

- Not-Public Document – Not For Public Disclosure
- Public Document – Not-Public Data Has Been Excised
- Public Document

Xcel Energy Information Request No. 2
Docket No.: G002/M-25-31
Response To: Minnesota Public Utilities Commission
Requestor: Tera Dornfeld, Alyssa Kennedy
Date Received: March 4, 2026

Question:

The Company’s service quality report filed on May 1, 2025, indicated that, for data from 2024, the most common type of complaint from residential customers was “Inadequate Service” (697 complaints out of 1,436 total complaints; Attachment F). Attachment F further divided that category into the following four sub-categories:

1. Inadequate Service: CWR Protection (139 complaints)
2. Inadequate Service: Customer Service (6 complaints)
3. Inadequate Service: Field/Operations (102 complaints)
4. Inadequate Service: Programs and Services (450 complaints)

In its narrative accompanying the complaint data, Xcel stated, “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 (at page 10).”

Will Xcel please clarify how the categorization of a complaint as “Inadequate Service” is explained by the narrative offered on page 10?

Will Xcel please provide examples or additional details of complaints that would fall under each of the four subcategories of “Inadequate Service” listed above?

Response:

- a. Will Xcel please clarify how the categorization of a complaint as “Inadequate Service” is explained by the narrative offered on page 10?

“Inadequate Service” and the subcategories thereof are complaint types implemented at Commission direction in prior SRSQ dockets¹. Some of the subcategories include a significant proportion of complaints related to disconnections. For example, all 139 complaints reported in the subcategory Inadequate Service: CWR Protection, and 391 of the 450 complaints reported in the subcategory Inadequate Service: Programs and Services for 2024 were disconnection-related (Credit & Collections – Disconnect Notice – Arrangements complaint types). In addition as noted in Attachment G, an additional 383 complaints were in the category “Wrongful disconnect.”

Considering the preponderance of disconnection-related complaints in these subcategories, the Company’s narrative quoted above is accurate.

Note that this data comes from Attachment G – Customer Complaints, not Attachment F as cited in the Information Request. Attachment F concerns Call Center Response Time.

- b. Will Xcel please provide examples or additional details of complaints that would fall under each of the four subcategories of “Inadequate Service” listed above?

Here are some examples of each of the four subcategories for Inadequate Service, along with the corresponding categories the Company uses internally to capture the areas of concern:

Inadequate Service: CWR Protection – Any Credit & Collections complaint with the subarea of *Shutoff Delinquent or Disconnection Notice – Arrangements*, if received during the CWR period of October 1st to April 30th, falls into the CWR Protection subcategory.

Inadequate Service: Customer Service - Any complaint area categorized as Inadequate Service where Customer Service was the focus. Examples include *Discourteous/Rude CS Employee, Procedure/Process Error, Slow CS Phone Response Time*.

Inadequate Service: Field/Operations – Any complaint area categorized as Inadequate Service where field work was required; for example, *Metering Systems-Meter Set/Change/Stopped*.

Inadequate Service: Programs and Services – Any complaint area categorized as Inadequate Service where a program or service was the focus. Examples include *Solar*,

¹ Order Point 16 in Docket No. E-002/M-20-406 dated December 18, 2020. “After consultation with Department and Commission staff, each utility must file revised categories for reporting complaint data. The Commission hereby delegates authority to the Executive Secretary to approve additional reporting categories, with the goal of establishing them by the April 1, 2021 reporting deadline.”

Disconnection-Arrangements complaints made outside of CWR season, My Account complaints, Other-Retail complaints like Saver Switch or Marketing/ Rebate complaints .

Preparer: Robert Duenes
Title: Supervisor, Customer Advocates
Department: Customer Advocates
Telephone: (806)-513-1493
Date: March 19, 2026