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Minneapolis, MN 55401

December 1, 2023

—Via Electronic Filing—

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

RE: 2023 ANNUAL REPORT
ELECTRIC LOW INCOME ENERGY DISCOUNT PROGRAM
DOCKET NOS. E002/M-04-1956, E002/M-10-854, AND E002/23-476

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, submits this Annual Report for its 2022-2023 Electric Low-Income Energy Discount Program (Low-Income Program) to the Minnesota Public Utilities Commission (Commission) in compliance with Commission Orders in Docket Nos. E002/M-04-1956, E002/M-10-854, and E002/M-23-476.

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 Pamela Gibbs at 612-330-2889 or pamela.k.gibbs@xcelenergy.com or contact me at 612-337-2096 or bridget.dockter@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET DOCKTER
MANAGER, POLICY AND OUTREACH

Enclosures
cc: Service Lists

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie Sieben	Chair
Joseph K. Sullivan	Commissioner
Valerie Means	Commissioner
Matthew Schuerger	Commissioner
John Tuma	Commissioner

IN THE MATTER OF THE PETITION OF
NORTHERN STATES POWER COMPANY
FOR APPROVAL OF A MODIFICATION TO
THE COMPANY'S LOW INCOME DISCOUNT
PROGRAM

DOCKET No. E002/M-04-1956

IN THE MATTER OF THE PETITION OF
NORTHERN STATES POWER COMPANY
D/B/A XCEL ENERGY FOR APPROVAL OF
ITS ELECTRIC LOW INCOME PROGRAM
METER SURCHARGE

DOCKET No. E002/M-10-854

IN THE MATTER OF NORTHERN STATES
POWER D/B/A XCEL ENERGY'S PETITION
FOR A PROPOSED LOW INCOME, LOW
USAGE PROGRAM

DOCKET No. E002/M-23-476

ANNUAL REPORT

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits this Annual Report for its 2022-2023 Electric Low-Income Energy Discount Program (Low-Income Program) to the Minnesota Public Utilities Commission (Commission) in compliance with Commission Orders in Docket Nos. E002/M-04-1956, E002/M-10-854, and E002/M-23-476.

This Annual Report summarizes our Low-Income Program, which has four components:

- (1) a Discount Program for customers 62 years of age or older and/or with a disability;
- (2) an affordability component called PowerON;
- (3) the Medical Affordability Program; and
- (4) the Low Income Low Usage (LILU) Program for income qualified customers using an average of 300 kWh or less per month.

We also provide information about the administration, participation, and funding levels for each component, as well as information required in the Commission's September 16, 2010, Order in Docket No. E002/M-04-1956, its April 5, 2012, Order in Docket No. E002/M-10-854, and its July 17, 2023, Order in Docket No. E002/GR-21-630. The 2023-2024 Annual Report will reference the requirements in Docket No. E002/M-23-476 rather than Docket No. E002/GR-21-630 to align with the new docket number opened by Commission Staff. At this time, the new Docket No. E002/M-23-476 has a Comment period that closes December 11, 2023 and a Reply Comment period that closes December 20, 2023.¹

I. BACKGROUND

Pursuant to Minn. Stat. § 216B.16, subds. 14 and 15, the Low-Income Program provides eligible customers with both bill payment assistance and/or discounts for their electric service. The Discount Program component provided a 50 percent discount on energy and fuel charges to qualifying low-income senior or disabled customers. From the Discount Program's inception in 1995 until April 2010, the discount was applied to participants' first 300 kWh of consumption each month. On April 1, 2010, the Discount Program was expanded to apply to participants' first 400 kWh of monthly electric consumption.² On October 1, 2014, the Discount Program was again revised to be a flat \$15 on each eligible participant's total monthly bill in accordance with modifications to Minn. Stat. § 216B.16, subd. 14.

The Company implemented the PowerON Program component in 2005, after the Commission approved our proposed program in its Order dated April 26, 2005.³ PowerON provides bill discounts to qualified customers in exchange for the customers' commitment to payment plans for their outstanding account balances. In its September

¹ Notice of Comment Period issued November 9, 2023 under Docket No. E/002-M-23-476.

² Docket No. E002/GR-08-1065. Also, effective August 1, 2010, the 400 kWh discount became a legal requirement. *See* 2010 Minn. Laws Ch. 361, Article 5, Sec. 5, amending Minn. Stat. § 216B.16, subd. 14 (2008).

³ Docket No. E002/M-04-1956.

16, 2010 Order,⁴ the Commission required that we provide additional reporting in future annual reports. In compliance with the Commission's Order, we provide this information in Section IV of this Annual Report.

To be considered for either the Discount or the PowerON Programs, customers must have received energy assistance through the federally funded and state-administered Low-Income Home Energy Assistance Program (LIHEAP) in the previous 12 months. The Minnesota Department of Commerce, Division of Energy Resources (Department) administers LIHEAP for Minnesota residents. These components of the Low-Income Program were originally funded out of a single, monthly base customer surcharge. Beginning December 1, 2013, a second surcharge was added to recover the \$3.2 million per year increase in PowerON funding approved by the Commission in its September 3, 2013, Order in Docket No. E002/GR-12-961. The base surcharge and the PowerON surcharge vary by class based upon a ratio of the customer charge paid by each class.⁵

In its September 26, 2014, Order,⁶ the Commission approved our Petition to update the tariff language to comply with the changes to Minn. Stat. § 216B.16, subd. 14, resulting from the 2014 Legislative Session. These changes, which became effective on October 1, 2014, established a base annual funding level of \$8 million, which increases in conjunction with general rate increases for residential customers, and replaced the percentage-based participant energy charge discount with a flat \$15 discount on each eligible participant's total monthly bill.

On January 1, 2016, we implemented the automatic program funding increase feature of the amended Minn. Stat. § 216B.16, subd. 14, which increased the base surcharge amount for each class. The results of this change in the base surcharge is reflected in this Annual Report.

On January 15, 2018, we implemented the new Medical Affordability Program as a modification to the Low-Income Program, approved by the Commission in its January 10, 2018, Order in Docket No. E002/M-17-629. This program was conceived in response to the multi-year rate plan legislation enacted in 2011. Minn. Stat. § 216B.16, subd. 19(a)(3) provides that a utility submitting a multi-year rate plan "may propose tariffs that expand the products and services available to customers, including, but not limited to, an affordability rate for low-income residential customers." In November 2015, the Company submitted a multi-year rate plan proposal to increase electric rates. Parties to the proceeding reached a Commission-approved settlement that resulted in

⁴ Docket No. E002/M-04-1956.

⁵ The Lighting Class and customers receiving LIHEAP assistance are exempted from paying these surcharges per the Commission's April 5, 2012 Order in Docket No. E002/M-10-854.

⁶ Docket No. E002/M-04-1956.

(among other things) rate adjustment across four years and an agreement that the Company would develop and implement a new bill payment assistance program designed to aid customers with chronic or severe medical conditions who meet defined income criteria.⁷ The Medical Affordability Program component of the Low-Income Program is discussed further in Section II.C. below.

On July 17, 2023, as part of the Order in our multi-year rate plan in Docket No E002/GR-21-630, the LILU Program was approved. The LILU was proposed by Energy CENTS Coalition (ECC) as a discount program to help low-income residential customers who are low energy users⁸. The Company worked with ECC to provide the information necessary to frame the overall program structure. The Commission approved the discount program and Order Points 63 and 64 of the July 17, 2023 Order require the Company to: 1) implement the LILU Program as proposed by ECC; and 2) make the Program available to customers on the later of the effective date of final rates or October 1, 2023. The Company is required to file a Program status update on December 1, 2023, and annually thereafter with its Electric Low-Income Annual report. On October 17, 2023, the Company submitted its Petition in Docket No. E002/GR-21-630 requesting approval of the LILU program tariff and provided program framework and implementation details. The Commission has opened a new docket, Docket No. E002/M-23-476, to house this program. The LILU Program component of our Low-Income Program is discussed in Section II.D below.

II. PROGRAM DESCRIPTIONS

Our Personal Account Representatives (PAR) team is responsible for providing overall customer service to Low-Income Program participants, as well as our other low-income and medical/life support customers. The PAR team also administers the Discount Program. As eligible senior and/or energy assistance recipients are identified and qualified by the Department of Commerce weekly throughout the season, Xcel Energy automatically enrolls those customers into our Discount Program. The PAR team administers the PowerON and Medical Affordability Programs in partnership with our vendor, ECC, a statewide non-profit organization that promotes more affordable utility service for low and fixed-income Minnesotans.

The newly approved LILU Program will be administered by designated members of our PAR team and discounts will either be automatically applied for those who are LIHEAP certified or customers may choose to self-declare their income to qualify.

⁷ Docket No. E002/GR-15-826.

⁸ Docket No. E002/GR-21-630, Direct Testimony of Catherine A. Fair, filed October 3, 2022.

A. Discount Program

1. History

Xcel Energy implemented its Discount Program in 1995 to satisfy the requirements of Minn. Stat. § 216B.16, subd. 14. The Commission approved our proposal in its January 11, 1995, Order in Docket No. E002/M-94-925. The Commission also approved related tracker accounts and rate adjustments to fund anticipated participation levels at that time.

2. Eligibility and Administration

Customers are eligible to participate in the Discount Program once they are certified to receive LIHEAP benefits and have declared on their LIHEAP application that they are 62 years of age or older, disabled, or both. The Department administers LIHEAP for Minnesota residents and informs us when a customer is certified for LIHEAP benefits. This determination is how customers become eligible for the Discount Program in a given program year.⁹ Once we are informed a customer is certified for LIHEAP benefits, discount program benefits are coded to the customer account in our billing system. This results in automatic application of the discount to the customer's monthly bills for the program year. The Department continues to report customer LIHEAP certification to our PAR team on a weekly basis throughout the program year.

3. Discount Level

As required by law, Xcel Energy offers income qualified customers a \$15 discount on their monthly bill.

4. Participation

Table 1 below provides total Discount Program participation levels for each of the last five program years. In 2023, enrollment remained relatively flat with a net decrease over 2022 of 1,452 households in the program for a total of 30,240. As customers receive energy assistance and are eligible to receive the discount, the Company automatically enrolls customers in the program and the customer receives a credit each month on their bill.

⁹ The program year is October 1 to September 30, which coincides with the fiscal LIHEAP year.

Table 1
Discount Program Participation

Program Year	Eligible Households
2018-19	32,756
2019-20	30,607
2020-21	31,290
2021-22	31,692
2022-23	30,240

See Attachment A to this filing for a summary of the Discount Program.

Please note that the number of eligible households reported in last year's Annual Report for the 2021-2022 season was found to be incorrect due to a manual entry error. The actual number of households eligible was 31,692. We have instituted a quality assurance process that includes three parties reviewing the data to ensure this kind of error is not repeated.

B. PowerON Program

1. History

In 2004, the Minnesota Legislature revised Minn. Stat. § 216B.16, subd. 14, to provide large utilities the flexibility to modify their bill payment assistance programs to target customers with the lowest income and highest energy costs. In response to the statutory change, we created PowerON, our affordability program for qualified low-income customers. The Commission approved our PowerON proposal in its April 26, 2005, Order in Docket No. E002/M-04-1956.

On January 18, 2023, the Commission issued an Order approving our proposed auto enrollment process for natural gas customers in the Gas Affordability Program (GAP) who have been enrolled under LIHEAP.¹⁰ While this program is focused on serving our natural gas customers, if a combination gas and electric customer is auto enrolled through GAP, the customer is also automatically enrolled in PowerON.

The additional customer outreach and the auto enrollment process has made a significant impact on our ability to serve more income qualified customers in need. On September 1, 2023, the Company requested to transfer \$5.6 million from our Medical Affordability Program to our PowerON Program to help meet the immediate needs of the PowerON program. While our Medical Affordability Program

¹⁰ Docket No. G002/M-22-257.

participation decreased during the same time frame, the auto enrollment and expanded outreach efforts have resulted in an unprecedented number of customers participating in the PowerON Program. To manage the long-term needs of our customers through the PowerON Program, we have requested an additional \$11.0 million, for a total annual budget of \$14.5 million.¹¹ That request is currently pending regulatory review and approval.

2. *Eligibility and Administration*

Like the Discount Program, customers must be certified as being eligible to receive LIHEAP benefits to participate in the PowerON Program. Participating customers must also agree to a payment plan and remain in compliance with that plan to continue receiving PowerON benefits. If a customer misses two consecutive payments, they are removed from PowerON.

We partner with ECC to administer PowerON. During the PowerON open enrollment period, we send targeted, informational mailings to past LIHEAP recipients.¹² These mailings contain PowerON applications, return envelopes and instructions for returning the application to ECC. After receiving a customer's completed application, ECC combines consumption information provided by the Company with income information provided by the customer to calculate each applicant's potential PowerON benefit.¹³

ECC also includes any past due amounts in its calculation of PowerON benefits, based on information provided by the Company. The entire enrollment and verification process takes approximately two weeks and concludes with a communication from ECC to the applicant indicating if the applicant was accepted into PowerON.

Our billing system applies the PowerON discounts automatically to participant accounts that are currently enrolled in payment plans. The billing system flags participants who are not current on their payment plans for follow up by our PAR team. This follow up includes generating payment reminders when participants are 30 days past due, working with participants to secure payments, or directing participants to other resources, such as social service agencies, to help them get back on track with their payment plans. Customers that were able to make the missed payments are re-enrolled in the applicable programs or referred to energy assistance to apply for additional help.

¹¹ Reply Comments, Docket Nos. E002/M-10-854 and E002/M-04-1956, filed November 15, 2023.

¹² Customers can also request that we mail them an application, or can access an application online at the Xcel Energy or ECC websites.

¹³ Applicants consent to the Company's disclosure of their usage information and billing history to ECC.

3. *Discount Level*

As stated above, PowerON benefits are dependent on the participant's commitment to a payment plan. The actual participant benefits vary depending on the participant's specific energy use, income level, and amount of arrears.

4. *Participation*

Table 2 below provides total PowerON participation levels for each of the last five program years. On December 5, 2018, the Commission ordered that \$2.0 million in annual tax benefits resulting from the federal Tax Cut and Jobs Act (TCJA) enacted December 2017¹⁴ be used to increase funding for PowerON.¹⁵ The \$2.0 million annual allocation to the PowerON Program from the 2017 TCJA refund as Ordered in Docket No. E,G999/CI-17-895 was in effect from 2018 through 2021. We discontinued allocating the \$2.0 million at the end of 2021 to align with the 2022 to 2024 rate case cost of service which included the impacts of the TCJA.¹⁶ In May of 2021, the PowerON Program was allocated an additional, one-time \$2.9 million from a Department of Energy (DOE) settlement.

The PowerON Program's substantial customer participation increase in the 2022-2023 program year was due to two factors. The most significant reason was the implementation of our first auto-enrollment process for combination gas and electric customers that occurred in the summer of 2023, as discussed above, coupled with additional customer outreach. The added pressures of inflationary costs on low-income households also caused customers to seek help, where some had not before.

Table 2
PowerON Participation

Program Year	Participants¹⁷
2018-19	17,828
2019-20	18,561
2020-21	18,550
2021-22	19,600
2022-23	23,534

See Attachment B to this filing for a PowerON Program status summary.

¹⁴ Pub L. 115-97, 2017 Federal Tax Act.

¹⁵ Docket No. E, G999/CI-17-895.

¹⁶ Docket No. E002/GR-21-630.

¹⁷ Includes all active accounts receiving PowerON benefits during the specified program year.

C. Medical Affordability Program

1. History

On August 24, 2017, we filed a Petition requesting the Commission's approval of a new bill payment assistance program exclusively for income qualified customers with chronic or severe medical conditions, called the Medical Affordability Program (MAP). These customers have a particular need for assistance because, on average, they have higher energy usage levels than the general residential population. As a result, many of these customers often carry large past-due bill balances, putting them at greater risk of service disconnection. We used the PowerON program as a model for the Medical Affordability Program, and ECC provided input for the program's design and implementation. The Commission approved the program in its January 10, 2018 Order.¹⁸

2. Eligibility and Administration

Participants in MAP are enrolled on a first-come/first-served basis until the program budget is exhausted. Customers who are experiencing certain chronic or severe medical circumstances and have income up to 50 percent of the state median income (SMI) level, currently used to determine eligibility for LIHEAP, are eligible for enrollment. If funds remain, customers with income up to 60 percent of SMI may also be enrolled. Receiving LIHEAP assistance is not a pre-requisite for MAP benefits qualification.

MAP is funded by \$3.0 million to our Low-Income Program, which is recovered via a surcharge to the Residential, C&I Non-Demand, and C&I Demand customer classes. Administrative costs are limited to no more than five percent of the annual budget.

3. Discount Level

Program benefits include an affordability credit to limit the household income devoted to electric costs to four percent. The benefits also include a monthly arrearage forgiveness credit that is applied as a contribution toward a customer's arrears. Customers receive the Company's matching arrears credit each month after their corresponding arrears payment is made.

¹⁸ Docket No. E002/M-17-629.

4. *Participation*

Table 3 below reflects the past five years of MAP participation. To ensure eligible customers know about MAP, the Company looked for new ways to promote awareness of this critical assistance program. We expanded our outreach this year by including an onsert on customer bills informing them how they can apply for the program along with contact information for our Personal Accounts department to receive more information. The Company has made numerous proactive outreach efforts to our customers to encourage conversations about resolving past due balances, including promotion of Energy Assistance programs and funding. These include automated courtesy phone calls and emails, manual live agent phone calls to provide a personal account review, social media campaigns and emails directed to all customers linking back to our Energy Assistance and Payment Plan information on our website. All our campaigns are targeted to customers who are carrying past due balances, have applied for energy assistance in the past, or may be in a census block that indicates potential eligibility.

Table 3
Medical Affordability Participation

Program Year	Participants¹⁹
2018-19	2,038
2019-20	1,604
2020-21	1,142
2021-22	1,073
2022-23	1,021

See Attachment C to this filing for a Medical Affordability Program status summary.

D. Low Income Low Usage Program

1. History

In our most recent electric rate case, ECC proposed a discount program to help low-income residential customers who are low energy users.²⁰ The Commission approved the discount program and required the Company to implement the LILU Program as proposed by ECC and make the Program available to customers on the later of the effective date of final rates or October 1, 2023. Additionally, the Company is required to file a Program status update on December 1, 2023, and annually thereafter with its

¹⁹ Includes all active accounts receiving PowerON benefits during the specified program year.

²⁰ Docket No. E002/GR-21-630, Direct Testimony of Catherine A. Fair, filed October 3, 2022.

electric low-income annual report.

2. *Eligibility and Administration*

The LILU Program is designed to help residential customers at or below 50 percent of the state median income guideline with an annual average usage of 300 kWh or less each month. The LILU Program will be administered by our PAR team. The team will utilize information provided by the Department to identify customers receiving LIHEAP benefits. The PAR team will then analyze the usage data of these customers to verify who meets the annual average usage threshold of 300 kWh or less per month. Customers that meet the usage threshold and received LIHEAP in the prior heating season are auto-enrolled in the program. Customers that meet the usage threshold but did not receive LIHEAP in the prior heating season can still participate in the program by confirming they are at or below the income requirement using our self-declaration process as explained in subpart 4 below.

The Company will review customer usage annually to determine continued eligibility in LILU. Eligible customers will be enrolled annually. The latter part of the summer is typically when enrollment in LIHEAP has concluded for the prior heating season and at that time, LIHEAP-qualified and usage-qualified customers will be automatically re-enrolled in the Program. Customers on the program that do not receive LIHEAP within that fiscal year will be sent a reminder notice to re-certify their income utilizing the Self-Declaration process.

3. *Discount Level*

Qualifying customers will receive a 35 percent discount on their electric energy charge (per kWh). The bill credits will be reflected on the customer's monthly bill.

4. *Participation*

We have identified approximately 290,000 customers who have 12 months of historical average monthly usage of 300 kWh or less. Approximately 16,000 of these customers are enrolled in LIHEAP and will be automatically enrolled in the LILU Program, thereby receiving the benefits of both programs.

Those customers not currently enrolled in LIHEAP, but who fall within the qualified usage parameters, will receive a letter from the Company describing the LILU Program and providing instructions on how to enroll along with an Income Self-Declaration form. Qualified customers must complete the self-declaration form to indicate their income qualifications by choosing from a list of income qualified

programs. Customers that have enrolled through the self-declaration process may be subject to periodic income verification.

When the program is up and running, we estimate that approximately 87,000 customers will receive a discount, with a total estimated discount amount of \$8.3 million. The discount will be recovered through our Low-Income Energy Discount Rider.

Upon final approval and consistent with the other programs in our Low-Income Electric Affordability portfolio, the Company will provide LILU Program updates in its Annual Low-Income Discount Reports, filed annually on December 1. At this time, we propose to include the elements listed below in our annual reporting. This list may change following final hearing of the Comment Period that has been opened.²¹

With each annual report we will include:

- a narrative update on the LILU Program;
- a cumulative five-year outlook showing program year participation (as it progresses);
- average annual discount;
- program disbursements;
- administrative costs;
- customer enrollment breakdown through LIHEAP and self-declaration;
- program participant disconnections;
- monthly class surcharges;
- a program tracker; and,
- a status summary sheet provided as an attachment in each annual report for all programs.

The LILU will begin in 2024 and Program participation and disbursement detail will be reported in our 2023-2024 Low-Income Annual Report.

III. LOW-INCOME PROGRAM COSTS AND FUNDING

This Section provides an overview of the Low-Income Program costs and funding through October 31, 2023. For additional detail, we also include the following attachments with this filing:

²¹ Docket No. E002-M-23-476, Notice of Comment Period, November 9, 2023. Initial Comments are due December 11, 2023.

- Attachment A: Discount Program Status Summary
- Attachment B: PowerON Program Status Summary
- Attachment C: Medical Affordability Program Status Summary
- Attachment D: Annual Low-Income Program Tracker by Month
- Attachment E: Comparison of Funding and Disbursements
- Attachment F: Aged Debt of Low-Income Customers
- Attachment G: Disconnect Notices

A. Low-Income Program Costs

1. Overall Low-Income Program Disbursements

The table below summarizes total Low-Income Program disbursements for the last five years.

**Table 4
Annual Low-Income Program Disbursements**

Calendar Year	Total Disbursements	Discount Program Disbursements	PowerON Disbursements	Medical Program Disbursements
2019	\$17,637,619	\$5,617,208	\$8,922,455	\$3,097,956
2020	\$15,674,591	\$5,067,739	\$9,103,797	\$1,503,053
2021	\$16,709,827	\$5,491,871	\$10,309,309	\$908,647
2022	\$16,133,756	\$5,563,246	\$9,396,038	\$1,174,472
2022 – Ten Month	\$14,309,124	\$5,260,434	\$8,065,473	\$983,216
2023 – Ten Month	\$16,843,059	\$4,991,736	\$11,100,901	\$750,422
Change in Disbursements between 2022 and 2023 – Ten Month	\$2,533,935	\$-268,698	\$3,035,428	\$-232,794

The overall disbursements for the Low-Income Program have increased by \$2,533,935 in 2023 as compared to 2022 at this time. Increased energy assistance outreach in 2022 and auto-enrollment of combination gas/electric customers in 2023, coupled with rising inflation and colder temperatures this past heating season, have increased PowerON customer enrollment. This impacts the level of funding utilized and required to help income-qualified customers in our service territory.

2. *Overall Administrative Costs*

Table 5 summarizes total Low-Income Program administrative costs for the last five years.

Table 5
Annual Low-Income Program Administration Costs

Calendar Year	Administrative Costs
2019	\$517,936
2020	\$502,730
2021	\$557,947
2022	\$543,343
2022 – Ten Month	\$457,635
2023 – Ten Month	\$462,484

Administration costs include printing and mailing applications, internal labor and expenses along with our costs in contracting with ECC to administer PowerON and MAP. Since 2019, program administration costs have remained relatively stable, and the 2023 administration costs for the Low-Income Program remain within the five percent allowable cap.

B. Low-Income Program Funding

Table 6 summarizes total Low-Income Program funding for the last five years. The decrease in 2022 compared to previous years is the result of the TCJA funding ending on December 31, 2021. See the Monthly Class Surcharges table in Section IV, I. below for detail on the surcharge.

Table 6
Annual Low-Income Program Funding

Calendar Year	Funds Collected
2019	\$18,071,860
2020	\$18,245,843
2021	\$21,825,838
2022	\$16,908,761
2022 – Ten Month	\$14,167,804
2023 – Ten Month	\$14,088,316

*2021 shows higher collected funds because it includes the \$2.9 million Department of Energy and \$2.0 million full year TCJA infusions.

IV. REPORTING REQUIREMENTS

This Section of our Annual Report provides the information required by the Commission’s September 16, 2010, Order in Docket No. E002/M-04-1956.

A. Customer Payment Frequency

Table 7 below compares the payment amounts and number of payments made, as a percentage of the amount and number of payments requested for customers participating in the Company’s low-income assistance programs to customers that have received Federal LIHEAP funding but are not enrolled in any of the Company’s low-income assistance programs. The “amount paid” column includes energy assistance payments as well as customer payments, which is why the percentage paid of requested column reflects over 100 percent.

Table 7
Customer Payment Frequency Comparison

2023	Amount Paid	Amount Requested	Percentage Paid of Requested	# of Payments Made	# of Payments Requested	Percentage Made of Requested
Discount Program Participants	\$28,412,885	\$30,848,828	92%	187,673	355,330	53%
PowerON Participants	\$27,916,899	\$31,085,776	90%	167,613	276,768	61%
Medical Affordability* Participants	\$1,062,273	\$1,058,937	100%	7,178	11,970	60%
Non-Participants on LIHEAP	\$26,670,487	\$30,593,450	87%	104,375	219,018	48%

B. Disconnections

PowerON and MAP participation is predicated upon the participant’s commitment to comply with a payment arrangement. The PowerON disconnection numbers shown in Table 8 below reflect disconnections for former PowerON participants that occurred during the program year, but at a time in which they were *not* enrolled in PowerON. As economic and inflationary pressures on all customers has continued to rise in 2023, the Company has seen a marked increase in service disconnections for customers not enrolled in our Low-Income programs. As such, the need to reach customers and

pursue new strategies like auto-enrollment are an important tool to provide assistance and help mitigate the risk of disconnection. However, this puts further strain on program budgets and highlights the need for sustainable funding, like our recent budget increase for the PowerON Program.

Table 8
Disconnections

Customer Category	Percentage Disconnected 2023	Percentage Disconnected 2022
Discount Program participants	2%	<1%
PowerON participants	2%	<1%
Medical Program participants	5%	1%
LIHEAP Customers (excluding Low-Income Program participants)	11%	3%
All active residential electric customers (excluding Low-Income Program participants and LIHEAP recipients)	1%	<1%

C. Program Credits/Benefits

In this Section, we provide the average Low-Income Program participant annual billing amounts and benefits for the 2022-2023 program year, compared to those for the 2021-2022 program year. Table 9 shows the average participant credits provided by each program.

Table 9
Low-Income Program Customer Credits

Description	2022-2023 Amount	2021-2022 Amount
Discount Program		
Average annual participant bill amount	\$1,020	\$1,140
Average annual participant program credit	\$175	\$175
Average monthly participant program credit	\$15	\$15
PowerON Program		
Average annual participant bill amount	\$1,321	\$1,288
Average annual participant program credit	\$505	\$488
Average monthly participant program credit	\$93	\$84
Medical Affordability Program		
Average annual participant bill amount	\$1,037	\$1,261
Average annual participant program credit	\$859	\$805
Average monthly participant program credit	\$165	\$93

D. Arrearage Level Comparisons

Table 10 shows the average arrearage levels for the identified customer categories in the 2022-2023 program year, as compared to the 2021-2022 program year.

Table 10
Discount/PowerON/Medical Affordability Program Arrearage Levels

Customer Category	Average Arrears 2022-2023	Average Arrears 2021-2022
Discount Program participants	\$798	\$780
PowerON Program participants	\$973	\$538
Medical Affordability Program participants	\$2,204	\$1,250
Electric LIHEAP customers (excluding Low-Income Program participants)	\$882	\$471
All residential electric customers (excluding Low-Income Program participants and LIHEAP recipients)	\$495	\$620

Customer Category	Average Arrears 2022-2023	Average Arrears 2021-2022
Discount Program participants	\$798	\$780
PowerON Program participants	\$973	\$538
Medical Affordability Program participants	\$2,204	\$1,250
Electric LIHEAP customers (excluding Low-Income Program participants)	\$882	\$471
All residential electric customers (excluding Low-Income Program participants and LIHEAP recipients)	\$495	\$620

The reporting for arrears in this Annual Report captures a snapshot of the participants in the Discount, PowerON, and Medical Affordability programs that are past due, in comparison to the previous year’s past due participants. The average arrears for customers that participated in our bill payment assistance programs, LIHEAP and all residential electric customers who were not enrolled in any of the programs all increased in comparison to customers who were not enrolled in any of the programs. Some of these factors relate to new customers that are enrolled on our Low-Income Program, beginning with higher arrears than customers that have already been participating and receiving assistance. The PowerON and the Medical Affordability Programs are designed for customers with higher usage and lower incomes, this is reflected in the disproportionate arrearage increase within our overall Low-Income Discount Program. Additionally, our low-income customers have been managing an overall increase in household costs through inflation, but they feel the impact more than non-low-income customers because household costs make up a higher portion of their household income. MAP customers in particular, are managing health conditions that require higher use of electricity to run medical equipment and medical costs coupled with inflationary household costs. The combination is more impactful to MAP customers than customers who receive assistance without medical concerns.

E. Coordination with Other Resources

We coordinate the Low-Income Program with other available sources of assistance for low-income customers. For example, we send targeted marketing to all PowerON and Low-Income Discount Program participants every program year to ensure they are aware of the benefits offered by these programs. These mailings provide details about free energy conservation services and energy efficient equipment measures and direct our customers to ECC for additional information.

In addition, ECC is our contracted administrator for the Company’s Low-Income Home Energy Savings Program in the east metro and Sustainable Resources Center is the administrator in the west metro. The services provided through this program help low-income customers lower their energy bills through free energy efficient equipment installations in their homes.

In 2022-2023, Xcel Energy representatives continued to conduct significant outreach and ensure we were coordinating our resources with agencies to offer the best financial benefit to our customers. Outreach efforts have included mailed, pre-filled applications, outbound call campaigns, email campaigns, billing onserts, and social media campaigns. In addition to our routine outreach pursuits mentioned above, the Company has begun staffing in-person events in various locations within the greater Minneapolis/St. Paul area including resource fairs, community centers, assisted living facilities and schools.

F. Additional Energy CENTS Coalition Reporting

We access the program participant information shown in Tables 11 and 12 for active PowerON and Medical Affordability participants through our administration partnership with ECC.

**Table 11
Program Participant Income Comparison**

Description	Amount (As of Oct.31, 2023)	Amount (As of Oct.31, 2022)
Average PowerON participant income	\$16,503	\$14,943
Average Medical Affordability participant income	\$18,975	\$18,478
Average participant household size	2.5	2.4
Federal poverty level-household size of 3	\$24,860	\$23,030

Table 12
Program Participant Poverty Level Comparison
(As of October 31, 2023)

Federal Poverty Level	Number of PowerON Participants	% of PowerON Participants	Number of Medical Affordability Participants	% of Medical Affordability Participants
0-75%	9758	49.61%	332	40.10%
76-100%	3679	18.70%	185	22.34%
101-125%	2582	13.13%	102	12.32%
126-150%	1598	8.12%	67	8.09%
Above 150%	2011	10.22%	130	15.70%
Unknown	41	0.21%	12	1.45%

G. Program Participant Electric Usage

Table 13
Electric Usage Comparison

Description	Average Monthly kWh 2023 Program Year	Average Monthly kWh 2022 Program Year
Discount Program participants	580	581
PowerON Program participants	774	758
Medical Affordability Program participants	920	917
LIHEAP recipients (excluding Low-Income Program participants)	673	713
Active residential customers (excluding Low-Income Program participants and LIHEAP recipients)	707	715

H. Department LIHEAP Certification

We confirm we enrolled all Xcel Energy customers in the Discount Program that the Department certified to receive LIHEAP during the program year with no exceptions.

I. Funding Status Update

The Commission’s April 5, 2012, Order in Docket No. E002/M-10-854 directed the Company to file information related to our Electric Low-Income Tracker balance and Program funding annually rather than quarterly.

On January 1, 2016, we implemented the automatic program funding increase feature of the amended Minn. Stat. § 216B.16, subd. 14, which increased the base surcharge amount for each customer class. Tables 14 and 15 illustrate the past and the current Low-Income Program funding surcharge levels, respectively.

Table 14
Monthly Class Surcharges

	Base Surcharge ²²	Low-Income Low Usage Surcharge	PowerON Surcharge	Medical Affordability Surcharge	Total Surcharges
Effective Jan. 1, 2016					
Residential	\$0.53		\$0.21	n/a	\$0.74
C&I Non-Demand	\$0.71		\$0.26	n/a	\$0.97
C&I Demand	\$2.13		\$0.66	n/a	\$2.79
Effective Jan. 1, 2018					
Residential	\$0.57		\$0.21	\$0.19	\$0.97
C&I Non-Demand	\$0.77		\$0.26	\$0.23	\$1.26
C&I Demand	\$2.30		\$0.66	\$0.60	\$3.56
Effective Jan. 1, 2019					
Residential	\$0.58		\$0.21	\$0.19	\$0.98
C&I Non-Demand	\$0.78		\$0.26	\$0.23	\$1.27
C&I Demand	\$2.34		\$0.66	\$0.60	\$3.60
Effective Jan. 1, 2024					
Residential	\$0.65	\$0.47	\$0.20	\$0.18	\$1.50
C&I Non-Demand	\$0.65	\$0.47	\$0.20	\$0.18	\$1.50
C&I Demand	\$2.80	\$2.04	\$0.89	\$0.80	\$6.53

²² The base surcharge effective January 1 reflects the revised rate case increase of 10.3 percent.

V. RESPONSE TO PREVIOUS COMMISSION QUESTIONS

Consistent with our past annual reports, we provide responses to the Commission’s evaluation of another low-income program in Docket No. G008/CI-94-675:

Has the low-income discount affected the level of contributions to HeatShare?

The Company saw a slight decrease in customer contributions to HeatShare for 2023 year-to-date compared to 2022 year-to-date. We continue to support HeatShare through annual bill inserts and Company-sponsored events. The company also contributes \$125,000 annually to HeatShare through our Xcel Energy Foundation. Table 15 reflects customer contributions to HeatShare for the past five years.

Table 15
Annual Heat Share Customer Contributions

Calendar Year	Contributions
2019	\$325,726
2020	\$323,484
2021	\$359,035
2022	\$323,730
2022 – Ten Month	\$245,410
2023 – Ten Month	\$312,297

Has the leverageable Federal energy funding increased as a result of the discount program?

No. Leverage funds are generally awarded to states based on non-federal funds raised by the state to assist low-income households meet the costs of home energy, but the U.S. Department of Health and Human Services (DHHS) has not awarded leveraging funds to states for the past nine-plus years.

[Describe] the effect on the Company’s level of accounts receivable 30/60/90 days past due, bad debt expense and participants’ usage.

We have tracked the arrears relative to low-income customers and provide the information as Attachment F to this Annual Report. We continually strive to reduce bad debt through our collection practices. Fifteen to thirty percent of LIHEAP customers move during the program year; we work to ensure many of the balances are either paid or forwarded to the customer’s new Xcel Energy account, thus minimizing the chances of the account turning into bad debt. Our commitment to controlling active arrears has captured revenue that potentially may have been placed in bad debt.

[Describe the] changes in the number of disconnects/reconnects, collection calls and other collection activities and the associated costs.

The Company continues to focus its collection activity on all customer accounts in arrears. We are able to report the number of disconnect notices and accounts locked for non-payment relative to LIHEAP recipients, but do not track collection calls or associated costs relative to LIHEAP customers only. We provide the number of disconnection notices sent and the number of actual disconnects relative to LIHEAP recipients as Attachment G to this Annual Report. As mentioned previously, economic and inflationary pressures are a continuing challenge in relation to increased disconnection activity. Service disconnection remains a last resort and we continue to work diligently on outreach, reasonable payment arrangements, and now auto-enrollment in our PowerON program, to reach customers in need of assistance.

What is the impact on other ratepayers both financially and regarding the acceptance of the program?

We have not had any formal complaints to the Commission, and we have received a limited number of calls from customers regarding the monthly Low-Income Program cost or how the Low-Income Program is funded.

Has the existence of the program increased the number of people applying for energy assistance, resulting in smaller grants?

We encourage all low-income households to apply for energy assistance and for the Discount Program and/or PowerON. However, we believe economic conditions, including the availability of Federal and State energy assistance, and the price of natural gas or other fuels are the primary drivers in customer decisions to apply for LIHEAP and/or our Low-Income Program. Please see Table 16 for the number of Xcel Energy households that received energy assistance over the last five years. We note an increase in energy assistance applications following the COVID-19 pandemic as we appear to be resuming typical historical levels.

Table 16
Number of Xcel Energy Households
Receiving Federal LIHEAP Assistance

Program Year	Number of Households
2019	55,521
2020	48,973
2021	47,924
2022	56,254
2023	57,270

CONCLUSION

We appreciate the opportunity to provide the Commission information regarding our Low-Income Energy Discount Program and respectfully request that the Commission accept this Annual Report.

Dated: December 1, 2023

Northern States Power Company

Discount Program - Status Summary

	2022	2023
Program dates and status		
Date program started	1/1/1995	1/1/1995
Program effective date	1/1/2022	1/1/2023
Date next evaluation report due	12/1/2022	12/1/2023
Date last evaluation completed	12/1/2021	12/1/2022
Last evaluation docket number	E002/M-04-1956 and E002/M-10-855	E002/M-04-1956 and E002/M-10-855
Status of program (pilot or permanent)	Permanent	Permanent
Date pilot program ends, if applicable	n/a	n/a
Date of last Evaluation Order	n/a	n/a
Program administrator	Xcel Energy	Xcel Energy
Participant benefits		
Description of affordability benefit - maximum payment as % of household income	\$15 flat discount on monthly bill	\$15 flat discount on monthly bill
Average annual bill per participant	\$1,140	\$1,020
Average arrearage balance per participant	\$780	\$798
Average annual affordability benefit per participant	\$175	\$175
Average total benefit per participant	\$175	\$175
Cost and Cost Recovery		
Annual budget	\$10.1M	\$10.2M
Actual revenue as of 10/31	\$8,517,294	\$8,470,526
Actual cost as of 10/31(Disbursements + Administration)	\$5,364,559	\$5,152,505
Surcharge per month by customer class (Residential / C&I Non-Demand / C&I Demand)	\$0.58/\$0.78/\$2.34	\$0.47/\$0.47/\$2.04
Annual cost of surcharge for average residential customer	\$6.84	\$5.64
Customer classes assessed the Low Income surcharge	Residential, C&I Non-Demand, C&I Demand	Residential, C&I Non-Demand, C&I Demand
Tracker balance as of October 31st	\$3,980,012	\$131,671
Participation		
% of LIHEAP customers that participated in Discount	69%	59%
Number of participants enrolled as of 10/31/23	31,692	30,240
Number of participants enrolled and receiving benefits at some time during the year	31,692	30,240
Did a waiting list occur at any time during the year?	No	No
If so, the number of customers on the waiting list and for how long	N/A	N/A
Impact on disconnection rates		
Disconnection rates - non-Discount LIHEAP baseline		
Discount participants	<1%	2%
Non-Discount LIHEAP customers	3%	11%
Impact on payment frequency		
Dollars paid ÷ dollars requested		
Discount participants	116%	92%
Non-Discount LIHEAP customers	120%	87%
Number of payments made paid ÷ number of payments requested		
Discount participants	47%	53%
Non-Discount LIHEAP customers	48%	48%
Impact on arrears		
% Customers in arrears		
Discount participants	12%	15%
Non-Discount LIHEAP customers	17%	173%
Dollar amount of arrears		
% Change in dollar amount of arrears YOY		
Discount participants	27%	-3%
Non-Discount LIHEAP customers	-40%	411%
Dollar amount of arrears difference		
Discount participants	(\$871,111)	(\$89,048)
Non-Discount LIHEAP customers	\$1,909,443	\$5,717,881
Complaints		
Number of complaints	0	0
Nature of complaint(s)	n/A	n/A
Retention		
Discount participant retention rate	79%	79%
Impact on collection activity		
Brief description of effect of Discount on collection activity	While we do not have specific data regarding the Discounts Program's impact on collection activity, we believe it is reasonable to conclude the Company may have experienced a reduction in collection activity evidenced by the lower average arrearage level of Discount participants as compared to other customers receiving LIHEAP.	While we do not have specific data regarding the Discounts Program's impact on collection activity, we believe it is reasonable to conclude the Company may have experienced a reduction in collection activity evidenced by the lower average arrearage level of Discount participants as compared to other customers receiving LIHEAP.

PowerON Program - Status Summary

	2022	2023
Program dates and status		
Date program started	4/26/2005	4/26/2005
Program effective date	1/1/2022	1/1/2022
Date next evaluation report due	12/1/2022	12/1/2023
Date last evaluation completed	12/1/2021	12/1/2022
Last evaluation docket number	E002/M-04-1956 and E002/M-10-856	E002/M-04-1956 and E002/M-10-856
Status of program (pilot or permanent)	Permanent	Permanent
Date pilot program ends, if applicable	n/a	n/a
Date of last Evaluation Order	n/a	n/a
Program administrator	Energy CENTS Coalition	Energy CENTS Coalition
Participant benefits		
Description of affordability benefit - maximum payment as % of household income	3% of income	3% of income
Description of arrearage forgiveness benefit - repayment period	up to 24 months	up to 24 months
Average annual income per participant	\$14,943	\$16,503
Average annual bill per participant	\$1,288	\$1,321
Average arrearage balance per participant	\$538	\$973
Average monthly affordability benefit per participant	\$77	\$80
Average monthly arrearage forgiveness benefit per customer	\$7	\$12
Average total benefit per participant	\$488	\$505
Cost and Cost Recovery		
Annual budget	\$9-10M	\$14-\$15M
Actual revenue as of 10/31	\$2,968,156	\$2,950,936
Actual cost as of 10/31(Disbursements + Administration)	\$8,306,407	\$11,147,071
Surcharge per month by customer class (Residential / C&I Non-Demand / C&I Demand)	\$0.21 / \$0.26 / \$0.66	\$0.20 / \$0.20 / \$0.89
Annual cost of surcharge for average residential customer	\$2.52	\$2.40
Customer classes assessed the Low Income surcharge	Residential, C&I Non-Demand, C&I Demand	Residential, C&I Non-Demand, C&I Demand
Tracker balance as of October 31st 2023	\$0	\$0
Participation		
% of LIHEAP customers that participated in PowerON	35%	41%
Number of participants enrolled as of 10/31	15,234	19,669
Number of participants enrolled and receiving benefits at some time during the year	19,600	23,534
Did a waiting list occur at any time during the year?	No	No
If so, the number of customers on the waiting list and for how long	n/a	n/a
Impact on disconnection rates		
Disconnection rates - non-Discount LIHEAP baseline		
PowerON participants	<1%	2%
Non-PowerON LIHEAP customers	3%	11%
Impact on payment frequency		
Dollars paid ÷ dollars requested		
PowerON participants	119%	90%
Non-PowerON LIHEAP customers	120%	87%
Number of payments made paid ÷ number of payments requested		
PowerON participants	56%	61%
Non-PowerON LIHEAP customers	48%	48%
Impact on arrears		
% Customers in arrears		
PowerON participants	10%	16%
Non-PowerON LIHEAP customers	17%	173%
Dollar amount of arrears(2022 vs. 2023)		
% Change in dollar amount of arrears YOY		
PowerON participants	2%	232%
Non-PowerON LIHEAP customers	-40%	411%
Dollar amount of arrears difference		
PowerON participants	(\$1,928,052)	\$2,550,781
Non-PowerON LIHEAP customers	\$1,909,443	\$5,717,881
Complaints		
Number of complaints	0	0
Nature of complaint(s)		
Retention		
PowerON participant retention rate	70%	75%
Impact on collection activity		
Brief description of effect of PowerON on collection activity	While we do not have specific data regarding the Program's impact on collection activity, we believe it is reasonable to conclude the Company may have experienced a reduction in collection activity evidenced by a lower disconnection percentage and the lower average arrearage level of Power On participants as compared to other customers receiving LIHEAP.	While we do not have specific data regarding the Program's impact on collection activity, we believe it is reasonable to conclude the Company may have experienced a reduction in collection activity evidenced by a lower disconnection percentage and the lower average arrearage level of Power On participants as compared to other customers receiving LIHEAP.

Medical Affordability Program - Status Summary

	2022	2023
Program dates and status		
Date program started	1/2/2018	1/2/2018
Program effective date	1/1/2021	1/1/2021
Date next evaluation report due	12/1/2022	12/1/2023
Date last evaluation completed	12/1/2022	12/1/2023
Last evaluation docket number	E002/M-04-1956 and E002/M-10-855	E002/M-04-1956 and E002/M-10-856
Status of program (pilot or permanent)	Permanent	Permanent
Date pilot program ends, if applicable	n/a	n/a
Date of last Evaluation Order	n/a	n/a
Program administrator	Energy CENTS Coalition	Energy CENTS Coalition
Participant benefits		
Description of affordability benefit - maximum payment as % of household income	3% of income and 3% cap on arrears repayment	3% of income and 3% cap on arrears repayment
Description of arrearage forgiveness benefit - repayment period	up to 24 months	up to 24 months
Average annual income per participant	\$18,478	\$18,975
Average annual bill per participant	\$1,261	\$1,037
Average arrearage balance per participant	\$1,250	\$2,204
Average monthly affordability benefit per participant	\$51	\$98
Average monthly arrearage forgiveness benefit per customer	\$173	\$67
Average total benefit per participant	\$805	\$859
Cost and Cost Recovery		
Annual budget	\$3,000,000	\$3,000,000
Actual revenue as of 10/31	\$2,682,354	\$2,666,854
Actual cost as of 10/31 (Disbursements + Administration)	\$1,095,792	\$502,984
Surcharge per month by customer class (Residential / C&I Non-Demand / C&I Demand)	\$.19 / \$.23 / \$.60	\$.018 / \$.018 / \$.080
Annual cost of surcharge for average residential customer	\$3.28	\$2.16
Customer classes assessed the Low Income surcharge	Residential, C&I Non-Demand, C&I Demand	Residential, C&I Non-Demand, C&I Demand
Tracker balance as of October 31st	\$6,659,352	\$9,261,149
Participation		
% of LIHEAP customers that participated on Medical	2%	2%
Number of participants enrolled as of 10/31	855	828
Number of participants enrolled and receiving benefits at some time during the year	1,073	1,021
Did a waiting list occur at any time during the year?	No	No
If so, the number of customers on the waiting list and for how long	n/a	n/a
Impact on disconnection rates		
Disconnection rates - non-Medical LIHEAP baseline		
Medical participants	1%	5%
Non-Medical LIHEAP customers	3%	11%
Impact on payment frequency		
Dollars paid ÷ dollars requested		
Medical participants	132%	100%
Non-Medical LIHEAP customers	120%	87%
Number of payments made paid ÷ number of payments requested		
Medical participants	57%	60%
Non-Medical LIHEAP customers	48%	48%
Impact on arrears		
% Customers in arrears		
Medical participants	24%	11%
Non-Medical LIHEAP customers	17%	173%
Dollar amount of arrears		
% Change in dollar amount of arrears YOY		
Medical participants	-27%	232%
Non-Medical LIHEAP customers	-40%	411%
Dollar amount of arrears difference		
Medical participants	\$176,352	\$305,143
Non-Medical LIHEAP customers	\$1,909,443	\$5,717,881
Complaints		
Number of complaints	0	0
Nature of complaint(s)	n/a	n/a
Retention		
Medical participant retention rate	74%	74%
Impact on collection activity		
Brief description of effect of Medical on collection activity	While we do not have specific data regarding the Program's impact on collection activity, we believe it is reasonable to conclude the Company may have experienced a reduction in collection activity evidenced by a lower disconnection percentage and the lower average arrearage level of Medical participants as compared to other customers receiving LIHEAP.	While we do not have specific data regarding the Program's impact on collection activity, we believe it is reasonable to conclude the Company may have experienced a reduction in collection activity evidenced by a lower disconnection percentage and the lower average arrearage level of Medical participants as compared to other customers receiving LIHEAP.

31-Dec-22

	2023											2023 Total	
	31-Jan-23	28-Feb-23	31-Mar-23	30-Apr-23	31-May-23	30-Jun-23	31-Jul-23	31-Aug-23	30-Sep-23	31-Oct-23	30-Nov-23		31-Dec-23
2023 Power On Program													
A Total Billed	\$ (296,875.05)	\$ (271,154.56)	\$ (317,590.68)	\$ (276,479.01)	\$ (301,423.20)	\$ (296,910.84)	\$ (275,661.85)	\$ (318,289.22)	\$ (284,264.31)	\$ (312,287.57)	\$ -	\$ -	\$ (2,950,936.29)
B Total Disbursed	\$ 804,673.72	\$ 808,121.81	\$ 947,860.05	\$ 860,063.65	\$ 1,004,571.51	\$ 1,061,196.44	\$ 1,128,698.14	\$ 1,570,995.95	\$ 1,409,171.73	\$ 1,505,548.33	\$ -	\$ -	\$ 11,100,901.33
C Admin Prog Costs	\$ 3,740.11	\$ 7,608.83	\$ 1,109.83	\$ 11,644.00	\$ 1,621.96	\$ 1,144.82	\$ 16,943.11	\$ 2,276.51	\$ 29.48	\$ 51.39			\$ 46,170.04
A+B+C = month's (addition)/reduction to liability balance	\$ 511,538.78	\$ 544,576.08	\$ 631,379.20	\$ 595,228.64	\$ 704,770.27	\$ 765,430.42	\$ 869,979.40	\$ 1,254,983.24	\$ 1,124,936.90	\$ 1,193,312.15	\$ -	\$ -	
D Monthly Interest	180,369.00	172,333.00	197,820.00	201,178.00	219,810.00	219,712.00	235,441.00	250,775.00	252,750.00	271,368.00	0.00	0.00	2,201,556.00
Tracker Balance Asset/(Liability)	28,752,124.82	29,469,033.90	30,298,233.10	31,094,639.74	32,019,220.01	33,004,362.43	34,109,782.83	35,615,541.07	36,993,227.97	38,457,908.12	38,457,908.12	38,457,908.12	38,457,908.12
Balance in SAP Account 2078001 ref 3 "POWER ON" (After Transfer)	-	-	-	-	-	-	-	-	-	-	-	-	-
2023 Low Income Discount Program													
A Total Billed	\$ (851,575.14)	\$ (778,035.93)	\$ (911,647.43)	\$ (793,583.02)	\$ (866,513.02)	\$ (852,558.84)	\$ (792,508.39)	\$ (912,565.57)	\$ (816,308.26)	\$ (895,229.99)	\$ -	\$ -	\$ (8,470,525.59)
B Total Disbursed	\$ 365,323.92	\$ 356,182.50	\$ 596,279.53	\$ 568,331.18	\$ 612,173.50	\$ 587,941.00	\$ 684,299.00	\$ 591,193.00	\$ 400,161.00	\$ 229,851.50	\$ -	\$ -	\$ 4,991,736.13
C Admin Prog Costs	\$ 13,647.71	\$ 24,993.94	\$ (2,168.70)	\$ 11,972.53	\$ 7,865.60	\$ 28,357.37	\$ 16,290.07	\$ 18,638.18	\$ 21,533.91	\$ 19,638.27			\$ 160,768.88
A+B+C = month's (addition)/reduction to liability balance	\$ (472,603.51)	\$ (396,859.49)	\$ (317,536.60)	\$ (213,279.31)	\$ (246,473.92)	\$ (236,260.47)	\$ (91,919.32)	\$ (302,734.39)	\$ (394,613.35)	\$ (645,740.22)	\$ -	\$ -	
D Monthly Interest	(209,264.00)	(198,885.00)	(226,163.00)	(227,137.00)	(244,651.00)	(240,630.00)	(252,706.00)	(262,357.00)	(258,162.00)	(272,387.00)	0.00	0.00	(2,392,342.00)
Tracker Balance Asset/(Liability)	(33,297,741.75)	(33,893,486.24)	(34,437,185.84)	(34,877,602.15)	(35,368,727.07)	(35,845,617.54)	(36,190,242.86)	(36,755,334.25)	(37,408,109.60)	(38,326,236.8)	(38,326,236.82)	(38,326,236.82)	(38,326,236.82)
Balance in SAP Account 2078001 ref 3 "E LID" (After Transfer)	(4,545,616.93)	(4,424,452.34)	(4,138,952.74)	(3,782,962.41)	(3,349,507.06)	(2,841,255.11)	(2,080,460.03)	(1,139,793.18)	(414,881.63)	131,671.30	131,671.30	131,671.30	
2023 Medical Affordability Program													
A Total Billed	\$ (268,298.52)	\$ (245,056.51)	\$ (287,022.52)	\$ (249,895.74)	\$ (272,397.67)	\$ (268,329.41)	\$ (249,126.41)	\$ (287,639.91)	\$ (256,892.61)	\$ (282,194.38)	\$ -	\$ -	\$ (2,666,853.68)
B Total Disbursed	\$ 73,228.06	\$ 69,846.00	\$ 70,114.00	\$ 65,086.00	\$ 64,789.00	\$ 76,367.17	\$ 74,339.00	\$ 81,693.00	\$ 87,283.75	\$ 87,675.86	\$ -	\$ -	\$ 750,421.84
C Admin Prog Costs	\$ 4,125.17	\$ 3,656.26	\$ 2,819.85	\$ 4,741.22	\$ 6,652.91	\$ 355,110.19	\$ (180,652.00)	\$ 25,806.40	\$ 29,955.49	\$ 3,329.85			\$ 255,545.34
A+B+C = month's (addition)/reduction to liability balance	\$ (190,945.29)	\$ (171,554.25)	\$ (214,088.67)	\$ (180,068.52)	\$ (200,955.76)	\$ 163,147.95	\$ (355,439.41)	\$ (180,140.51)	\$ (139,653.37)	\$ (191,188.67)	\$ -	\$ -	
D Monthly Interest	(45,504.00)	(43,761.00)	(50,522.00)	(51,646.00)	(56,595.00)	(55,414.00)	(58,606.00)	(62,447.00)	(61,986.00)	(65,694.00)	0.00	0.00	(552,175.00)
Tracker Balance Asset/(Liability)	(7,284,537.14)	(7,499,852.39)	(7,764,463.06)	(7,996,177.58)	(8,253,728.34)	(8,145,994.39)	(8,560,039.80)	(8,802,627.31)	(9,004,266.68)	(9,261,149.35)	(9,261,149.35)	(9,261,149.35)	(9,261,149.35)
Balance in SAP Account 2078001 ref 3 "E MAP" (After Transfer)	(7,284,537.14)	(7,499,852.39)	(7,764,463.06)	(7,996,177.58)	(8,253,728.34)	(8,145,994.39)	(8,560,039.80)	(8,802,627.31)	(9,004,266.68)	(9,261,149.35)	(9,261,149.35)	(9,261,149.35)	(9,261,149.35)

**Low Income Energy Discount Rider
Funding and Disbursements**

	Beginning Balance	Program Funding ^{(1) (2)}	Program Cost					Period Balance	Tracker Interest	Ending Balance	
			Discount	PowerON	Medical	Sub-Tot	Admin				Total
Jan-11	\$ (1,697,761)	\$ 477,197	\$ 554,823	\$ 192,597		\$ 747,420	\$ 23,700	\$ 771,120	\$ (293,923)	\$ (5,092)	\$ (1,996,776)
Feb-11	(1,996,776)	661,396	518,363	150,200		668,563	13,460	682,023	(20,627)	(5,004)	(2,022,406)
Mar-11	(2,022,406)	670,714	580,178	178,051		758,229	11,308	769,537	(98,823)	(5,719)	(2,126,948)
Apr-11	(2,126,948)	661,867	562,038	146,886		708,924	75,417	784,341	(122,474)	(5,845)	(2,255,267)
May-11	(2,255,267)	661,683	590,049	149,726		739,775	15,109	754,884	(93,201)	(6,354)	(2,354,822)
Jun-11	(2,354,822)	661,298	608,654	112,391		721,045	13,485	734,530	(73,233)	(6,388)	(2,434,443)
Jul-11	(2,434,443)	661,269	578,533	113,334		691,867	12,569	704,435	(43,167)	(6,779)	(2,484,388)
Aug-11	(2,484,388)	662,151	573,180	122,503		695,683	11,750	707,433	(45,282)	(6,920)	(2,536,590)
Sep-11	(2,536,590)	661,863	522,639	146,143		668,782	14,891	683,673	(21,810)	(6,805)	(2,565,205)
Oct-11	(2,565,205)	662,577	237,268	147,601		384,869	75,527	460,396	202,181	(6,802)	(2,369,826)
Nov-11	(2,369,826)	662,948	23	115,880		115,903	10,509	126,412	536,536	(5,614)	(1,838,904)
Dec-11	(1,838,904)	2,663,438	445,080	143,135		588,215	11,452	599,668	2,063,770	(2,228)	222,638
Jan-12	222,638	663,664	711,038	175,022		886,060	10,442	896,502	(232,838)	293	(9,907)
Feb-12	(9,907)	664,079	600,044	144,393		744,437	9,015	753,451	(89,373)	(141)	(99,420)
Mar-12	(99,420)	664,694	529,187	191,369		720,556	10,735	731,291	(66,598)	(366)	(166,384)
Apr-12	(166,384)	664,655	509,014	220,139		729,153	76,446	805,599	(140,944)	(633)	(307,961)
May-12	(307,961)	664,676	525,337	186,405		711,742	13,904	725,646	(60,971)	(934)	(369,866)
Jun-12	(369,866)	664,347	536,337	181,547		717,884	10,506	728,390	(64,043)	(1,074)	(434,982)
Jul-12	(434,982)	664,545	612,166	351,728		963,894	11,442	975,335	(310,791)	(1,630)	(747,403)
Aug-12	(747,403)	664,878	584,817	390,114		974,931	11,481	986,413	(321,534)	(2,507)	(1,071,445)
Sep-12	(1,071,445)	664,823	474,260	450,853		925,113	15,788	940,900	(276,077)	(3,231)	(1,350,753)
Oct-12	(1,350,753)	665,959	286,833	1,059,394		1,346,227	9,973	1,356,199	(690,241)	(4,681)	(2,045,675)
Nov-12	(2,045,675)	661,828	2,272	469,846		472,118	73,652	545,770	116,058	(5,309)	(1,934,926)
Dec-12	(1,934,926)	644,903	159,950	551,006		710,956	8,983	719,940	(75,037)	(5,444)	(2,015,406)
Jan-13	(2,015,406)	698,613	864,842	537,382		1,402,224	8,739	1,410,963	(712,350)	(6,546)	(2,734,302)
Feb-13	(2,734,302)	634,391	498,203	385,579		883,782	9,940	893,722	(259,331)	(7,140)	(3,000,773)
Mar-13	(3,000,773)	653,147	702,674	358,307		1,060,981	9,261	1,070,241	(417,094)	(8,859)	(3,426,727)
Apr-13	(3,426,727)	682,454	610,852	333,722		944,574	9,558	954,132	(271,678)	(9,516)	(3,707,921)
May-13	(3,707,921)	685,487	541,330	194,529		735,859	10,341	746,199	(60,712)	(10,319)	(3,778,952)
Jun-13	(3,778,952)	629,481	601,109	126,610		727,719	9,022	736,740	(107,260)	(10,238)	(3,896,450)
Jul-13	(3,896,450)	701,115	697,010	119,687		816,697	72,047	888,744	(187,629)	(11,014)	(4,095,093)
Aug-13	(4,095,093)	692,581	569,061	101,080		670,141	7,809	677,951	14,631	(11,283)	(4,091,745)
Sep-13	(4,091,745)	622,858	532,449	76,204		608,653	16,290	624,943	(2,085)	(10,933)	(4,104,763)
Oct-13	(4,104,763)	739,246	263,086	71,553		334,639	77,440	412,079	327,167	(10,879)	(3,788,475)
Nov-13	(3,788,475)	649,581	(88)	46,834		46,746	3,876	50,623	598,958	(9,320)	(3,198,837)
Dec-13	(3,198,837)	759,893	189,600	61,526		251,126	5,667	256,793	503,101	(8,135)	(2,703,871)
Jan-14	(2,703,871)	991,754	1,003,387	64,866		1,068,253	47,509	1,115,762	(124,007)	(7,634)	(2,835,512)
Feb-14	(2,835,512)	873,276	568,091	46,229		614,320	9,015	623,335	249,942	(6,758)	(2,592,329)
Mar-14	(2,592,329)	948,458	763,865	203,653		967,518	8,464	975,982	(27,525)	(7,193)	(2,627,047)
Apr-14	(2,627,047)	967,245	712,609	241,591		954,200	70,607	1,024,806	(57,561)	(7,095)	(2,691,703)
May-14	(2,691,703)	931,052	701,340	265,970		967,310	6,773	974,083	(43,031)	(7,489)	(2,742,223)
Jun-14	(2,742,223)	939,459	754,192	303,106		1,057,298	7,850	1,065,148	(125,689)	(7,493)	(2,875,405)
Jul-14	(2,875,405)	989,365	718,087	323,470		1,041,557	10,950	1,052,507	(63,142)	(8,024)	(2,946,571)
Aug-14	(2,946,571)	949,228	606,590	321,243		927,833	9,886	937,719	11,509	(8,118)	(2,943,180)
Sep-14	(2,943,180)	945,570	590,779	369,100		959,879	9,884	969,764	(24,193)	(7,894)	(2,975,267)
Oct-14	(2,975,267)	1,046,862	277,761	300,363		578,123	71,718	649,841	397,021	(7,664)	(2,585,910)
Nov-14	(2,585,910)	879,924	(532)	280,962		280,430	8,948	289,378	590,546	(6,119)	(2,001,483)
Dec-14	(2,001,483)	963,760	384,659	342,309		726,968	7,894	734,862	228,898	(5,209)	(1,777,795)
Jan-15	(1,777,795)	964,012	733,911	326,314		1,060,225	8,717	1,068,942	(104,930)	(5,052)	(1,887,777)
Feb-15	(1,887,777)	874,187	548,338	283,926		832,264	8,710	840,975	33,212	(4,665)	(1,859,230)
Mar-15	(1,859,230)	996,722	654,551	357,204		1,011,755	10,379	1,022,133	(25,412)	(5,167)	(1,889,809)
Apr-15	(1,889,809)	978,844	630,377	297,689		928,066	73,103	1,001,170	(22,325)	(5,078)	(1,917,212)
May-15	(1,917,212)	910,157	588,268	253,205		841,473	9,547	851,020	59,136	(5,211)	(1,863,287)
Jun-15	(1,863,287)	991,948	519,864	276,119		795,983	8,663	804,646	187,301	(4,727)	(1,680,713)
Jul-15	(1,680,713)	1,003,605	475,183	241,876		717,059	47,555	764,614	238,990	(4,310)	(1,446,032)
Aug-15	(1,446,032)	968,989	448,902	235,478		684,380	7,037	691,417	277,573	(3,608)	(1,172,068)
Sep-15	(1,172,068)	962,336	440,598	219,209		659,807	4,899	664,707	297,629	(2,733)	(877,172)
Oct-15	(877,172)	1,017,464	235,088	207,171		442,259	107,351	549,610	467,854	(1,775)	(411,092)
Nov-15	(411,092)	925,318	101,698	180,488		282,186	5,373	287,559	637,758	(247)	226,419
Dec-15	226,419	985,034	359,451	264,357		623,808	6,963	630,771	354,263	1,155	581,838
Jan-16	581,838	955,991	424,970	257,516		682,486	6,417	688,903	267,087	2,127	851,052
Feb-16	851,052	959,481	665,665	290,100		955,765	7,929	963,694	(4,213)	2,360	849,199
Mar-16	849,199	1,079,028	683,671	434,608		1,118,278	7,831	1,126,110	(47,082)	2,454	804,571
Apr-16	804,571	996,872	565,289	465,311		1,030,600	82,489	1,113,089	(116,218)	2,147	690,501
May-16	690,501	1,000,505	573,158	499,956		1,073,114	7,872	1,080,986	(80,482)	1,933	611,952
Jun-16	611,952	1,041,660	567,401	517,611		1,085,013	5,373	1,090,386	(48,725)	1,690	564,917
Jul-16	564,917	960,797	505,602	490,708		996,310	8,334	1,004,643	(43,846)	1,614	522,684
Aug-16	522,684	1,091,002	521,979	570,078		1,092,057	13,480	1,105,538	(14,536)	1,532	509,680
Sep-16	509,680	1,014,425	440,826	499,357		940,183	9,715	949,899	64,526	1,559	575,766
Oct-16	575,766	1,038,500	214,792	535,795		750,588	81,849	832,437	206,063	2,018	783,847
Nov-16	783,847	1,012,246	158,182	555,279		713,461	10,444	723,905	288,342	2,669	1,074,857
Dec-16	1,074,857	947,583	388,814	541,998		930,812	15,658	946,470	1,113	3,425	1,079,395
Jan-17	1,079,395	1,050,994	510,054	627,232		1,137,286	18,640	1,155,926	(104,932)	3,271	977,734
Feb-17	977,734	942,137	542,916	525,570		1,068,486	20,511	1,088,997	(146,859)	2,601	833,476
Mar-17	833,476	1,083,501	635,782	409,876		1,045,658	13,691	1,059,349	24,152	2,872	860,500
Apr-17	860,500	970,188	564,884	655,040		1,219,924	84,664	1,304,588	(334,400)	2,279	528,378
May-17	528,378	1,048,110	573,460	637,000		1,210,460	8,627	1,219,087	(170,976)	1,504	358,906
Jun-17	358,906	1,060,383	497,598	652,737		1,150,335	8,674	1,159,009	(98,626)	1,082	261,362
Jul-17	261,362	977,255	528,250	753,077		1,281,327	42,345	1,323,672	(346,418)	318	(84,737)
Aug-17	(84,737)	1,099,424	492,949	800,981		1,293,930	52,906	1,346,836	(247,411)	(753)	(332,901)
Sep-17	(332,901)	990,522	417,254	688,324		1,105,578	12,401	1,117,979	(127,458)	(1,385)	(461,744)
Oct-17	(461,744)	1,084,893	222,280	715,279		937,559	81,590	1,019,149	65,744	(1,548)	(397,548)
Nov-17	(397,548)	1,013,446	99,254	654,539		753,793	11,796	765,589	247,857	(956)	(150,647)

Dec-17	(150,647)	962,189	326,565	625,989		952,554	20,235	972,789	(10,600)	(596)	(161,842)
Jan-18	(161,842)	1,128,822	457,616	727,016	57,586	1,242,218	20,283	1,262,501	(133,678)	(981)	(296,502)
Feb-18	(296,502)	1,206,945	537,111	557,075	6,591	1,100,777	19,022	1,119,799	87,145	(874)	(210,230)
Mar-18	(210,230)	1,399,822	630,332	630,366	69,818	1,330,516	159,546	1,490,062	(90,240)	(993)	(301,464)
Apr-18	(301,464)	1,334,057	556,547	521,121	74,539	1,152,207	23,488	1,175,695	158,361	(867)	(143,969)
May-18	(143,969)	1,372,510	607,806	489,426	147,343	1,244,575	20,632	1,265,207	107,303	(365)	(37,032)
Jun-18	(37,032)	1,330,706	583,298	397,915	104,365	1,085,578	148,724	1,234,302	96,404	45	59,417
Jul-18	59,417	1,344,918	488,679	495,573	121,994	1,106,246	10,067	1,116,313	228,605	738	288,760
Aug-18	288,760	1,449,113	475,894	519,558	130,920	1,126,372	17,509	1,143,881	305,232	1,874	595,866
Sep-18	595,866	2,746,871	384,764	421,639	290,267	1,096,669	26,386	1,123,056	1,623,815	5,820	2,225,501
Oct-18	2,225,501	1,652,693	232,937	600,403	267,480	1,100,820	27,512	1,128,332	524,361	11,093	2,760,955
Nov-18	2,760,955	1,499,974	139,541	569,839	138,346	847,726	10,278	858,004	641,970	13,298	3,416,223
Dec-18	3,416,223	1,438,619	440,516	541,311	211,989	1,193,816	14,616	1,208,432	230,187	16,047	3,662,457
Jan-19	3,662,457	1,566,468	497,913	683,120	275,766	1,456,799	22,100	1,478,900	87,569	17,313	3,767,339
Feb-19	3,767,339	1,421,977	513,918	506,552	255,816	1,276,285	18,347	1,294,632	127,344	16,164	3,910,847
Mar-19	3,910,847	1,543,312	526,504	659,578	281,777	1,467,858	155,294	1,623,153	(79,841)	18,082	3,849,088
Apr-19	3,849,088	1,578,077	622,339	770,387	205,217	1,597,942	18,493	1,616,435	(38,358)	17,314	3,828,045
May-19	3,828,045	1,561,574	650,544	776,570	220,964	1,648,077	19,703	1,667,780	(106,205)	17,633	3,739,472
Jun-19	3,739,472	1,473,384	591,390	582,886	200,392	1,374,668	16,860	1,391,528	81,856	17,090	3,838,418
Jul-19	3,838,418	1,586,309	542,966	829,681	295,750	1,668,397	159,286	1,827,682	(241,373)	17,366	3,614,411
Aug-19	3,614,411	1,593,630	480,595	870,045	243,985	1,594,625	19,948	1,614,573	(20,942)	16,069	3,609,537
Sep-19	3,609,537	1,441,102	402,489	742,929	314,261	1,459,678	20,714	1,480,392	(39,289)	15,196	3,585,444
Oct-19	3,585,444	1,313,788	260,927	978,548	332,759	1,572,234	20,995	1,593,229	(279,441)	14,603	3,320,606
Nov-19	3,320,606	1,482,769	65,452	670,553	111,646	847,650	22,181	869,831	612,938	14,160	3,947,704
Dec-19	3,947,704	1,509,469	462,174	851,607	359,625	1,673,406	24,015	1,697,421	(187,952)	15,547	3,775,299
Jan-20	3,775,299	1,598,384	485,383	775,220	304,463	1,565,066	19,964	1,585,030	13,354	15,257	3,803,910
Feb-20	3,803,910	1,440,177	510,959	708,295	96,074	1,315,328	61,077	1,376,405	63,772	14,476	3,882,158
Mar-20	3,882,158	1,607,362	588,747	780,447	164,449	1,533,642	248,762	1,782,405	(175,043)	12,182	3,719,297
Apr-20	3,719,297	1,591,318	541,016	705,904	82,804	1,329,723	18,301	1,348,024	243,295	10,260	3,972,852
May-20	3,972,852	1,500,608	471,167	685,592	70,480	1,227,238	21,767	1,249,005	251,603	11,313	4,235,767
Jun-20	4,235,767	1,593,890	520,474	678,931	82,004	1,281,409	16,167	1,297,575	296,315	11,711	4,543,793
Jul-20	4,543,793	1,596,040	565,428	815,524	98,550	1,479,502	22,086	1,501,588	94,453	12,672	4,650,917
Aug-20	4,650,917	1,555,869	499,452	836,134	87,306	1,422,892	13,909	1,436,801	119,068	13,003	4,782,989
Sep-20	4,782,989	1,559,383	426,818	803,715	165,238	1,395,771	15,123	1,410,893	148,489	12,974	4,944,452
Oct-20	4,944,452	1,112,168	217,569	794,450	113,580	1,125,599	30,940	1,156,539	(44,371)	13,587	4,913,668
Nov-20	4,913,668	1,502,142	261	643,218	129,020	772,499	11,082	783,581	718,561	14,086	5,646,316
Dec-20	5,646,316	1,588,502	240,468	876,369	109,085	1,225,921	23,553	1,249,475	339,027	16,053	6,001,396
Jan-21	6,001,396	1,522,162	618,290	783,218	67,099	1,468,606	25,564	1,494,170	27,992	16,604	6,045,992
Feb-21	6,045,992	1,435,423	530,095	731,652	69,597	1,331,343	19,467	1,350,810	84,613	15,178	6,145,783
Mar-21	6,145,783	1,706,645	549,030	919,179	81,072	1,549,281	20,156	1,569,437	137,208	17,154	6,300,145
Apr-21	6,300,145	1,617,469	518,825	859,583	114,271	1,492,679	23,723	1,516,403	101,067	16,964	6,418,175
May-21	6,418,175	4,450,767	519,622	709,013	60,497	1,289,132	135,999	1,425,131	3,025,636	21,892	9,465,703
Jun-21	9,465,703	1,613,676	539,560	771,469	62,233	1,373,262	149,293	1,522,555	91,121	25,407	9,582,232
Jul-21	9,582,232	1,579,421	503,892	918,162	74,486	1,496,539	(11,064)	1,485,476	93,946	26,579	9,702,756
Aug-21	9,702,756	1,618,214	562,804	969,815	71,570	1,604,189	39,706	1,643,895	(25,680)	26,746	9,703,822
Sep-21	9,703,822	1,550,205	578,999	977,664	70,513	1,627,177	40,864	1,668,041	(117,836)	25,764	9,611,750
Oct-21	9,611,750	1,595,297	305,147	936,292	81,615	1,323,053	36,320	1,359,373	235,924	26,857	9,874,531
Nov-21	9,874,531	1,569,897	87,096	862,806	66,571	1,016,473	39,415	1,055,888	514,008	27,064	10,415,603
Dec-21	10,415,603	1,566,661	178,514	870,456	89,123	1,138,093	38,503	1,176,596	390,065	29,289	10,834,958
Jan-22	10,834,958	1,434,535	346,962	813,906	78,002	1,238,869	53,221	1,292,091	142,444	30,104	11,007,506
Feb-22	11,007,506	1,297,066	385,818	669,203	135,426	1,190,447	39,789	1,230,235	66,831	27,527	11,101,864
Mar-22	11,101,864	1,530,286	604,080	740,967	92,940	1,437,988	26,116	1,464,104	66,182	31,870	11,199,916
Apr-22	11,199,916	1,395,223	632,557	707,155	119,841	1,459,552	80,455	1,540,008	(144,785)	32,010	11,087,141
May-22	11,087,141	1,386,860	650,607	598,018	70,707	1,319,332	126,816	1,446,148	(59,288)	37,002	11,064,854
Jun-22	11,064,854	1,436,696	709,175	634,025	65,404	1,408,604	(38,468)	1,370,136	66,559	39,954	11,171,368
Jul-22	11,171,368	1,335,354	656,668	648,129	100,952	1,405,749	48,507	1,454,256	(118,903)	45,772	11,098,237
Aug-22	11,098,237	1,508,495	609,316	961,064	85,455	1,655,835	41,368	1,697,203	(188,708)	51,402	10,960,932
Sep-22	10,960,932	1,415,691	452,976	1,051,221	103,928	1,608,124	50,465	1,658,590	(242,898)	51,050	10,769,083
Oct-22	10,769,083	1,427,599	212,278	1,241,786	130,560	1,584,623	29,364	1,613,987	(186,389)	56,669	10,639,364
Nov-22	10,639,364	1,397,498	296	561,261	62,623	624,180	42,222	666,402	731,096	62,863	11,433,323
Dec-22	11,433,323	1,343,459	302,516	769,303	128,634	1,200,453	43,486	1,243,939	99,521	70,902	11,603,745
Jan-23	11,603,745	1,416,749	365,324	804,674	73,228	1,243,226	21,513	1,264,739	152,010	74,399	11,830,154
Feb-23	11,830,154	1,294,247	356,183	808,122	69,846	1,234,150	36,259	1,270,409	23,838	70,313	11,924,305
Mar-23	11,924,305	1,516,261	596,280	947,860	70,114	1,614,254	1,761	1,616,015	(99,754)	78,865	11,903,416
Apr-23	11,903,416	1,319,958	568,331	860,064	65,086	1,493,481	28,358	1,521,839	(201,881)	77,605	11,779,140
May-23	11,779,140	1,440,334	612,174	1,004,572	64,789	1,681,534	16,140	1,697,674	(257,341)	81,436	11,603,235
Jun-23	11,603,235	1,417,799	587,941	1,061,196	76,367	1,725,505	384,612	2,110,117	(692,318)	76,332	10,987,250
Jul-23	10,987,250	1,317,297	684,299	1,128,698	74,339	1,887,336	(147,419)	1,739,917	(422,621)	75,871	10,640,500
Aug-23	10,640,500	1,518,495	591,193	1,570,996	81,693	2,243,882	46,721	2,290,603	(772,108)	74,029	9,942,421
Sep-23	9,942,421	1,357,465	400,161	1,409,172	87,284	1,896,616	51,519	1,948,135	(590,670)	67,398	9,419,148
Oct-23	9,419,148	1,489,712	229,852	1,505,548	87,676	1,823,076	23,020	1,846,095	(356,383)	66,713	9,129,478

(1) December 2011 includes \$2 million from DOE Settlement

(2) May 2021 includes \$2.9 million from DOE Settlement

10MoOct14	(2,703,871)	9,582,269	6,696,701	2,439,591		9,136,292	252,654	9,388,946	193,323	(75,362)	(2,585,910)
12MoOct14	(3,788,475)	10,991,743	6,886,213	2,547,951		9,434,164	262,198	9,696,361	1,295,382	(92,817)	(2,585,910)
10MoOct15	(1,777,795)	9,668,263	5,275,081	2,698,191		7,973,272	285,962	8,259,234	1,409,029	(42,326)	(411,092)
12MoOct15	(2,585,910)	11,511,946	5,659,208	3,321,462		8,980,670	302,804	9,283,474	2,228,472	(53,654)	(411,092)
10MoOct16	581,838	10,138,260	5,163,353	4,561,041		9,724,394	231,291	9,955,685	182,575	19,434	783,847
12MoOct16	(411,092)	12,048,612	5,624,502	5,005,886		10,630,388	243,628	10,874,015	1,174,597	20,342	783,847

10MoOct17	1,079,395	10,307,407	4,985,427	6,465,116		11,450,543	344,049	11,794,592	(1,487,185)	10,241	(397,548)
12MoOct17	783,847	12,267,236	5,532,423	7,562,393		13,094,816	370,151	13,464,967	(1,197,731)	16,335	(397,548)
10MoOct18	(161,842)	14,966,456	4,954,983	5,360,092	1,270,904	11,585,979	473,170	12,059,148	2,907,307	15,490	2,760,955
12MoOct18	(397,548)	16,942,091	5,380,801	6,640,620	1,270,904	13,292,325	505,201	13,797,526	3,144,565	13,938	2,760,955
10MoOct19	3,662,457	15,079,622	5,089,582	7,400,295	2,626,686	15,116,563	471,740	15,588,303	(508,681)	166,830	3,320,606
12MoOct19	2,760,955	18,018,215	5,669,638	8,511,445	2,977,021	17,158,104	496,635	17,654,739	363,476	196,175	3,320,606
10MoOct20	3,775,299	15,155,199	4,827,011	7,584,211	1,264,949	13,676,170	468,095	14,144,265	1,010,934	127,435	4,913,668
12MoOct20	3,320,606	18,147,437	5,354,636	9,106,371	1,736,219	16,197,226	514,291	16,711,517	1,435,920	157,142	4,913,668
10MoOct21	6,001,396	18,689,280	5,226,261	8,576,047	752,953	14,555,261	480,028	15,035,289	3,653,990	219,145	9,874,531
12MoOct21	4,913,668	21,779,924	5,466,990	10,095,633	991,058	16,553,681	514,664	17,068,345	4,711,579	249,284	9,874,531
10MoOct22	10,834,958	14,167,804	5,260,435	8,065,473	983,216	14,309,124	457,635	14,766,758	(598,954)	403,360	10,639,364
12MoOct22	9,874,531	17,304,362	5,526,044	9,798,736	1,138,910	16,463,690	535,553	16,999,243	305,120	459,713	10,639,364
10MoOct23	11,603,745	14,088,316	4,991,736	11,100,901	750,422	16,843,059	462,484	17,305,544	(3,217,228)	742,961	9,129,478
12MoOct23	10,639,364	16,829,273	5,294,548	12,431,466	941,679	18,667,692	548,192	19,215,884	(2,386,611)	876,726	9,129,478

Aged Debt of Low-Income Customers

	9/30/2020	9/30/2021	9/30/2022	9/30/2023
Current	\$ 1,546,191	\$ 621,128	-\$5,214,487	\$1,292,339
1-30 Overdue	\$ 2,583,674	\$ 2,588,020	\$677,491	\$4,217,025
31-60 Overdue	\$ 2,020,639	\$ 2,032,188	\$297,801	\$3,673,648
61-90 Overdue	\$ 1,265,429	\$ 1,242,075	\$162,021	\$2,474,216
91-120 Overdue	\$ 811,861	\$ 773,526	\$202,232	\$1,536,686
121-150 Overdue	\$ 606,926	\$ 615,690	\$149,969	\$1,544,360
151-180 Overdue	\$ 663,415	\$ 624,267	\$128,729	\$1,607,530
181+	\$ 3,128,732	\$ 4,152,387	\$721,532	\$7,006,944
	\$ 12,626,866	\$ 12,649,279	-\$2,874,712	\$23,352,748

2023 MN Annual Low Income Electric Measures: Disconnect Activity

Activity Period: 09/30/2022 - 09/30/2023 (unless noted otherwise) **All prior year metrics are copied from previous report, and new year added LIHEAP based on payment method code 'Energy Assistance (EA)' only

Report Update Created 11/27/2023

Highlights measures used to show LIHEAP customer impact

Program End Date	Credit Events	All Customer Types			Residential Customer Type Only			Remaining Categories												
		Actv E Total	LIHEAP Total	% LIHEAP	Actv E DO Total	Actv E DO wLIHEAP	% LIHEAP	Actv E DO woLIHEAP	Discount	Discount Existing	Discount New	LIHEAP woProgram	LIHEAP wProgram	MN Medical	MN Medical Existing	MN Medical New	Power On Existing	Power On New		
9/30/2023	Disconnect Notices (WARN WARR)	736,498	102,317	14%	630,745	89,472	14%	541,273	25,905	10,437	15,468	61,413	40,904	1,249	518	731	22,387	4,578	17,809	
9/30/2023	Customer Turn Offs (LOCK)	17,950	3,121	17%	16,319	2,615	16%	13,704	620	113	507	2,129	992	49	1	48	505	92	413	
1 09/30/22	Disconnect Notices (WARN WARR)	557,799	42,645	8%	508,597	37,071	7%	471,526	14,184	5,063	9,092	27,198	15,447	595	204	373	4,262	1,026	3,061	
2 09/30/22	Customer Turn Offs (LOCK)	7,156	1,018	14%	7,075	844	12%	6,231	329	128	201	660	358	14	0	14	105	12	93	
3 09/30/21	Disconnect Notices (WARN WARR)	215,827	26,362	12%	170,373	23,337	14%	147,036	10,994	6,778	4,150	15,401	10,961	442	109	329	3,787	1,103	2,580	
4 09/30/21	Customer Turn Offs (LOCK)	1,759	436	25%	1,719	359	21%	1,360	162	86	74	261	175	20	1	19	53	3	50	
5 09/30/20	Disconnect Notices (WARN WARR)	343,261	46,618	14%	305,386	45,350	15%	260,036	16,548	10,546	6,002	24,936	21,682	1,043	619	424	9,278	3,882	5,396	
6 09/30/20	Customer Turn Offs (LOCK)	3,566	846	24%	4,398	811	18%	3,587	228	105	123	563	283	19	1	18	80	24	56	
7 09/30/19	Disconnect Notices (WARN WARR)	513,107	92,157	18%	463,562	82,939	18%	380,623	32,642	19,042	13,600	49,317	42,840	3,794	1,432	2,362	17,093	3,323	13,770	
8 09/30/19	Customer Turn Offs (LOCK)	13,255	3,939	30%	12,933	3,269	25%	9,664	1,107	585	522	2,373	1,566	103	20	83	739	110	629	
9 09/30/18	Disconnect Notices (WARN WARR)	343,858	60,745	18%	311,350	54,267	17%	257,083	22,317	14,804	7,513	29,408	31,337	4,617	2,149	2,468	14,794	1,562	13,232	
10 09/30/18	Customer Turn Offs (LOCK)	9,743	2,897	30%	9,482	2,454	26%	7,028	921	545	376	1,545	1,352	254	94	160	618	61	557	
11 09/30/17	Disconnect Notices (WARN WARR)	454,934	62,339	14%	426,371	56,923	13%	369,448	24,542	17,225	7,317	29,040	33,299	5,373	3,259	2,114	15,935	3,990	11,945	
12 09/30/17	Customer Turn Offs (LOCK)	8,764	2,416	28%	8,559	2,143	25%	6,416	871	576	295	1,128	1,288	250	150	100	648	114	534	

CERTIFICATE OF SERVICE

I, Joshua DePauw, 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 NOS. E002/M-04-1956
E002/M-10-854
E002/M-23-476

Dated this 1st day of December 2023

/s/

Joshua DePauw
Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
John	Bailey	bailey@ilsr.org	Institute For Local Self-Reliance	1313 5th St SE Ste 303 Minneapolis, MN 55414	Electronic Service	No	OFF_SL_4-1956_Official
James J.	Bertrand	james.bertrand@stinson.com	STINSON LLP	50 S 6th St Ste 2600 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_4-1956_Official
Barb	Bischoff	barb.bischoff@nngco.com	Northern Natural Gas Co.	CORP HQ, 714 1111 So. 103rd Street Omaha, NE 681241000	Electronic Service	No	OFF_SL_4-1956_Official
Robert S.	Carney, Jr.			4232 Colfax Ave. S. Minneapolis, MN 55409	Paper Service	No	OFF_SL_4-1956_Official
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	No	OFF_SL_4-1956_Official
Brandon	Crawford	brandonc@cubminnesota.org	Citizens Utility Board of Minnesota	332 Minnesota St Ste W1360 St. Paul, MN 55101	Electronic Service	No	OFF_SL_4-1956_Official
George	Crocker	gwillc@nawo.org	North American Water Office	5093 Keats Avenue Lake Elmo, MN 55042	Electronic Service	No	OFF_SL_4-1956_Official
Leslie	Davis		Earth Protector, Inc.	PO Box 11688 Minneapolis, MN 554110688	Paper Service	No	OFF_SL_4-1956_Official
Ron	Elwood	relwood@mnlsap.org	Legal Services Advocacy Project	970 Raymond Avenue Suite G-40 Saint Paul, MN 55114	Electronic Service	No	OFF_SL_4-1956_Official
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	Yes	OFF_SL_4-1956_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Edward	Garvey	garveyed@aol.com	Residence	32 Lawton St Saint Paul, MN 55102	Electronic Service	No	OFF_SL_4-1956_Official
Bruce	Gerhardson	bgerhardson@otpc.com	Otter Tail Power Company	PO Box 496 215 S Cascade St Fergus Falls, MN 565380496	Electronic Service	No	OFF_SL_4-1956_Official
Todd J.	Guerrero	todd.guerrero@kutakrock.com	Kutak Rock LLP	Suite 1750 220 South Sixth Street Minneapolis, MN 554021425	Electronic Service	No	OFF_SL_4-1956_Official
William J.	Hagstrom	N/A	Catapult Capital Management LLC	32nd Floor 650 Fifth Avenue New York, NY 10019	Paper Service	No	OFF_SL_4-1956_Official
Annete	Henkel	mui@mutilityinvestors.org	Minnesota Utility Investors	413 Wacouta Street #230 St.Paul, MN 55101	Electronic Service	No	OFF_SL_4-1956_Official
Michael	Hoppe	lu23@ibew23.org	Local Union 23, I.B.E.W.	445 Etna Street Ste. 61 St. Paul, MN 55106	Electronic Service	No	OFF_SL_4-1956_Official
Alan	Jenkins	aj@jenkinsatlaw.com	Jenkins at Law	2950 Yellowtail Ave. Marathon, FL 33050	Electronic Service	No	OFF_SL_4-1956_Official
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	150 S. 5th Street Suite 1200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_4-1956_Official
Charles	Kyte	members@mnasa.org	Minnesota Association of School Administrators	1884 Como Ave St. Paul, MN 55108	Electronic Service	No	OFF_SL_4-1956_Official
Annie	Levenson Falk	annief@cubminnesota.org	Citizens Utility Board of Minnesota	332 Minnesota Street, Suite W1360 St. Paul, MN 55101	Electronic Service	No	OFF_SL_4-1956_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Kim	Lillyblad	kim.lillyblad@avantenergy.com	Avant Energy	220 S. Sixth St Ste 1300 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_4-1956_Official
Dale	Lusti	dale.lusti@state.mn.us	Office of Energy Security	Suite 500 85 Seventh Place East St. Paul, MN 551012198	Electronic Service	Yes	OFF_SL_4-1956_Official
Kavita	Maini	kmairi@wi.rr.com	KM Energy Consulting, LLC	961 N Lost Woods Rd Oconomowoc, WI 53066	Electronic Service	No	OFF_SL_4-1956_Official
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 E 7th St St Paul, MN 55106	Electronic Service	No	OFF_SL_4-1956_Official
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_4-1956_Official
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_4-1956_Official
Jeff	Pollock	jcp@jpollockinc.com	J. Pollock Inc.	Suite 335 12655 Olive Boulevard St. Louis, MO 63141	Electronic Service	No	OFF_SL_4-1956_Official
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	No	OFF_SL_4-1956_Official
Steve	Schneider	steve.schneider@ci.stpaul.mn.us	Board of Water Commissioners	1900 Rice Street St. Paul, MN 55113	Electronic Service	No	OFF_SL_4-1956_Official
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_4-1956_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_4-1956_Official
Janet	Shaddix Elling	jshaddix@janetshaddix.com	Shaddix And Associates	7400 Lyndale Ave S Ste 190 Richfield, MN 55423	Electronic Service	No	OFF_SL_4-1956_Official
Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.	76 W Kellogg Blvd St. Paul, MN 55102	Electronic Service	No	OFF_SL_4-1956_Official
Byron E.	Starns	byron.starns@stinson.com	STINSON LLP	50 S 6th St Ste 2600 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_4-1956_Official
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_4-1956_Official
Kitty	Turner	kat@jpollockinc.com	J. Pollock Inc.	12655 Olive Boulevard St. Louis, MO 63141	Electronic Service	No	OFF_SL_4-1956_Official
Rebecca S.	Winegarden	beckwine@msn.com	Unknown	10555 Union Terrace Ln N Maple Grove, MN 553692622	Electronic Service	No	OFF_SL_4-1956_Official

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Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_10-854_Official
Brandon	Crawford	brandonc@cubminnesota.org	Citizens Utility Board of Minnesota	332 Minnesota St Ste W1360 St. Paul, MN 55101	Electronic Service	No	OFF_SL_10-854_Official
Ron	Elwood	relwood@mnlsap.org	Legal Services Advocacy Project	970 Raymond Avenue Suite G-40 Saint Paul, MN 55114	Electronic Service	No	OFF_SL_10-854_Official
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_10-854_Official
Annie	Levenson Falk	annief@cubminnesota.org	Citizens Utility Board of Minnesota	332 Minnesota Street, Suite W1360 St. Paul, MN 55101	Electronic Service	No	OFF_SL_10-854_Official
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 E 7th St St Paul, MN 55106	Electronic Service	No	OFF_SL_10-854_Official
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_10-854_Official
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_10-854_Official
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_10-854_Official

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_23-476_M-23-476
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_23-476_M-23-476
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_23-476_M-23-476
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_23-476_M-23-476
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_23-476_M-23-476