221	171	184	117	150	94	86	1,402
Commission/BBB										2			2
Commission/BBB/OAG								1					1
Commission/Internal										1			1
Commission/Internal/OAG				1									1
Commission/OAG	1		2	2	2		3	3	2	1	2	2	20
Commission/OAG/Officer					1								1
Commission/Officer		1				1						1	3
Grand Total	50	49	56	78	173	226	175	192	120	156	101	92	1,468

Customer Complaint Report
2024 Annual

Turnaround Days for Closing a Complaint

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	3,697	3	33	2	3,735	81.62%	3,702	32	1
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	91	1	0	0	92	2.01%	91	1	0
Inaccurate Metering	128	0	0	0	128	2.80%	128	0	0
Inadequate Service	518	1	2	1	522	11.41%	517	5	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	42	0	2	0	44	0.96%	44	0	0
Wrongful Disconnect	53	0	2	0	55	1.20%	55	0	0
Total Commercial	4,529	5	39	3	4,576		4,537	38	1
Total Commercial Percentage	98.97%	0.11%	0.85%	0.07%					
Industrial									
Billing Errors	931	2	5	0	938	938.00%	930	8	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	8	0	0	0	8	8.00%	8	0	0
Inaccurate Metering	13	0	0	0	13	13.00%	13	0	0
Inadequate Service	130	1	0	0	131	131.00%	130	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	10	1	0	0	11	11.00%	11	0	0
Wrongful Disconnect	8	1	0	0	9	9.00%	9	0	0
Total Industrial	1100	5	5	0	1110		1,101	9	0
Total Industrial Percentage	99.10%	0.45%	0.45%	0.00%					
Residential									
Billing Errors	4,580	32	52	2	4,666	201.29%	4,660	6	0
Complaint	28	2	0	1	31	1.34%	12	19	0
High Bill	55	3	3	2	63	2.72%	63	0	0
Inaccurate Metering	171	3	1	0	175	7.55%	175	0	0
Inadequate Service	29,115	554	552	36	30,257	1305.31%	30,220	36	1
MR-Special Call Cntr	6	0	0	0	6	0.26%	3	3	0
Service Extension	1	0	0	0	1	0.04%	1	0	0
Service Restoration	90	7	11	0	108	4.66%	108	0	0
Wrongful Disconnect	1,031	4	28	2	1,065	45.94%	1,065	0	0
Total Residential	35,077	605	647	43	36,372		36,307	64	1
Total Residential Percentage	96.44%	1.66%	1.78%	0.12%					
Total State of Minnesota	40,706	615	691	46	42,058		41,945	111	2
Total ST of MN Percentage	96.79%	1.46%	1.64%	0.11%					

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

Customer Complaint Report
JANUARY, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	315	0	1	0	316	78.41%	313	3	0
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	7	0	0	0	7	1.74%	6	1	0
Inaccurate Metering	36	0	0	0	36	8.93%	36	0	0
Inadequate Service	40	0	0	0	40	9.93%	40	0	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	2	0	0	0	2	0.50%	2	0	0
Wrongful Disconnect	2	0	0	0	2	0.50%	2	0	0
Total Commercial	402	0	1	0	403		399	4	0
Total Commercial Percentage	99.75%	0.00%	0.25%	0.00%					
Industrial									
Billing Errors	88	0	1	0	89	89.00%	88	1	0
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	0	0	0	0		0.00%	0	0	0
Inaccurate Metering	3	0	0	0	3	3.00%	3	0	0
Inadequate Service	7	0	0	0	7	7.00%	7	0	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	1	0	0	0	1	1.00%	1	0	0
Wrongful Disconnect	0	0	0	0		0.00%	0	0	0
Total Industrial	99	0	1	0	100		99	1	0
Total Industrial Percentage	99.00%	0.00%	1.00%	0.00%					
Residential									
Billing Errors	245	4	1	0	250	10.79%	250	0	0
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	11	0	1	0	12	0.52%	12	0	0
Inaccurate Metering	55	0	0	0	55	2.37%	55	0	0
Inadequate Service	1,850	40	50	2	1,942	83.78%	1,939	3	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	10	0	1	0	11	0.47%	11	0	0
Wrongful Disconnect	47	0	1	0	48	2.07%	48	0	0
Total Residential	2,218	44	54	2	2,318		2,315	3	0
Total Residential Percentage	95.69%	1.90%	2.33%	0.09%					
Total State of Minnesota	2,719	44	56	2	2,821		2,813	8	0
Total ST of MN Percentage	96.38%	1.56%	1.99%	0.07%					

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

Customer Complaint Report
FEBRUARY, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	376	1	4	0	381	80.04%	379	2	0
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	3	0	0	0	3	0.63%	3	0	0
Inaccurate Metering	29	0	0	0	29	6.09%	29	0	0
Inadequate Service	61	0	0	0	61	12.82%	61	0	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.21%	1	0	0
Wrongful Disconnect	1	0	0	0	1	0.21%	1	0	0
Total Commercial	471	1	4	0	476		474	2	0
Total Commercial Percentage	98.95%	0.21%	0.84%	0.00%					
Industrial									
Billing Errors	93	0	0	0	93	80.87%	93	0	0
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	1	0	0	0	1	0.87%	1	0	0
Inaccurate Metering	2	0	0	0	2	1.74%	2	0	0
Inadequate Service	16	0	0	0	16	13.91%	16	0	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	2	0	0	0	2	1.74%	2	0	0
Wrongful Disconnect	1	0	0	0	1	0.87%	1	0	0
Total Industrial	115	0	0	0	115		115	0	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
Residential									
Billing Errors	358	4	4	2	368	14.71%	367	1	0
Complaint	0	0	0	0		0.00%	0	0	0
High Bill	3	0	0	0	3	0.12%	3	0	0
Inaccurate Metering	32	1	0	0	33	1.32%	33	0	0
Inadequate Service	1954	47	37	4	2,042	81.61%	2041	1	0
MR-Special Call Cntr	0	0	0	0		0.00%	0	0	0
Service Extension	0	0	0	0		0.00%	0	0	0
Service Restoration	5	0	2	0	7	0.28%	7	0	0
Wrongful Disconnect	49	0	0	0	49	1.96%	49	0	0
Total Residential	2,401	52	43	6	2,502		2,500	2	0
Total Residential Percentage	95.96%	2.08%	1.72%	0.24%					
Total State of Minnesota	2,987	53	47	6	3,093		3,089	4	0
Total ST of MN Percentage	96.57%	1.71%	1.52%	0.19%					

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

Customer Complaint Report

MARCH, 2024

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	347	0	1	0	348	84.26%	345	3	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	9	0	0	0	9	2.18%	9	0	0
Inaccurate Metering	7	0	0	0	7	1.69%	7	0	0
Inadequate Service	39	0	0	0	39	9.44%	39	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	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
Wrongful Disconnect	9	0	1	0	10	2.42%	10	0	0
Total Commercial	411	0	2	0	413		410	3	0
Total Commercial Percentage	99.52%	0.00%	0.48%	0.00%					
Industrial									
Billing Errors	75	0	0	0	75	88.24%	75	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	10	0	0	0	10	11.76%	10	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	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
Wrongful Disconnect	0	0	0	0	0	0.00%	0	0	0
Total Industrial	85	0	0	0	85		85	0	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
Residential									
Billing Errors	499	10	6	0	515	21.83%	514	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	3	1	1	0	5	0.21%	5	0	0
Inaccurate Metering	14	0	0	0	14	0.59%	14	0	0
Inadequate Service	1,647	73	71	2	1,793	76.01%	1,793	0	0
MR-Special Call Cntr	2	0	0	0	2	0.08%	2	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	0	0	4	0.17%	4	0	0
Wrongful Disconnect	26	0	0	0	26	1.10%	26	0	0
Total Residential	2,195	84	78	2	2,359		2,358	1	0
Total Residential Percentage	93.05%	3.56%	3.31%	0.08%					
Total State of Minnesota	2,691	84	80	2	2,857		2,853	4	0
Total ST of MN Percentage	94.19%	2.94%	2.80%	0.07%					

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

Customer Complaint Report
APRIL, 2024

Turnaround Days for Closing a Complaint

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	285	0	2	0	287	82.00%	283	4	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	6	0	0	0	6	1.71%	6	0	0
Inaccurate Metering	11	0	0	0	11	3.14%	11	0	0
Inadequate Service	35	0	1	0	36	10.29%	36	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	5	0	0	0	5	1.43%	5	0	0
Wrongful Disconnect	5	0	0	0	5	1.43%	5	0	0
Total Commercial	347	0	3	0	350		346	4	0
Total Commercial Percentage	99.14%	0.00%	0.86%	0.00%					
Industrial									
Billing Errors	74	0	0	0	74	82.22%	74	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	2	0	0	0	2	2.22%	2	0	0
Inaccurate Metering	2	0	0	0	2	2.22%	2	0	0
Inadequate Service	10	0	0	0	10	11.11%	10	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	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
Wrongful Disconnect	2	0	0	0	2	2.22%	2	0	0
Total Industrial	90	0	0	0	90		90	0	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
Residential									
Billing Errors	367	2	5	0	374	13.25%	374	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	2	0	0	0	2	0.07%	2	0	0
Inaccurate Metering	9	1	0	0	10	0.35%	10	0	0
Inadequate Service	2,258	66	55	0	2,379	84.27%	2,378	1	0
MR-Special Call Cntr	1	0	0	0	1	0.04%	1	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	1	0	0	5	0.18%	5	0	0
Wrongful Disconnect	51	0	1	0	52	1.84%	52	0	0
Total Residential	2,692	70	61	0	2,823		2,822	1	0
Total Residential Percentage	95.36%	2.48%	2.16%	0.00%					
Total State of Minnesota	3,129	70	64	0	3,263		3,258	5	0
Total ST of MN Percentage	95.89%	2.15%	1.96%	0.00%					

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

Customer Complaint Report
MAY, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	276	0	2	1	279	82.06%	277	2	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	5	1	0	0	6	1.76%	6	0	0
Inaccurate Metering	10	0	0	0	10	2.94%	10	0	0
Inadequate Service	31	0	0	0	31	9.12%	31	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	3	0	1	0	4	1.14%	4	0	0
Wrongful Disconnect	10	0	0	0	10	2.86%	10	0	0
Total Commercial	335	1	3	1	340		338	2	0
Total Commercial Percentage	98.53%	0.29%	0.88%	0.29%					
Industrial									
Billing Errors	70	0	1	0	71	83.53%	70	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	2	0	0	0	2	2.35%	2	0	0
Inaccurate Metering	2	0	0	0	2	2.35%	2	0	0
Inadequate Service	8	0	0	0	8	9.41%	8	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	0	1	0	0	1	1.18%	1	0	0
Wrongful Disconnect	1	0	0	0	1	1.18%	1	0	0
Total Industrial	83	1	1	0	85		84	1	0
Total Industrial Percentage	97.65%	1.18%	1.18%	0.00%					
Residential									
Billing Errors	351	2	3	0	356	11.00%	354	2	0
Complaint	3	0	0	0	3	0.09%	1	2	0
High Bill	0	0	0	1	1	0.03%	1	0	0
Inaccurate Metering	16	0	0	0	16	0.49%	16	0	0
Inadequate Service	2,512	70	101	5	2,688	83.07%	2,688	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	-	0	0
Service Restoration	3	0	1	0	4	0.12%	4	0	0
Wrongful Disconnect	157	1	10	0	168	5.19%	168	0	0
Total Residential	3,042	73	115	6	3,236		3,232	4	0
Total Residential Percentage	94.00%	2.26%	3.55%	0.19%					
Total State of Minnesota	3,460	75	119	7	3,661		3,654	7	0
Total ST of MN Percentage	94.51%	2.05%	3.25%	0.19%					

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

Customer Complaint Report
JUNE, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	262	1	4	0	267	85.58%	263	4	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	7	0	0	0	7	2.24%	7	0	0
Inaccurate Metering	5	0	0	0	5	1.60%	5	0	0
Inadequate Service	28	0	0	0	28	8.97%	28	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	0.64%	2	0	0
Wrongful Disconnect	2	0	1	0	3	0.96%	3	0	0
Total Commercial	306	1	5	0	312		308	4	0
Total Commercial Percentage	98.08%	0.32%	1.60%	0.00%					
Industrial									
Billing Errors	71	0	1	0	72	90.00%	71	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	1	0	0	0	1	1.25%	1	0	0
Inaccurate Metering	1	0	0	0	1	1.25%	1	0	0
Inadequate Service	3	0	0	0	3	3.75%	3	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	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
Wrongful Disconnect	3	0	0	0	3	3.75%	3	0	0
Total Industrial	79	0	1	0	80		79	1	0
Total Industrial Percentage	98.75%	0.00%	1.25%	0.00%					
Residential									
Billing Errors	481	2	5	0	488	16.42%	486	2	0
Complaint	4	0	0	0	4	0.13%	0	4	0
High Bill	1	0	1	1	3	0.10%	3	0	0
Inaccurate Metering	10	0	0	0	10	0.34%	10	0	0
Inadequate Service	2254	25	44	6	2,329	78.36%	2328	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	8	1	1	0	10	0.34%	10	0	0
Wrongful Disconnect	122	1	4	1	128	4.31%	128	0	0
Total Residential	2,880	29	55	8	2,972		2,965	7	0
Total Residential Percentage	96.90%	0.98%	1.85%	0.27%					
Total State of Minnesota	3,265	30	61	8	3,364		3,352	12	0
Total ST of MN Percentage	97.06%	0.89%	1.81%	0.24%					

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

Customer Complaint Report
JULY, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	306	1	3	0	310	84.24%	308	2	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	6	0	0	0	6	1.63%	6	0	0
Inaccurate Metering	6	0	0	0	6	1.63%	6	0	0
Inadequate Service	37	1	0	1	39	10.60%	38	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	7	0	0	0	7	1.90%	7	0	0
Wrongful Disconnect	0	0	0	0	0	0.00%	0	0	0
Total Commercial	362	2	3	1	368		365	3	0
Total Commercial Percentage	98.37%	0.54%	0.82%	0.27%					
Industrial									
Billing Errors	58	0	0	0	58	82.86%	56	2	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	12	0	0	0	12	17.14%	12	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	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
Wrongful Disconnect	0	0	0	0	0	0.00%	0	0	0
Total Industrial	70	0	0	0	70		68	2	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
Residential									
Billing Errors	224	2	6	0	232	7.17%	232	0	0
Complaint	3	0	0	0	3	0.09%	0	3	0
High Bill	2	0	0	0	2	0.06%	2	0	0
Inaccurate Metering	6	0	1	0	7	0.22%	7	0	0
Inadequate Service	2,751	40	40	3	2,834	87.55%	2,831	3	0
MR-Special Call Cntr	2	0	0	0	2	0.06%	0	2	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	9	1	1	0	11	0.34%	11	0	0
Wrongful Disconnect	142	0	4	0	146	4.51%	146	0	0
Total Residential	3,139	43	52	3	3,237		3,229	8	0
Total Residential Percentage	96.97%	1.33%	1.61%	0.09%					
Total State of Minnesota	3,571	45	55	4	3,675		3,662	13	0
Total ST of MN Percentage	97.17%	1.22%	1.50%	0.11%					

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

Customer Complaint Report
AUGUST, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	341	0	2	0	343	84.90%	339	3	1
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	13	0	0	0	13	3.22%	13	0	0
Inaccurate Metering	9	0	0	0	9	2.23%	9	0	0
Inadequate Service	32	0	0	0	32	7.92%	32	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	1	0	5	1.24%	5	0	0
Wrongful Disconnect	2	0	0	0	2	0.50%	2	0	0
Total Commercial	401	0	3	0	404		400	3	1
Total Commercial Percentage	99.26%	0.00%	0.74%	0.00%					
Industrial									
Billing Errors	94	0	1	0	95	83.33%	95	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	1	0	0	0	1	0.88%	1	0	0
Inaccurate Metering	1	0	0	0	1	0.88%	1	0	0
Inadequate Service	14	1	0	0	15	13.16%	14	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	1.75%	2	0	0
Wrongful Disconnect	0	0	0	0	0	0.00%	0	0	0
Total Industrial	112	1	1	0	114		113	1	0
Total Industrial Percentage	98.25%	0.88%	0.88%	0.00%					
Residential									
Billing Errors	291	0	3	0	294	9.38%	294	0	0
Complaint	5	0	0	0	5	0.16%	4	1	0
High Bill	2	1	0	0	3	0.10%	3	0	0
Inaccurate Metering	10	0	0	0	10	0.32%	10	0	0
Inadequate Service	2,619	52	27	4	2,702	86.22%	2,698	3	1
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	18	1	1	0	20	0.64%	20	0	0
Wrongful Disconnect	97	0	2	1	100	3.19%	100	0	0
Total Residential	3,042	54	33	5	3,134		3,129	4	1
Total Residential Percentage	97.06%	1.72%	1.05%	0.16%					
Total State of Minnesota	3,555	55	37	5	3,652		3,642	8	2
Total ST of MN Percentage	97.34%	1.51%	1.01%	0.14%					

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

Customer Complaint Report
SEPTEMBER, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	306	0	3	0	309	86.07%	308	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	6	0	0	0	6	1.67%	6	0	0
Inaccurate Metering	2	0	0	0	2	0.56%	2	0	0
Inadequate Service	35	0	0	0	35	9.75%	35	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	5	0	0	0	5	1.39%	5	0	0
Wrongful Disconnect	2	0	0	0	2	0.56%	2	0	0
Total Commercial	356	0	3	0	359		358	1	0
Total Commercial Percentage	99.16%	0.00%	0.84%	0.00%					
Industrial									
Billing Errors	76	1	0	0	77	84.62%	76	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	1	0	0	0	1	1.10%	1	0	0
Inadequate Service	10	0	0	0	10	10.99%	10	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	3	0	0	0	3	3.30%	3	0	0
Wrongful Disconnect	0	0	0	0	0	0.00%	0	0	0
Total Industrial	90	1	0	0	91		90	1	0
Total Industrial Percentage	98.90%	1.10%	0.00%	0.00%					
Residential									
Billing Errors	554	3	5	0	562	16.79%	562	0	0
Complaint	5	0	0	1	6	0.18%	2	4	0
High Bill	4	1	0	0	5	0.15%	5	0	0
Inaccurate Metering	9	0	0	0	9	0.27%	9	0	0
Inadequate Service	2621	25	26	2	2,674	79.87%	2669	5	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	5	2	0	0	7	0.21%	7	0	0
Wrongful Disconnect	83	0	2	0	85	2.54%	85	0	0
Total Residential	3,281	31	33	3	3,348		3,339	9	0
Total Residential Percentage	98.00%	0.93%	0.99%	0.09%					
Total State of Minnesota	3,727	32	36	3	3,798		3,787	11	0
Total ST of MN Percentage	98.13%	0.84%	0.95%	0.08%					

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

Customer Complaint Report
OCTOBER, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	369	0	1	0	370	80.79%	366	4	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	9	0	0	0	9	1.97%	9	0	0
Inaccurate Metering	5	0	0	0	5	1.09%	5	0	0
Inadequate Service	61	0	1	0	62	13.54%	60	2	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	5	0	0	0	5	1.09%	5	0	0
Wrongful Disconnect	7	0	0	0	7	1.53%	7	0	0
Total Commercial	456	0	2	0	458		452	6	0
Total Commercial Percentage	99.56%	0.00%	0.44%	0.00%					
Industrial									
Billing Errors	125	1	0	0	126	88.73%	125	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	14	0	0	0	14	9.86%	14	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.70%	1	0	0
Wrongful Disconnect	1	0	0	0	1	0.70%	1	0	0
Total Industrial	141	1	0	0	142		141	1	0
Total Industrial Percentage	99.30%	0.70%	0.00%	0.00%					
Residential									
Billing Errors	416	1	6	0	423	11.27%	423	0	0
Complaint	3	2	0	0	5	0.13%	4	1	0
High Bill	9	0	0	0	9	0.24%	9	0	0
Inaccurate Metering	5	0	0	0	5	0.13%	5	0	0
Inadequate Service	3111	54	20	4	3,189	84.99%	3179	10	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	2	0	8	0.21%	8	0	0
Wrongful Disconnect	110	1	2	0	113	3.01%	113	0	0
Total Residential	3,660	58	30	4	3,752		3,741	11	0
Total Residential Percentage	97.55%	1.55%	0.80%	0.11%					
Total State of Minnesota	4,257	59	32	4	4,352		4,334	18	0
Total ST of MN Percentage	97.82%	1.36%	0.74%	0.09%					

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

Customer Complaint Report
NOVEMBER, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	260	0	2	1	263	76.45%	260	3	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	8	0	0	0	8	2.33%	8	0	0
Inaccurate Metering	3	0	0	0	3	0.87%	3	0	0
Inadequate Service	58	0	0	0	58	16.86%	57	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	3	0	0	0	3	0.87%	3	0	0
Wrongful Disconnect	9	0	0	0	9	2.62%	9	0	0
Total Commercial	341	0	2	1	344		340	4	0
Total Commercial Percentage	99.13%	0.00%	0.58%	0.29%					
Industrial									
Billing Errors	57	0	1	0	58	82.86%	57	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	1	0	0	0	1	1.43%	1	0	0
Inaccurate Metering	1	0	0	0	1	1.43%	1	0	0
Inadequate Service	9	0	0	0	9	12.86%	9	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	1.43%	1	0	0
Wrongful Disconnect	0	0	0	0	0	0.00%	0	0	0
Total Industrial	69	0	1	0	70		69	1	0
Total Industrial Percentage	98.57%	0.00%	1.43%	0.00%					
Residential									
Billing Errors	423	1	5	0	429	12.08%	429	0	0
Complaint	5	0	0	0	5	0.14%	1	4	0
High Bill	6	0	0	0	6	0.17%	6	0	0
Inaccurate Metering	4	1	0	0	5	0.14%	5	0	0
Inadequate Service	2924	42	36	1	3,003	84.54%	2998	5	0
MR-Special Call Cntr	1	0	0	0	1	0.03%	0	1	0
Service Extension	1	0	0	0	1	0.03%	1	0	0
Service Restoration	5	1	2	0	8	0.23%	8	0	0
Wrongful Disconnect	92	0	2	0	94	2.65%	94	0	0
Total Residential	3,461	45	45	1	3,552		3,542	10	0
Total Residential Percentage	97.44%	1.27%	1.27%	0.03%					
Total State of Minnesota	3,871	45	48	2	3,966		3,951	15	0
Total ST of MN Percentage	97.60%	1.13%	1.21%	0.05%					

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

Customer Complaint Report
DECEMBER, 2024

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing Errors	254	0	8	0	262	75.07%	261	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	12	0	0	0	12	3.44%	12	0	0
Inaccurate Metering	5	0	0	0	5	1.43%	5	0	0
Inadequate Service	61	0	0	0	61	17.48%	60	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	5	0	0	0	5	1.43%	5	0	0
Wrongful Disconnect	4	0	0	0	4	1.15%	4	0	0
Total Commercial	341	0	8	0	349		347	2	0
Total Commercial Percentage	97.71%	0.00%	2.29%	0.00%					
Industrial									
Billing Errors	50	0	0	0	50	73.53%	50	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	17	0	0	0	17	25.00%	17	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	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
Wrongful Disconnect	0	1	0	0	1	1.47%	1	0	0
Total Industrial	67	1	0	0	68		68	0	0
Total Industrial Percentage	98.53%	1.47%	0.00%	0.00%					
Residential									
Billing Errors	371	1	3	0	375	11.95%	375	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
High Bill	12	0	0	0	12	0.38%	12	0	0
Inaccurate Metering	1	0	0	0	1	0.03%	1	0	0
Inadequate Service	2614	20	45	3	2,682	85.44%	2678	4	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	13	0	0	0	13	0.41%	13	0	0
Wrongful Disconnect	55	1	0	0	56	1.78%	56	0	0
Total Residential	3,066	22	48	3	3,139		3,135	4	0
Total Residential Percentage	97.67%	0.70%	1.53%	0.10%					
Total State of Minnesota	3,474	23	56	3	3,556		3,550	6	0
Total ST of MN Percentage	97.69%	0.65%	1.57%	0.08%					

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

Xcel Energy
 Natural Gas Service Quality Report - 2024
 Emergency Calls Average Speed of Answer

All Natural Gas Emergency Calls*

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	2024 Average
Average Speed of Answer (in Seconds)	9	8	8	9	9	9	11	11	7	4	4	3	8
Agent Offered Call Volume	3,430	2,737	2,552	2,981	3,486	3,079	4,196	4,739	2,985	3,595	3,285	3,157	40,222

Natural Gas Emergency Line Only (1-800-895-2999)

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	2024 Average
Average Speed of Answer (in Seconds)	16	11	11	15	12	12	15	14	10	7	7	6	11
Agent Offered Call Volume	666	418	423	439	571	485	543	781	478	647	603	604	6,658

*Phone numbers included here are our general phone customer service line (1-800-895-4999), our Business Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999)

YEAR: 2024

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response	Avg	# of Orders	% of Orders	# of Orders	% of Orders
			Time	Talk Time	Dispatch	Time	Travel	Response		in <= 60		in <= 60		in >60
EBG	Broken/Hit Gas Line	392	1,576	4.02	2,010	5.13	7,505	19.15	11,092	28.3	381	97	11	3
ECO	CO Check/Alarm	1343	5,228	3.89	9,810	7.3	22,346	16.64	37,383	27.84	1,320	98	23	2
EEX	Gas Explosion	2	8	4.06	8	4.15	61	30.45	77	38.66	2	100	0	0
EFI	Gas Fire	270	1,049	3.89	2,496	9.24	4,339	16.07	7,884	29.2	267	99	3	1
EIR	Ice Regulator	7	26	3.68	65	9.23	127	18.2	218	31.11	7	100	0	0
EOI	Smells Gas Inside	6137	23,887	3.89	43,032	7.01	104,750	17.07	171,669	27.97	6,031	98	106	2
EOO	Smells Gas Outside	4447	17,238	3.88	29,530	6.64	79,126	17.79	125,894	28.31	4,338	98	109	2
EPR	High / Low Pressure	418	1,578	3.78	2,446	5.85	7,422	17.75	11,445	27.38	412	99	6	1
ETX	CO Emergency	163	624	3.83	1,007	6.18	2,939	18.03	4,570	28.03	161	99	2	1
NOGAS	Customer Reports No Gas	840	3,236	3.85	6,197	7.38	14,691	17.49	24,124	28.72	821	98	19	2
All Gas Emergency Calls for 2024		14,019	54,450	3.88	96,600	6.89	243,307	17.36	394,357	28.13	13,740	98%	279	2%

JANUARY

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response	Avg	# of Orders	% of Orders	# of Orders	% of Orders
			Time	Talk Time	Dispatch	Time	Travel	Response		in <= 60		in <= 60		in >60
EBG	Broken/Hit Gas Line	5	18	3.69	19	3.76	72	14.32	109	21.77	5	100	0	0
ECO	CO Check/Alarm	164	605	3.69	913	5.56	2,553	15.57	4,071	24.82	161	98	3	2
EFI	Gas Fire	27	100	3.69	176	6.52	446	16.51	722	26.72	26	96	1	4
EIR	Ice Regulator	2	7	3.69	12	6.05	29	14.6	49	24.34	2	100	0	0
EOI	Smells Gas Inside	695	2,565	3.69	4,942	7.11	11,649	16.76	19,156	27.56	689	99	6	1
EOO	Smells Gas Outside	390	1,439	3.69	2,171	5.57	6,656	17.07	10,266	26.32	386	99	4	1
EPR	High / Low Pressure	77	284	3.69	479	6.22	1,397	18.15	2,161	28.06	76	99	1	1
ETX	CO Emergency	35	129	3.69	296	8.44	638	18.23	1,063	30.36	35	100	0	0
NOGAS	Customer Reports No Gas	87	321	3.69	621	7.14	1,511	17.37	2,454	28.2	86	99	1	1
All Gas Emergency Calls for January 2024		1,482	5,469	3.69	9,629	6.50	24,951	16.84	40,049	27.02	1,466	99%	16	1%

FEBRUARY

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response	Avg	# of Orders	% of Orders	# of Orders	% of Orders
			Time	Talk Time	Dispatch	Time	Travel	Response		in <= 60		in <= 60		in >60
EBG	Broken/Hit Gas Line	11	41	3.74	73	6.65	152	13.78	266	24.18	11	100	0	0
ECO	CO Check/Alarm	110	411	3.74	604	5.49	1,799	16.36	2,814	25.58	110	100	0	0
EFI	Gas Fire	16	60	3.74	118	7.39	235	14.72	414	25.85	16	100	0	0
EIR	Ice Regulator	1	4	3.74	2	2.3	27	27	33	33.04	1	100	0	0
EOI	Smells Gas Inside	483	1,806	3.74	2,811	5.82	8,101	16.77	12,718	26.33	474	98	9	2
EOO	Smells Gas Outside	352	1,316	3.74	2,203	6.26	5,997	17.04	9,516	27.04	340	97	12	3
EPR	High / Low Pressure	34	127	3.74	242	7.1	580	17.06	949	27.9	34	100	0	0
ETX	CO Emergency	12	45	3.74	44	3.66	197	16.42	286	23.82	12	100	0	0
NOGAS	Customer Reports No Gas	48	180	3.74	293	6.1	858	17.87	1,330	27.71	46	96	2	4
All Gas Emergency Calls for February 2024		1,067	3,991	3.74	6,390	5.99	17,946	16.82	28,326	26.55	1,044	98%	23	2%

MARCH

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response	Avg	# of Orders	% of Orders	# of Orders	% of Orders
			Time	Talk Time	Dispatch	Time	Travel	Response		in <= 60		in <= 60		in >60
EBG	Broken/Hit Gas Line	9	31	3.45	36	4	131	14.53	198	21.98	9	100	0	0
ECO	CO Check/Alarm	112	386	3.45	1,704	15.22	1,674	14.95	3,765	33.62	112	100	0	0
EFI	Gas Fire	28	97	3.45	116	4.13	376	13.44	589	21.02	28	100	0	0
EOI	Smells Gas Inside	483	1,666	3.45	4,262	8.82	8,226	17.03	14,155	29.31	481	99.59	2	0
EOO	Smells Gas Outside	313	1,080	3.45	1,969	6.29	5,221	16.68	8,270	26.42	309	98.72	4	1
EPR	High / Low Pressure	32	110	3.45	168	5.23	605	18.91	883	27.59	32	100	0	0
ETX	CO Emergency	10	35	3.45	49	4.89	158	15.78	241	24.12	10	100	0	0
NOGAS	Customer Reports No Gas	53	183	3.45	342	6.46	897	16.92	1,422	26.83	53	100	0	0
All Gas Emergency Calls for March 2024		1,040	3,588	3.45	8,646	8.31	17,288	16.62	29,522	28.39	1,034	99%	6	1%

APRIL

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response	Avg	# of Orders	% of Orders	# of Orders	% of Orders
			Time	Talk Time	Talk Time	Time	Travel Time	Response		in <= 60		in <= 60		in >60
EBG	Broken/Hit Gas Line	28	107	3.83	147	5.23	588	21	842	30.07	27	96.43	1	4
ECO	CO Check/Alarm	90	345	3.83	539	5.99	1,246	13.84	2,130	23.66	89	98.89	1	1
EFI	Gas Fire	37	142	3.83	259	7	597	16.13	997	26.96	37	100	0	0
EOI	Smells Gas Inside	491	1,881	3.83	3,252	6.62	8,374	17.06	13,506	27.51	474	96.54	17	3
EOO	Smells Gas Outside	245	938	3.83	1,622	6.62	4,449	18.16	7,009	28.61	242	98.78	3	1
EPR	High / Low Pressure	21	80	3.83	115	5.49	356	16.97	552	26.3	21	100	0	0
ETX	CO Emergency	16	61	3.83	118	7.35	274	17.14	453	28.32	16	100	0	0
NOGAS	Customer Reports No Gas	52	199	3.83	346	6.66	1,022	19.65	1,568	30.15	51	98.08	1	2
All Gas Emergency Calls for April 2024		980	3,753	3.83	6,397	6.53	16,906	17.25	27,057	27.61	957	98%	23	2%

MAY

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response	Avg	# of Orders	% of Orders	# of Orders	% of Orders
			Time	Talk Time	Talk Time	Time	Travel Time	Response		in <= 60		in <= 60		in >60
EBG	Broken/Hit Gas Line	40	165	4.13	340	8.49	639	15.97	1,144	28.59	40	100	0	0
ECO	CO Check/Alarm	97	401	4.13	598	6.16	1,692	17.44	2,690	27.73	93	95.88	4	4
EFI	Gas Fire	28	116	4.13	923	32.96	520	18.57	1,558	55.65	27	96.43	1	4
EOI	Smells Gas Inside	571	2,358	4.13	3,898	6.83	9,895	17.33	16,151	28.29	566	99.12	5	1
EOO	Smells Gas Outside	341	1,408	4.13	2,278	6.68	6,106	17.91	9,792	28.72	335	98.24	6	2
EPR	High / Low Pressure	6	25	4.13	24	4	162	26.95	210	35.08	6	100	0	0
ETX	CO Emergency	8	33	4.13	37	4.67	143	17.87	213	26.67	8	100	0	0
NOGAS	Customer Reports No Gas	57	235	4.13	349	6.12	997	17.49	1,582	27.75	57	100	0	0
All Gas Emergency Calls for May 2024		1,148	4,741	4.13	8,446	7.36	20,153	17.55	33,340	29.04	1,132	99%	16	1%

JUNE

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response	Avg	# of Orders	% of Orders	# of Orders	% of Orders
			Time	Talk Time	Talk Time	Time	Travel Time	Response		in <= 60		in <= 60		in >60
EBG	Broken/Hit Gas Line	46	201	4.36	193	4.2	959	20.84	1,353	29.4	45	97.83	1	2
ECO	CO Check/Alarm	123	536	4.36	1,203	9.78	2,113	17.18	3,853	31.32	123	100	0	0
EFI	Gas Fire	19	83	4.36	70	3.67	263	13.84	415	21.87	19	100	0	0
EOI	Smells Gas Inside	518	2,258	4.36	3,484	6.73	9,041	17.45	14,783	28.54	508	98.07	10	2
EOO	Smells Gas Outside	259	1,129	4.36	1,737	6.71	4,849	18.72	7,715	29.79	253	97.68	6	2
EPR	High / Low Pressure	17	74	4.36	95	5.58	331	19.45	500	29.39	17	100	0	0
ETX	CO Emergency	10	44	4.36	72	7.21	210	21.02	326	32.59	10	100	0	0
NOGAS	Customer Reports No Gas	48	209	4.36	380	7.91	802	16.72	1,391	28.99	47	97.92	1	2
All Gas Emergency Calls for June 2024		1,040	4,534	4.36	7,234	6.96	18,568	17.85	30,336	29.17	1,022	98%	18	2%

JULY

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response	Avg	# of Orders	% of Orders	# of Orders	% of Orders
			Time	Talk Time	Talk Time	Time	Travel Time	Response		in <= 60		in <= 60		in >60
EBG	Broken/Hit Gas Line	54	228	4.22	198	3.66	981	18.16	1,406	26.04	54	100	0	0
ECO	CO Check/Alarm	105	443	4.22	502	4.78	1,784	16.99	2,729	25.99	104	99	1	1
EEX	Gas Explosion	1	4	4.22	5	4.5	16	15.8	25	24.52	1	100	0	0
EFI	Gas Fire	15	63	4.22	84	5.6	235	15.67	382	25.49	15	100	0	0
EOI	Smells Gas Inside	472	1,992	4.22	2,974	6.3	8,242	17.46	13,208	27.98	465	99	7	1
EOO	Smells Gas Outside	310	1,308	4.22	1,927	6.22	5,862	18.91	9,098	29.35	304	98	6	2
EPR	High / Low Pressure	16	68	4.22	57	3.54	274	17.09	398	24.85	16	100	0	0
ETX	CO Emergency	7	30	4.22	29	4.14	154	22.04	213	30.41	7	100	0	0
NOGAS	Customer Reports No Gas	51	215	4.22	325	6.38	899	17.63	1,440	28.23	50	98	1	2
All Gas Emergency Calls for July 2024		1,031	4,351	4.22	6,100	5.92	18,447	17.89	28,898	28.03	1,016	99%	15	1%

AUGUST

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response Time	Avg	# of Orders Responded to in <= 60 Minutes	% of Orders	# of Orders Responded to in >60 Minutes	% of Orders
			Time	Talk Time	Talk Time	Time	Travel Time	Response Time		Responded to in <= 60 Minutes		Responded to in >60 Minutes		
EBG	Broken/Hit Gas Line	51	216	4.23	280	5.48	943	18.49	1,438	28.2	49	96.08	2	4
ECO	CO Check/Alarm	116	491	4.23	937	8.08	2,180	18.8	3,609	31.11	109	93.97	7	6
EFI	Gas Fire	20	85	4.23	134	6.71	354	17.72	573	28.66	20	100	0	0
EOI	Smells Gas Inside	392	1,658	4.23	2,649	6.76	6,795	17.33	11,102	28.32	386	98.47	6	2
EOO	Smells Gas Outside	302	1,277	4.23	2,031	6.72	5,906	19.56	9,214	30.51	290	96.03	12	4
EPR	High / Low Pressure	15	63	4.23	77	5.11	355	23.66	495	33	15	100	0	0
ETX	CO Emergency	8	34	4.23	60	7.46	157	19.66	251	31.35	7	87.5	1	13
NOGAS	Customer Reports No Gas	49	207	4.23	369	7.53	911	18.59	1,487	30.35	47	95.92	2	4
All Gas Emergency Calls for August 2024		953	4,031	4.23	6,536	6.86	17,602	18.47	28,169	29.56	923	97%	30	3%

SEPTEMBER

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response Time	Avg	# of Orders Responded to in <= 60 Minutes	% of Orders	# of Orders Responded to in >60 Minutes	% of Orders
			Time	Talk Time	Talk Time	Time	Travel Time	Response Time		Responded to in <= 60 Minutes		Responded to in >60 Minutes		
EBG	Broken/Hit Gas Line	45	177	3.94	259	5.75	753	16.73	1,189	26.42	44	97.78	1	2
ECO	CO Check/Alarm	86	339	3.94	530	6.16	1,614	18.76	2,483	28.87	86	100	0	0
EFI	Gas Fire	14	55	3.94	99	7.04	247	17.67	401	28.65	13	92.86	1	7
EOI	Smells Gas Inside	447	1,761	3.94	3,990	8.93	7,774	17.39	13,525	30.26	444	99.33	3	1
EOO	Smells Gas Outside	468	1,844	3.94	3,217	6.87	8,091	17.29	13,152	28.1	458	97.86	10	2
EPR	High / Low Pressure	23	91	3.94	117	5.08	390	16.97	598	25.99	23	100	0	0
ETX	CO Emergency	9	35	3.94	70	7.83	156	17.3	262	29.07	9	100	0	0
NOGAS	Customer Reports No Gas	43	169	3.94	293	6.81	680	15.81	1,142	26.56	43	100	0	0
All Gas Emergency Calls for September 2024		1,135	4,472	3.94	8,575	7.55	19,705	17.36	32,752	28.86	1,120	99%	15	1%

OCTOBER

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response Time	Avg	# of Orders Responded to in <= 60 Minutes	% of Orders	# of Orders Responded to in >60 Minutes	% of Orders
			Time	Talk Time	Talk Time	Time	Travel Time	Response Time		Responded to in <= 60 Minutes		Responded to in >60 Minutes		
EBG	Broken/Hit Gas Line	61	238	3.9	313	5.12	1,359	22.27	1,909	31.3	56	92	5	8
ECO	CO Check/Alarm	104	406	3.9	697	6.7	1,747	16.79	2,849	27.39	102	98	2	2
EEX	Gas Explosion	1	4	3.9	4	3.8	45	45.1	53	52.8	1	100	0	0
EFI	Gas Fire	33	129	3.9	228	6.92	626	18.97	983	29.79	33	100	0	0
EOI	Smells Gas Inside	564	2,200	3.9	4,381	7.77	9,865	17.49	16,445	29.16	548	97	16	3
EOO	Smells Gas Outside	512	1,997	3.9	4,357	8.51	9,189	17.95	15,544	30.36	488	95	24	5
EPR	High / Low Pressure	28	109	3.9	168	5.99	480	17.13	757	27.02	27	96	1	4
ETX	CO Emergency	10	39	3.9	43	4.32	186	18.56	268	26.78	9	90	1	10
NOGAS	Customer Reports No Gas	116	452	3.9	1,226	10.57	2,134	18.39	3,813	32.87	108	93	8	7
All Gas Emergency Calls for October 2024		1,429	5,573	3.90	11,417	7.99	25,629	17.94	42,619	29.82	1,372	96%	57	4%

NOVEMBER

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response Time	Avg	# of Orders Responded to in <= 60 Minutes	% of Orders	# of Orders Responded to in >60 Minutes	% of Orders
			Time	Talk Time	Talk Time	Time	Travel Time	Response Time		Responded to in <= 60 Minutes		Responded to in >60 Minutes		
EBG	Broken/Hit Gas Line	31	113	3.66	111	3.58	733	23.65	958	30.89	30	97	1	3
ECO	CO Check/Alarm	114	417	3.66	747	6.55	1,963	17.22	3,127	27.43	109	96	5	4
EFI	Gas Fire	16	59	3.66	180	11.26	195	12.17	433	27.09	16	100	0	0
EIR	Ice Regulator	1	4	3.66	12	11.6	18	18.4	34	33.66	1	100	0	0
EOI	Smells Gas Inside	499	1,826	3.66	2,974	5.96	8,161	16.35	12,961	25.97	488	98	11	2
EOO	Smells Gas Outside	458	1,676	3.66	2,935	6.41	8,276	18.07	12,887	28.14	447	98	11	2
EPR	High / Low Pressure	65	238	3.66	317	4.87	995	15.31	1,550	23.85	63	97	2	3
ETX	CO Emergency	18	66	3.66	88	4.86	276	15.33	429	23.85	18	100	0	0
NOGAS	Customer Reports No Gas	131	479	3.66	878	6.71	2,244	17.13	3,602	27.49	130	99	1	1
All Gas Emergency Calls for November 2024		1,333	4,879	3.66	8,240	6.18	22,862	17.15	35,981	26.99	1,302	98%	31	2%

DECEMBER

Job Code	Job Description	Call Count	Answer & Talk		Avg	Dispatch	Avg	Travel	Total Response Time	Avg	# of Orders Responded to in <= 60 Minutes	% of Orders	# of Orders Responded to in >60 Minutes	% of Orders
			Time	Talk Time	Talk Time	Time	Travel Time	Response Time		Responded to in <= 60 Minutes		Responded to in >60 Minutes		
EBG	Broken/Hit Gas Line	11	40	3.67	43	3.95	198	17.96	281	25.58	11	100	0	0
ECO	CO Check/Alarm	122	448	3.67	837	6.86	1,980	16.23	3,264	26.75	122	100	0	0
EFI	Gas Fire	17	62	3.67	109	6.42	245	14.4	416	24.49	17	100	0	0
EIR	Ice Regulator	3	11	3.67	39	12.87	53	17.6	102	34.13	3	100	0	0
EOI	Smells Gas Inside	522	1,916	3.67	3,415	6.54	8,629	16.53	13,960	26.74	508	97	14	3
EOO	Smells Gas Outside	497	1,824	3.67	3,084	6.2	8,524	17.15	13,431	27.02	486	98	11	2
EPR	High / Low Pressure	84	308	3.67	589	7.01	1,496	17.82	2,393	28.49	82	98	2	2
ETX	CO Emergency	20	73	3.67	102	5.1	390	19.48	565	28.25	20	100	0	0
NOGAS	Customer Reports No Gas	105	385	3.67	774	7.37	1,736	16.53	2,895	27.57	103	98	2	2
All Gas Emergency Calls for December 2024		1,381	5,068	3.67	8,991	6.51	23,250	16.84	37,309	27.02	1,352	97%	29	3%

Address	City	Date	Number of Customers Affected	How Xcel Became Aware	Root Cause	Actions to Fix	Actions to Contact Public	Were There Public Relations Issues	Customer or Company Relight?	Gas off	Gas on	Duration	Gas Explosion?	Commission Notified
[PROTECTED DATA BEGINS...]														
	Little Canada	2/28/2024	90	911	2" PE Main	Secured the area and repaired the main	Outbound Call	No	Company	12:47 PM	5:46 PM	5 HRS	No	Yes
	St Cloud	5/16/2024	110	Fire Dept	Outage	Secured the area and repaired the main	No	No	Company	1:20 PM	5:20 PM	4 HRS	No	Yes
	South St Paul	5/17/2024	70	Airport Manager	8" Steel Main	Secured the area and repaired the main	Outbound Call	No	Company	2:33 PM	8:57 PM	6.5 HRS	No	Yes
	West St Paul	5/31/2024	5	Fire Dept	2" PE Main	Secured the area and repaired the main	No	No	Company	6:43 PM	9:19 PM	2.5 HRS	No	Yes
	St Paul	05/31/24	0	Fire Dept	3" PE Main	Secured the area and repaired the main	No	No	N/A	4:48 PM	7:19 PM	2.5 HRS	No	Yes
	Inver Grove Heights	07/15/24	1	Fire Dept	4" PE Main	Secured the area and repaired the main	No	No	Company	6:25 PM	11:00 PM	4.5 HRS	No	Yes
	Stillwater	07/22/24	24	Fire Dept	6" PE Main	Secured the area and repaired the main	Outbound Call	No	Company	7:30 PM	4:00 AM	8.5 HRS	No	Yes
	Independence	7/30/2024	62	Fire Dept	2" PE Main	Secured the area and repaired the main	Outbound Call	No	Company	1:20 PM	5:37 PM	4 HRS	No	Yes
	Stillwater	8/1/2024	1	Fire Dept	4" PE Main	Secured the area and repaired the main	No	No	Company	2:19 PM	6:00 PM	3.5 HRS	No	Yes
	Woodbury	8/4/2024	2	Fire Dept	Meter	Secured the area and repaired the meter	No	No	Company	5:15 PM	Unknown	Unknown	No	Yes
	Watertown	10/7/2024	98	911	2" PE Main	Secured the area and repaired the main	Outbound Call	No	Company	8:22 PM	11:17 PM	3 HRS	No	Yes
	Scandia	10/17/2024	140	911	4" PE Main	Secured the area and repaired the main	Outbound Call	No	Company	3:15 PM	8:00 AM	17 HRS	No	Yes
	Woodbury	10/22/2024	0	Xcel Energy	Service	Secured the area and repaired the main	No	No	N/A	10:17 AM	Unknown	Unknown	No	Yes
	West St Paul	10/28/2024	1	911	Service	Secured the area and repaired the main	No	No	Company	2:27 PM	3:09 PM	0.5 HRS	No	Yes

...PROTECTED DATA ENDS]

Citation Code	Summary	Description	Remediation
[PROTECTED DATA BEGINS...]			
192.706			
192.723			
192.161(c)			
...PROTECTED DATA ENDS]			
192.465(a)	Missed annual cathodic protection reading frequency	Scheduled Inspection	Issue identified and corrected prior to inspection
[PROTECTED DATA BEGINS...]			
192.465(b)(2)			
...PROTECTED DATA ENDS]			
192.605(a)	Gas main not marked	Excavation damage	Requalified locate tech and review procedures, no revisions needed. Paid \$10,000 civil penalty.
[PROTECTED DATA BEGINS...]			
192.605(a)			
...PROTECTED DATA ENDS]			
192.605(b)	Missed leak survey frequency	Scheduled Inspection	Paid \$10,000 civil penalty
192.605(b)	Emergency Shut Down at Maplewood	Maplewood System Overpressure / Under pressure	Revised startup procedure, changed alarm set points and replace safety valve
192.723	Missed business district leak survey frequency	Scheduled Inspection	Paid \$20,000 civil penalty
[PROTECTED DATA BEGINS...]			
192.739(a)			
192.745(a)			
...PROTECTED DATA ENDS]			
Minn. Rule 7560.0350 Subpart 2	Didn't upload electric meet ticket documentation	Excavation notice requesting meet	Uploaded meet information
Minn. Rule 7560.0350 Subpart 2	Didn't upload gas meet ticket documentation	Excavation notice requesting meet	Uploaded meet information
[PROTECTED DATA BEGINS...]			
Minn. Rules 7530.0400, Subpart 1.			
Minn. Rules 7530.0400, Subpart 1.			
Minn. Rules 7530.0400, Subpart 1.			
...PROTECTED DATA ENDS]			
MS216D.04 Sub 1b	Didn't upload electric meet ticket documentation	Excavation notice requesting meet	Uploaded meet information
MS216D.04 Sub 3 (a)	Road closure	Excavation damage	Reviewed and correcting mapping for the areas, paid \$4,000 civil penalty
MS216D.04 Sub 3 (a)	Electric not marked correctly	Locate Deficiencies	Paid \$1,000 civil penalty
MS216D.04 Sub 3 (a)	Gas main not marked correctly, 89 customer outage	Excavation damage	MNOPS performed locate audits, paid \$1,000 civil penalty
MS216D.04 Sub 3 (a)	Electric not marked correctly	Locate Deficiencies	Paid \$1,000 civil penalty
MS216D.04 Sub 3 (a)	Electric not marked correctly	Locate Deficiencies	Paid \$1,000 civil penalty
MS216D.04 Sub 3 (a)	Electric not marked correctly	Locate Deficiencies	Paid \$1,000 civil penalty
MS216D.04 Sub 3 (a)	Gas main not marked, 72 customer outage	Excavation damage	MNOPS performed locate audits, paid \$6,000 civil penalty
MS216D.04 Sub 3 (a)	Electric not marked correctly	Excavation damage	Paid \$1,000 civil penalty
MS216D.04 Sub 3 (a)	Locates markings delayed	Locate Deficiencies	Complete markings in required timeframe
MS216D.04 Sub 3 (a)	Electric not marked correctly	Excavation damage	Paid \$1,000 civil penalty
MS216D.04 Sub 3 (a)	Electric not marked correctly	Excavation damage	Paid \$1,000 civil penalty
MS216D.04 Sub 3 (a)	Gas main not marked, 24 customer outage	Excavation damage	MNOPS performed locate audits, paid \$5,000 civil penalty
MS216D.04 Sub 3 (a)	Potential delayed markings	Locate Deficiencies	MNOPS audits results, after further review no issues identified.
MS216D.04 Sub 3 (a)	Gas main not marked, road closure	Locate Deficiencies	MNOPS performed locate audits, paid \$3,000 civil penalty
MS216D.04 Sub 3 (a)	Electric not marked correctly	Locate Deficiencies	Paid \$1,000 civil penalty
[PROTECTED DATA BEGINS...]			
MS216D.04 Sub 3 (a)			
MS216D.04 Sub 3 (a)			
...PROTECTED DATA ENDS]			
MS216D.04 Subd. 1b(f)	Didn't upload gas meet ticket documentation	Excavation notice requesting meet	Revised procedures related to new MS216D rules were published on July 31, 2024

Utility	Work Resolution	Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total	
Electric	INVESTIGATE AND REMEDIATE	Order Count	339	198	211	218	137	122	84	120	84	65	62	34	1674	
		Average Days	11.14	4.80	5.64	10.00	8.53	5.95	5.25	5.03	14.82	14.74	4.85	2.26	8.13	
		Min Days	0	0	1	0	1	1	1	1	1	1	1	1	1	0
		Max of Days	687	107	168	458	289	198	98	164	384	336	55	4	687	
		StdDev of Days	47.31	11.19	12.75	42.31	32.57	19.81	14.10	18.18	61.84	49.70	8.17	1.08	34.13	
	INVESTIGATE AND REFER	Order Count	20	14	13	22	14	17	9	16	10	8	12	3	158	
		Average Days	6.60	12.36	3.46	16.27	5.43	3.24	40.11	13.50	33.00	2.88	2.75	3.67	11.47	
		Min Days	2	2	0	0	0	1	1	1	1	1	1	3	0	
		Max of Days	56	118	7	192	35	7	342	180	286	5	6	4	342	
		StdDev of Days	11.72	30.45	2.18	45.11	8.67	1.79	113.22	44.43	88.99	1.36	1.96	0.58	42.17	
	REMEDiate UPON REFERRAL	Order Count	1	4		1									6	
		Average Days	126.00	91.50		70.00									93.67	
		Min Days	126	1		70									1	
		Max of Days	126	167		70									167	
		StdDev of Days	#DIV/0!	88.04		#DIV/0!									70.53	
Electric Order Count			360	216	224	241	151	139	93	136	94	73	74	37	1838	
Electric Average Days			11.21	6.90	5.52	10.82	8.24	5.62	8.62	6.02	16.76	13.44	4.51	2.38	8.70	
Electric Min Days			0	0	0	0	0	1	1	1	1	1	1	1	0	
Electric Max of Days			687	167	168	458	289	198	342	180	384	336	55	4	687	
Electric StdDev of Days			46.40	20.45	12.39	42.59	31.13	18.58	37.44	22.76	64.89	47.01	7.55	1.11	35.37	

Gas	INVESTIGATE AND REMEDIATE	Order Count	195	149	160	150	149	141	174	287	328	215	160	207	2315
		Average Days	6.12	4.58	7.03	6.20	8.66	6.90	30.37	11.01	7.35	13.89	23.09	58.26	15.46
		Min Days	1	1	0	1	1	0	1	0	0	0	0	1	0
		Max of Days	21	24	124	102	133	107	466	494	131	205	210	332	494
		StdDev of Days	3.75	3.40	14.25	9.02	12.89	11.82	62.57	33.13	13.80	31.17	38.41	71.27	36.99
	INVESTIGATE AND REFER	Order Count	42	24	20	13	30	19	14	18	28	40	25	39	312
		Average Days	8.26	5.54	4.90	5.23	19.43	4.53	11.29	12.50	6.93	6.13	13.04	57.08	15.03
		Min Days	1	1	1	1	1	1	1	0	2	1	1	1	0
		Max of Days	109	27	16	13	401	14	33	77	18	25	61	244	401
		StdDev of Days	16.22	5.36	3.97	3.92	72.38	4.14	10.00	23.58	4.09	4.72	14.75	73.76	38.98
	REMEDiate UPON REFERRAL	Order Count	34	20	3	5	5	6	5	3	1	1	3	1	87
		Average Days	8.15	9.00	13.00	12.20	2.40	8.33	9.80	7.67	5.00	14.00	9.67	17.00	8.69
		Min Days	1	1	6	3	1	5	3	7	5	14	7	17	1
		Max of Days	19	21	24	22	5	13	21	9	5	14	12	17	24
		StdDev of Days	4.86	5.57	9.64	7.40	1.67	3.01	7.85	1.15	#DIV/0!	#DIV/0!	2.52	#DIV/0!	5.44
Gas Order Count			271	193	183	168	184	166	193	308	357	256	188	247	2714
Gas Average Days			6.70	5.16	6.90	6.30	10.25	6.68	28.45	11.06	7.31	12.68	21.54	57.90	15.19
Gas Min Days			1	1	0	1	1	0	1	0	0	0	0	1	0
Gas Max of Days			109	27	124	102	401	107	466	494	131	205	210	332	494
Gas StdDev of Days			7.34	4.15	13.46	8.73	31.34	11.01	59.75	32.46	13.28	28.75	36.00	71.42	36.66
Total E & G Order Count			631	409	407	409	335	305	286	444	451	329	262	284	4552
Total E & G Average Days			9.27	6.08	6.14	8.96	9.34	6.20	22.00	9.52	9.28	12.84	16.73	50.67	12.57
Total E & G Days Min			0	0	0	0	0	0	1	0	0	0	0	1	0
Total E & G Days Max			687	167	168	458	401	198	466	494	384	336	210	332	687
Total E & G Days Std Dev			35.42	15.14	12.88	33.22	31.22	14.93	54.26	29.89	32.01	33.58	31.68	69.17	36.28

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

xx electronic filing

DOCKET No. G002/M-25-31

Dated this 1st day of May 2025

/s/

Christine Schwartz
Regulatory Administrator

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
1	Matthew	Brodin	mbrodin@allete.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	M-25-31
2	John	Coffman	john@johncoffman.net	AARP		871 Tuxedo Blvd. St, Louis MO, 63119-2044 United States	Electronic Service		No	M-25-31
3	Generic	Commerce Attorneys	commerce.attorneys@ag.state.mn.us		Office of the Attorney General - Department of Commerce	445 Minnesota Street Suite 1400 St. Paul MN, 55101 United States	Electronic Service		Yes	M-25-31
4	George	Crocker	gwillc@nawo.org	North American Water Office		5093 Keats Avenue Lake Elmo MN, 55042 United States	Electronic Service		No	M-25-31
5	Sharon	Ferguson	sharon.ferguson@state.mn.us		Department of Commerce	85 7th Place E Ste 280 Saint Paul MN, 55101-2198 United States	Electronic Service		No	M-25-31
6	Todd J.	Guerrero	todd.guerrero@kutakrock.com	Kutak Rock LLP		Suite 1750 220 South Sixth Street Minneapolis MN, 55402-1425 United States	Electronic Service		No	M-25-31
7	Annete	Henkel	mui@mutilityinvestors.org	Minnesota Utility Investors		413 Wacouta Street #230 St.Paul MN, 55101 United States	Electronic Service		No	M-25-31
8	Michael	Hoppe	lu23@ibew23.org	Local Union 23, I.B.E.W.		445 Etna Street Ste. 61 St. Paul MN, 55106 United States	Electronic Service		No	M-25-31
9	Richard	Johnson	rick.johnson@lawmoss.com	Moss & Barnett		150 S. 5th Street Suite 1200 Minneapolis MN, 55402 United States	Electronic Service		No	M-25-31
10	Sarah	Johnson Phillips	siphillips@stoel.com	Stoel Rives LLP		33 South Sixth Street Suite 4200 Minneapolis MN, 55402 United States	Electronic Service		No	M-25-31
11	Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.		8300 Norman Center Drive Suite 1000 Bloomington MN, 55437 United States	Electronic Service		No	M-25-31
12	David	Moeller	dmoeller@allete.com	Minnesota Power			Electronic Service		No	M-25-31
13	Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP		33 South Sixth St Ste 4200 Minneapolis MN, 55402 United States	Electronic Service		No	M-25-31
14	David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency		220 South Sixth Street Suite 1300 Minneapolis	Electronic Service		No	M-25-31

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						MN, 55402 United States				
15	Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us		Office of the Attorney General - Residential Utilities Division	1400 BRM Tower 445 Minnesota St St. Paul MN, 55101-2131 United States	Electronic Service		Yes	M-25-31
16	Christine	Schwartz	regulatory.records@xcelenergy.com	Xcel Energy		414 Nicollet Mall, MN1180-07-MCA Minneapolis MN, 55401-1993 United States	Electronic Service		Yes	M-25-31
17	Will	Seuffert	will.seuffert@state.mn.us		Public Utilities Commission	121 7th PI E Ste 350 Saint Paul MN, 55101 United States	Electronic Service		Yes	M-25-31
18	James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered		150 S 5th St Ste 700 Minneapolis MN, 55402 United States	Electronic Service		No	M-25-31