414 Nicollet Mall
Minneapolis, Minnesota 55401

PUBLIC DOCUMENT
SECURITY, TRADE SECRET, AND
PRIVATE DATA ON INDIVIDUALS
HAS BEEN EXCISED

April 1, 2013

—VIA ELECTRONIC FILING—

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101

RE: ANNUAL REPORT AND PETITION
SERVICE QUALITY PERFORMANCE AND PROPOSED RELIABILITY MEASURES
DOCKET NO. E002/M-13-___

Dear Dr. Haar:

Enclosed for filing is the Electric Annual Service Quality Performance Report and Petition of Northern States Power Company, requesting the Commission accept our report and approve our proposed reliability standards.

Security, Trade Secret, and Private Data on Individuals Justification
This submission contains information regarding the Company's feeders and other system components, and associated customers served. This information is "security information" as defined by Minn. Stat. § 13.37, subd. 1(a). Xcel Energy believes the information could be manipulated to reveal the location and size of facilities serving our customers. The public disclosure or use of this information creates an unacceptable risk because those who want to disrupt the electrical grid for political or other reasons may learn which facilities to target to create the greatest disruption. For this reason, pursuant to Minn. Stat. § 13.37, subd. 2, we have excised this data from the public version of our filing.

This submission also contains proprietary programs Xcel Energy has developed and maintained internally to plan and manage system reliability. This information is "trade secret" information as defined by Minn. Stat. §13.37(1)(b). This information derives independent economic value from not being generally known or readily ascertainable by others who could obtain a financial advantage from its use. For this reason, pursuant to Minn. Stat. § 13.37, subd. 2, we have excised this data from the public version of our filing.

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

We have electronically filed this document with the Minnesota Public Utilities Commission, and notice of the filing has been served on the parties on the attached service list.

Please contact Rebecca Eilers at (612) 330-5570 or rebecca.d.eilers@xcelenergy.com or me at (612) 330-7529 or paul.lehman@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

PAUL J LEHMAN
MANAGER, REGULATORY COMPLIANCE & FILINGS

Enclosures

c: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
David Boyd	Commissioner
Nancy Lange	Commissioner
J. Dennis O'Brien	Commissioner
Betsy Wergin	Commissioner

IN THE MATTER OF NORTHERN STATES POWER COMPANY ANNUAL REPORT ON SAFETY, RELIABILITY, AND SERVICE QUALITY FOR 2012; AND PETITION FOR APPROVAL OF ELECTRIC RELIABILITY STANDARDS FOR 2013

DOCKET NO. E002/M-13-___

ANNUAL REPORT AND PETITION

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report on our safety, reliability, and service quality performance for 2012. We make this filing pursuant to Minn. R. 7826.0400, 7826.0500, and 7826.1300. This filing also includes our Petition for approval of the Company's proposed reliability standards for the year 2013, as required under Minn. R. 7826.0600.

In addition, this Annual Report contains our annual Smart Grid update in compliance with the Commission's June 5, 2009 Order and March 4, 2011 NOTICE CLARIFYING INFORMATION SOUGHT IN SMART GRID REPORTS, both in Docket No. E999/CI-08-948.

We also include our annual review and report on malfunctioning meters in compliance with the Commission's November 20, 2010 Order in Docket Nos. Docket Nos. G002/CI-08-871 and E,G002/M-09-224.

We respectfully request that the Commission accept our annual report for 2012 and approve our proposed reliability standards for 2013.

I. SUMMARY OF FILING

A one-paragraph summary of this filing accompanies this Petition pursuant to Minn. R. 7829.1300, subp. 1.

II. SERVICE ON OTHER PARTIES

Xcel Energy has filed this document in eDockets and served a summary of the filing on all parties on Xcel Energy's miscellaneous electric service list, pursuant to Minn. R. 7829.1300, subp. 2.

III. GENERAL FILING INFORMATION

Xcel Energy provides the following required information pursuant to Minn. R. 7829.1300, subp. 3.

A. Name, Address, and Telephone Number of Utility

Northern States Power Company
414 Nicollet Mall
Minneapolis, Minnesota 55401
(612) 330-5500

B. Name, Address, and Telephone Number of Utility Attorney

Alison Archer
Assistant General Counsel
Xcel Energy
414 Nicollet Mall - 5th Floor
Minneapolis, MN 55401
(612) 215-4662

C. Date of Filing and Date Standards Take Effect

The date of this filing is April 1, 2013. Xcel Energy requests that the Commission accept this annual report on the Company's performance for 2012. Additionally, we request that our proposed reliability standards be approved for the year 2013. Our report on reliability performance for 2013, subject to the standards approved by the Commission, will be filed on or before April 1, 2014, as required under Minn. R. 7826.0500, subp. 1, for the January 1 through December 31, 2013 period.

D. Statute Controlling Schedule for Processing the Filing

No specific statute imposes a schedule controlling the processing of this filing. Pursuant to Minn. R. 7826.1300, this report is to be filed as a miscellaneous tariff filing under Minn. R. 7829.0100, subp. 11. Under Minn. R. 7829.1400 governing miscellaneous filings, initial comments are due within 30 days of filing, with reply comments due ten days thereafter.

E. Utility Employee Responsible for Filing

Paul J Lehman
Xcel Energy
414 Nicollet Mall – 7th floor
Minneapolis, Minnesota 55401
(612) 330-7529

IV. DESCRIPTION AND PURPOSE OF FILING

Legislation passed in 2001 required that the Commission establish safety, reliability, and service quality standards for electric distribution utilities. After a rulemaking process, the Commission adopted rules that became effective on January 28, 2003. These rules contain both performance standards and reporting requirements. Additionally, the rules require individual utilities to propose electric reliability standards each year for approval by the Commission.

In compliance with the rules, this filing is organized into the following sections:

- Safety Performance for 2012
- Reliability Performance for 2012
- Service Quality Performance for 2012
- Additional Reporting Requirements
- Proposed Electric Reliability Standards for 2013

On March 30, 2012, the Company filed proposed reliability standards for 2012. The Commission approved our proposed standards in its December 20, 2012 Order in Docket No. E002/M-12-313. This filing contains information on our proposed reliability standards for 2013, as well as information on our performance for 2012 under the approved standards. The standards we propose for 2013 are calculated using the same methodology as previously approved for our 2012 reliability standards.

SAFETY PERFORMANCE FOR 2012

> ***7826.0400 Annual Safety Report.*** *On or before April 1 of each year, each utility shall file a report on its safety performance during the last calendar year. This report shall include at least the following information:*
>
> *A. Summaries of all reports filed with United States Occupational Safety and Health Administration (OSHA) and the Occupational Safety and Health Division of Minnesota Department of Labor & Industry during the calendar year.*

During 2012, we continued our commitment to provide a safe work environment for our employees and to promote awareness of safe work practices.

Each year, the U.S. Department of Labor, Bureau of Labor Statistics Survey of Occupational Injuries and Illnesses requests information on randomly selected plants and facilities operated by Xcel Energy. We provided as **Attachment A** to this Annual Report**,** a table containing a summary of the data requested by the U.S. Department of Labor for 2012. Additionally, this table includes the required information from the U.S. Occupational Safety and Health Administration Form 300.

> *B. A description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electrical system failures and all remedial action taken as a result of any inquiries or property damage described.*

Attachment B to this Annual Report includes the required information regarding property damage resulting from downed wires or other electrical system failures. In general, when an incident occurs from a downed wire or failed equipment, the Company takes the necessary action to replace, repair or otherwise fix its equipment.

In 2012, the Company made one payment of $1,522 in compensation for injuries requiring medical attention resulting from downed wires or other electrical system failures. The claimant reported she received a shock from sparks coming off of a transformer. She was treated at a nearby hospital and released after being diagnosed with an electrical shock.

RELIABILITY PERFORMANCE FOR 2012

In Compliance with the Commission's December 20, 2012 Order, we provide additional information in this Annual Report describing the policies, procedures and actions that we have implemented, or are planned to assure reliability:

3. *The Company shall include the following in its next annual safety, reliability, and service quality reports:*

   a. *a description of the policies, procedures, and actions that it has implemented, and plans to implement, to assure reliability, including information demonstrating proactive management of the system as a whole, increased reliability, and active contingency planning.*
   b. *a summary table (or summary information in some other format) that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability.*
   c. *a report on the major causes of outages for major event days.*

4. *Xcel shall consider other factors, in addition to historical data, on which to base its reliability indices for 2013 in an effort to demonstrate its commitment toward improving reliability performance.*

5. *Xcel shall continue its efforts in the reporting of major service interruptions to the Commission's Consumer Affairs Office.*

Below we outline, by Order point, where in this Annual Report we have provided the required information:

Order Points 3a and 3b: We provide this information in our Distribution System Performance Summary as **Attachment M**.

Order Point 3c: We provide this information as well as our MAIFI results as **Attachment N.**

Order Point 4: We provide this information in the Section, "Proposed Electric Reliability Standards for 2013," beginning on page 19 of this report.

Order Point 5: We discuss our major service interruptions in this Annual Report in the Section discussing Minn. Rule 7826.0500.

> ***7826.0500 Reliability Reporting Requirements.***
> ***Subpart 1. Annual Reporting Requirements.*** *On or before April 1 of each year, each utility shall file a report on its reliability performance during the last calendar year. This report shall include at least the following information:*

A. *The utility's SAIDI for the calendar year, by work center and for its assigned service area as a whole.*
B. *The utility's SAIFI for the calendar year, by work center and for its assigned service area as a whole.*
C. *The utility's CAIDI for the calendar year, by work center and for its assigned service area as a whole.*
D. *An explanation of how the utility normalizes its reliability data to account for major storms.*

On March 30, 2012, as required by Minn. R. 7826.0600, we proposed reliability standards for 2012 for each of our four Minnesota work centers.[1] The Commission approved our proposed standards in their December 20, 2012 Order in Docket No. E002/M-12-313. The table below presents our 2012 reliability performance results compared to these standards. We note that these reliability statistics are calculated using the methodology previously-approved by the Commission, which we outline below:

- Include outages occurring at all levels (distribution, substation, and transmission).
- Include all outage cause codes.
- Where applicable, include credit for partial restoration.
- Base calculations on the number of customers' billing accounts and meters.
- Base calculations on storm-normalized data.

We determine regional storm day thresholds based on the average number of sustained outages per day.[2] Any day that meets or exceeds the threshold is considered a storm day for the qualifying region. This means that all outages that start on a storm day (which lasts from midnight to midnight) for a particular work center are excluded from the calculation of the various reliability indices for that work center.

For 2012, we used the following storm day threshold calculation procedures:

- Using the previous five years of outage history for each region, we:
  - Calculate the number of sustained outages per day;
  - Calculate the average number of sustained outages per day; and
  - Calculate the standard deviation of sustained outages per day.

[1] The four Minnesota work centers include Metro East, Metro West, Northwest, and Southeast.
[2] A "sustained outage" is an outage with duration greater than five minutes.

- Based on the above methodology, we set a unique storm day threshold for each region. A storm day is defined as any day meeting or exceeding the average number of sustained outages per day plus three standard deviations.

2012 RELIABILITY PERFORMANCE Results

		2012 Performance Results	2012 Standard
Minnesota	SAIDI	99.00	NA
	SAIFI	0.90	NA
	CAIDI	109.47	NA
Metro East	SAIDI	**98.35**	84.99
	SAIFI	0.91	0.97
	CAIDI	**108.36**	87.27
Metro West	SAIDI	**103.98**	99.98
	SAIFI	0.98	1.02
	CAIDI	**105.93**	98.29
Northwest	SAIDI	**106.07**	101.53
	SAIFI	0.84	0.91
	CAIDI	**125.62**	111.97
Southeast	SAIDI	71.54	86.62
	SAIFI	0.59	0.81
	CAIDI	**120.50**	107.31

As shown above, in 2012 we met eight of twelve standards, bolding those standards we did not meet. [3]

We provide in the following section, a summary as to why we did not meet the established standards in these areas.

E. An action plan for remedying any failure to comply with the reliability standards set forth in part 7826.0600 or an explanation as to why noncompliance was unavoidable.

Our 2012 performance was impacted much by the weather, mostly in late spring and early summer. We had quite a few storms, high winds, and lighting, and many of these events caused widespread customer outages but fell far below the level of qualifying for a storm day. Overall, the outages caused by weather in 2012 qualified

[3] We note that Xcel Energy operates under two sets of reliability standards – those approved by the Commission under Minn. R. 7826.0600, and those included in the Company's service quality tariff. The Commission approved the reliability measures in our service quality tariff in its Order dated September 17, 2004, in Docket No. E,G002/CI-02-2034. While this report contains our performance under Minnesota Rules, we also file a separate report of our performance under the terms of our service quality tariff. Because the methodology used to calculate reliability metrics under our service quality tariff is different than the methodology used to calculate these metrics under Minnesota Rules, the two sets of reliability statistics are not comparable.

for just over 51 percent of the storm days we had in 2011 across all four work centers (14 storm days across all regions in 2012 as compared to 27 storms days in 2011).

As we have noted in previous annual reports, due to the fact that these goals are five-year averages, we would expect to achieve target results 50 percent of the time and miss the target 50 percent of the time. Taken together, several days of storms that cause extensive outages but do not qualify for storm days can quickly erode a standard that is based on average performance.

In 2012, we achieved our targets five out of 12 times, or 42 percent of the time. Over the five-year reference period, we achieved our targets 35 of 60 times, or 58 percent - exceeding the average over time.

Based on these underlying facts for 2012, the Company does not believe an action plan to improve performance for any specific work center is warranted at this time. Regardless, as described in our Distribution System Performance Summary provided as Attachment M to this Annual Report, the Company will continue our on-going assessments of reliability, seeking to implement system improvements and maintenance to achieve the largest improvements in reliability measurements. We are committed to providing reliable service to our customers and discuss the specific work centers below.

1. Metro East

Our SAIDI for the Metro East work center exceeded the threshold by 13.36 minutes. In addition, CAIDI exceeded the threshold by 21.09 minutes. In examining the outages in the Metro East work center, which caused these thresholds to be exceeded, we found one event to be noteworthy.

On November 10, 2012 the region experienced a wind and lightning storm. Several poles broke as a result, and we took an intentional outage to allow our crews to safely fix our equipment and restore the power. This day contributed to 12.12 SAIDI minutes and 10.50 CAIDI minutes. This is more than 90 percent of the SAIDI threshold gap and nearly 50 percent of the CAIDI threshold gap.

In 2012, the storm threshold for Metro East was 97 outages per day. The storm on November 10, 2012 caused 95 outages – narrowly missing exclusion.

2. Metro West

Our SAIDI performance in the Metro West work center exceeded the threshold by 4 minutes and our CAIDI by 7.64 minutes. Much of this impact can be attributed to six days in the months of June and July. These ranged from events caused by public damage to lighting strikes

3. Northwest

SAIDI and CAIDI for the Northwest work center region exceeded the threshold by 4.53 minutes and 13.65 minutes respectively. We note that again there was one day that was a major factor in this work center not meeting the standards.

On June 17, 2012, we had two transmission level events caused by a broken pole and a broken cross arm on 69KV lines. These outages contributed to 83 percent of the CAIDI threshold gap and were more than three times over the SAIDI threshold gap – or 14.67 SAIDI minutes. Much of the remaining CAIDI impact can be attributed to other storms in the region that did not qualify for a storm day.

4. Southeast

Our CAIDI performance in the Southeast work center exceeded our threshold by 13.19 minutes. As was the case with our Metro West work center, there is not one large event that caused this but several small weather-related events over the course of late spring and early summer.

In our 2011 Annual Service Quality Report under the Minnesota Rules, the Department requested we develop a plan to improve our CAIDI in the Southeast work center. While we acknowledge that we did not achieve the standard set by average historical performance in 2012, we reiterate our previous comments that SAIDI is the industry indicator of reliability as it is a system measure, as opposed to CAIDI which is an individual customer indicator. We note that we achieved our SAIDI standard in 2012 for the Southeast work center by over 15 minutes. We continue to believe that our reliability in our Southeast work center is good and our SAIDI statistics prove that, meeting our goal three out of the last four years.

Nevertheless, we continue to assess our reliability management work practices chart (provided in Attachment M of this report) to determine which programs and actions will have the most positive impact on our overall reliability, including our Southeast work center.

F. To the extent feasible, a report on each interruption of a bulk power supply facility during the calendar year, including the reasons for interruption, duration of interruption, *and any remedial steps that have been taken or will be taken to prevent future interruption.*

During 2012, there were no generation outages on Xcel Energy's system that caused an interruption of service to firm electric customers. All curtailments of customers subject to load management rates or Demand-Side Management programs were consistent with the terms of the load management tariffs and DSM programs.

We provide the required information regarding transmission outages as **Attachment C**.

G. A copy of each report filed under part 7826.0700.

Minn. R. 7826.0700, subp. 1 requires a utility to promptly inform the Commission's Consumer Affairs Office of any major service interruption occurring on the utility's system. "Major service interruption" is defined under Minn. R. 7826.0200, subp. 7 as an interruption of service at the Feeder level or above and affecting 500 or more customers for one or more hours. Xcel Energy regularly sends the CAO notification of *all* sustained outages occurring at the Feeder level or above, which includes reporting outages that are not necessarily large enough or long enough to meet the definition of a major service interruption under Minn. R. 7826.0200, subp. 7.

We are committed to providing the CAO with timely and accurate information. Our Customer Advocate Group generally sends these notifications via e-mail directly to the CAO. In most cases, our Customer Advocates forward a copy of the internal email outage notifications they receive from our Control Center. During 2012, there were 252 outages on Xcel Energy's system that meet the definition of "major service interruption." We provide as **Attachment D** to this Annual Report**,** copies of the notifications, along with a summary of qualifying outages.

In an effort to provide the timeliest information, whenever possible, our Customer Advocate Group sends the CAO the first outage notification received from the Control Center for an outage event. First notifications often do not include full cause and/or follow-up action information since the restoration crew may not have yet completed its work related to the event. However, we believe it is more important to give the CAO notification as soon as possible rather than waiting for complete information before sending the CAO an alert.

We note that during high volume outage times, it is possible the Control Center does not send an email for each and every outage event. Often during these high volume events, the Company's Customer Advocate Group works with the Control Center to obtain more general status updates in lieu of individual emails. These updates, which are also forwarded to the CAO, usually include information on communities affected, total customers out of service, and any available information on expected restoration times. If available, information is also provided regarding crews brought in from other areas to assist restoration during times of escalated operations. Where available, we have *also* provided copies of these general updates sent to the CAO in Attachment D.

As with any process that involves human intervention, errors will occur, and notices may not be sent to the CAO. There are instances when the Control Center may not create a notice, or the Company's Customer Advocates do not forward a notice to the CAO. We perform a monthly review to determine whether an email has been sent to the CAO for each qualifying outage. Instances where an email notification is not forwarded to the CAO are further analyzed to determine the cause and the responsible group(s).

In 2012, we did not send an email notice to the CAO for 5 of the 252 major service interruptions. We remain committed to providing notification for all qualifying outages, and will continue to monitor and improve our processes, as appropriate.

Minn. R. 7826.0700, subp. 2 requires a utility to file a written report on any major service interruption in which ten percent or more of its Minnesota customers were without service for 24 hours or more. During 2012, there were no such interruptions on Xcel Energy's system.

H. To the extent feasible, circuit interruption data, including:

- *Identifying the worst performing circuit in each work center;*
- *Stating the criteria used to identify the worst performing circuit;*
- *Stating the circuit's SAIDI, SAIFI, and CAIDI;*
- *Explaining reasons that the circuit's performance is in last place; and*
- *Describing any operational changes the utility has made, is considering, or intends to make to improve its performance.*

Xcel Energy has a program entitled Feeder Performance Improvement Plan (FPIP). Under this plan, we identify the poorest performing circuits, the outage causes, and any changes needed to improve reliability. Xcel Energy defines poor performing Feeders as those with a SAIFI exceeding three times the average feeder SAIFI value, or a SAIDI exceeding four times the average SAIDI value.[4] The data used to

[4] SAIFI- 2.234 outages for 2012 in Minnesota. SAIDI – 459.81 minutes for 2012 in Minnesota

calculate SAIDI and SAIFI for these feeders is based on distribution level outages, except for planned and public damage, and has not been normalized for storm events.

The FPIP schedule spans the September through August time period, rather than a calendar year. We designed this schedule to implement solutions prior to the storm season and to achieve maximum benefit throughout the year. Thus, the data used to determine the poorest-performing circuits in this report spans the September 2011 to August 2012 period rather than the calendar year.

In September of each year, we calculate SAIFI and SAIDI for the most recent 12 months for each Feeder. We analyze the outage cause data to determine whether operational changes are necessary. Using this data, during the fall and early winter months, we plan any necessary construction projects. We begin construction projects involving overhead equipment first, with a goal of completion prior to the spring storm season. We begin underground construction as soon as possible after frost dissipation.

In accordance with the Commission's April 7, 2006 Order in Docket No E002/M-05-551, the Commission increased the number of Feeders that the Company includes in this report to 25 per work center, for a total of 100. In addition, the Order directed the Company to work with Commission Staff in developing a reporting format. **Attachment E** provides the resulting Feeder performance data for 2012, by work center, in two sections.

The first section of each work center's report provides a list of Feeders, sorted by SAIDI, using calendar year data and the format requested by Commission Staff. We note this format includes additional outages such as bulk power supply and planned outages that are not used internally to identify poor performers. Thus using the Company's criteria for identifying poorest-performing feeders will not result in 25 actual "poor performers" for each region, or 100 system-wide.

For this reason, some of the Feeders listed in Attachment E are not actual "poor performers," but rather are included in the list only because the Company is required to identify 25 Feeders, and their performance values were greater than other Feeders (but less than poor performer Feeders in that particular work center). For those top Feeders in each region that were identified as poor performers under the internal FPIP program, we have completed a reliability review and provide information on the reasons for the poor performance and any planned improvements in Attachment E.

I. Data on all known instances in which nominal electric service voltages on the utility's side of the meter did not meet the standards of the American National Standards Institute for nominal system voltages greater or less than voltage range B.

Voltage deviations typically result with customers experiencing problems with electrical equipment. High voltage can result in bright light bulbs, and eventually shortens the life of the bulbs, or can result in electric motor damage. Low voltage can have equally-significant consequences.

A first responder initially handles customer voltage complaints. If a non-voltage cause cannot be found, we initiate a voltage investigation, and install a recording voltmeter. In the metro area, Xcel Energy has a dedicated technician that sets these recorders and performs the voltage investigations. In the non-metro areas, a first responder or a district representative conducts the voltage investigations.

Xcel Energy's allowable service voltage range is 120 volts plus/minus 5 percent, or a minimum of 114 volts to a maximum of 126 volts. As shown in the below table, Xcel Energy's allowable service voltage range falls within the American National Standards Institute (ANSI) voltage range B.

Xcel Energy Allowable Service Voltage Range

	Minimum Voltage	**Maximum Voltage**
ANSI Voltage Range B (service voltage)	110	127
Xcel Energy Range (service voltage)	114	126

During 2012, the Company conducted 604 voltage investigations. These investigations resulted in a diagnosis of a specific voltage problem in 224 of these cases. These problems are typically the result of transformer overloads or some other equipment malfunction, such as capacitor banks or voltage regulators. In all other cases, either no problem was found or the root cause was attributed to something other than voltage deviations. In cases where the Company finds the voltage to be out of the acceptable range, we take appropriate actions, including but not limited to swapping transformers, upgrading transformers, or checking capacitor banks.

J. Staffing levels at each work center, including the number of full-time equivalent positions held by field employees responsible for responding to trouble and for the operation and maintenance of distribution lines

	Metro East	Metro West	Northwest	Southeast	Other *
2012 Work Center Staffing Level Totals	134	190	34	58	44

* Xcel Energy field employees associated with the Fargo and Sioux Falls Service Centers respond to trouble and perform distribution line operation and maintenance in western Minnesota and the Dakotas.

Finally, we note that although we are reporting staffing levels by work center as required under the Rules, our field personnel respond to trouble and perform duties in other work centers as the need arises.

K. Any other information the utility considers relevant in evaluating its reliability performance over the calendar year.

We are committed to providing reliable service to our customers. We are available to provide any additional information the Commission may require on this issue.

SERVICE QUALITY PERFORMANCE 2012

7826.1400 Reporting Meter Reading Performance. *The annual service quality report must include a detailed report on the utility's meter-reading performance, including for each customer class and for each calendar month:*

A. The number and percentage of customer meters read by utility personnel.
B. The number and percentage of customer meters self-read by customers.
C. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and periods of longer than 12 months, and an explanation as to why they have not been read.

We provide the required meter reading information as **Attachment F** to this filing. In this year's report, we have added the total number of meters on our system as we committed to provide in our August 8, 2012 Reply Comments in our 2011 Natural Gas Service Quality Report proceeding, Docket No. G002/M-12-440.

D. Data on monthly meter reading staffing levels, by work center or geographical area.

The following data for 2012 includes full-time equivalent numbers and does not count temporary staff positions. The "Other" category numbers includes Xcel Energy personnel located in the Fargo and Sioux Falls Service Centers who read meters in western Minnesota and the Dakotas.

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Metro East	5	4	4	4	4	4	4	4	4	4	4	4
Metro West	3	3	3	3	3	3	1	1	1	1	1	2
Northwest	4	4	4	4	4	4	4	4	4	4	4	3
Southeast	2	2	2	2	2	2	2	2	2	2	2	2
Other	1	2	2	2	2	2	2	2	2	2	2	2

7826.1500 Reporting Involuntary Disconnections. *The annual service quality report must include a detailed report on involuntary disconnections of service, including, for each customer class and each calendar month:*

A. The number of customers who received disconnection notices.
B. The number of customers who sought cold weather rule protection under chapter 7820 and the number who were granted cold weather rule protection.
C. The total number of customers whose service was disconnected involuntarily and the number of these customers restored to service within 24 hours.
D. The number of disconnected customers restored to service by entering into a payment plan.

We provide the required information as **Attachment G** to this Annual Report.

7826.1600 Reporting Service Extension Request Response Times. *The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:*

A. The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.
B. The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.

We provide the required information for Part A above as **Attachment H** to this Annual Report. Attachment H includes data on service installations that require construction.

For Part B above, we note that 316,908 customers requested service at a location previously served by the Company in 2012. With respect to situations where we supply service to a location previously served by the Company, we handle these requests on the next business day. Responding to such a request generally involves setting a meter and connecting the service. Such cases are not reflected in the information provided in Attachment H.

> ***7826.1700 Reporting Call Center Response Times.*** *The annual service quality report must include a detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information.*

We provide the required information as **Attachment I** to this Annual Report.

Pursuant to the Commission's November 3, 2004 Order in Docket No. E002/M-04-511, we have included credit calls in our reported call center response time. However, to be consistent with past reporting practices and for ease of comparison with our historical data, we also provide the data for this metric excluding credit calls.

- Our call center service level *including* credit calls is 81.0 percent of calls answered in 20 seconds or less; and
- Our call center service level *excluding* credit calls is 91.4 percent of calls answered in 20 seconds or less.

Minn. R. 7826.1200, subp. 1 requires that we answer 80 percent of calls made to the business office during regular business hours within 20 seconds. We note that our Call Centers are staffed 24 hours a day, 7 days a week, and our IVR is used in the same manner across this time period, therefore these are our "business hours." So, our performance includes call and service level information on a 24-hours-a-day, 7 days-a-week-basis. Line 31 on Attachment I provides our average speed of answer (ASA), and the rows below break out the ASA by call center.

In 2013 we are planning to implement a new call center application called Call Back Assist (CBA). This technology is generically referred to as "virtual hold" because there is a leading vendor by the same name. This is common technology within the contact center industry. When customers call in to the contact center during periods of long wait times, the CBA application provides them the option to be called back automatically instead of waiting in queue. For example, if the expected wait time is 10 minutes, a customer could select to have their phone ring in approximately 10 minutes instead of waiting on the phone line for 10 minutes listening to hold music; CBA keeps the customer's place in the call queue. JD Power data shows that customers are satisfied with this type of technology.

We expect to deploy this technology within the Company's jurisdictions in June 2013 on a small scale. The CBA application will likely be available to Minnesota customers in the third quarter 2013, though only on our high volume call types because the larger the call volume, the more accurate the estimated wait time is when using CBA.

> ***7826.1800 Reporting Emergency Medical Account Status.*** *The annual service quality report must include the number of customers who requested emergency medical account status under Minnesota Statutes, section 216B.098, subdivision 5, the number whose applications were granted, and the number whose applications were denied and the reasons for each denial.*

We provide the required information as **Attachment G** to this Annual Report.

> ***7826.1900 Reporting Customer Deposits.*** *The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.*

During 2012, we requested a total of 622 deposits as a condition of service for our residential customers that had filed for bankruptcy. We request these deposits upon notification from the bankruptcy court and/or the customer of their bankruptcy petition.

> ***7826.2000 Reporting Customer Complaints.*** *The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:*

A. The number of complaints received.

B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.

C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.

D. The number and percentage of all complaints resolved by taking any of the following actions:

(1) Taking the action the customer requested;

(2) Taking an action the customer and the utility agree is an acceptable compromise.

(3) Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.

(4) Refusing to take the action the customer requested.

E. *The number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.*

We provide the required information as **Attachment J** to this Annual Report.

Pages 1-4 of Attachment J contain information on customer complaints handled by the Company's Customer Advocate group. Pages 5-16 contain information on complaints handled upon initial inquiry in the Call Centers.

ADDITIONAL REPORTING REQUIREMENTS

A. Smart Grid Annual Report

In compliance with the Commission's Order dated June 5, 2009 and the March 4, 2011 NOTICE CLARIFYING INFORMATION SOUGHT IN SMART GRID REPORTS in Docket No. E999/CI-08-948, we provide an update on our Smart Grid projects as **Attachment K** of this Annual Report.

B. Meter Equipment Malfunctions Tariff Annual Report

In compliance with the Commission's Order dated November 30, 2010 in Docket Nos. G002/CI-08-871 and E,G002/M-09-224, we provide a review and report on the following items relating to our Meter Equipment Malfunctions tariff:

- Volume of Investigate and Remediate Field orders;
- Volume of Investigate and Refer Field orders;
- Volume of Remediate Upon Referral Field orders;
- Average response time for each of the above categories by month and year;
- Minimum days, maximum days, and standard deviations for each category; and
- Volume of excluded field orders.

In summary, we performed within the field response parameters prescribed in our tariff, completing a total of 2,435 electric and 2,891natural gas orders with an average response time of 2.95 and 2.97 days, respectively. We additionally completed 141 electric and 365 natural gas field orders for which we experienced access and environmental issues, both allowable Exclusions under the tariff. We provide our detailed results as **Attachment O**.

We note that 2012 was the second full year of tracking and reporting our performance under the Meter Equipment Malfunctions tariff. To effectively implement the tariff, we developed tracking tools and conducted training for our field resources to ensure we accurately capture the information necessary to demonstrate our performance. We experienced the typical challenges associated with implementation of new processes and tools, which we overcame by effective work prioritization, consistent monitoring, and focused communication with field resources. We socialize the meter tracking report monthly with all employees. Schedulers monitor the orders and contact the Meter Technician when a work order is nearing its deadline.

Although our performance fell well-within the prescribed timelines in the 2012 performance year, the current targets are reasonable and appropriate. As outlined in our Petition proposing the tariff, the established performance targets generally follow existing Tariff and Rule requirements, as well as the terms of our contractual agreement with our meter maintenance supplier. In addition, they effectively balance providing customers with a reasonable level of service, and requiring the Company to perform within an appropriate performance bandwidth over time.

PROPOSED ELECTRIC RELIABILITY STANDARDS FOR 2013

As discussed above, we submitted proposed reliability standards for 2012 on March 30, 2012. Our proposed standards were approved by the Commission in its December 20, 2012 Order. We calculated the standards that we propose for 2013 using the same methodology approved for our 2012 reliability standards.

On pages 6 and 7 of this filing, we provide details regarding the approved method of calculation and storm-normalization process used for our 2012 reliability standards. Because we are proposing no changes to this methodology for the development of our 2013 standards, in this Section, we simply provide a brief discussion of reliability indices and our method of calculation, and we set forth our proposed reliability standards for 2013.

Minn. R. 7826.0600, subp. 1 requires each utility to propose standards for the following reliability indices:

- System Average Interruption Duration Index,
- System Average Interruption Frequency Index, and
- Customer Average Interruption Duration Index.

SAIDI measures the average total number of minutes a customer was without power during a calendar year. This indice is calculated as follows:

$$\textbf{SAIDI} = \frac{\textbf{Total Customer Minutes of Sustained Outages}}{\textbf{Number of Customers}}$$

SAIFI measures the average frequency of sustained service interruptions per customer during a calendar year and is calculated as follows:

$$\textbf{SAIFI} = \frac{\textbf{Total Number of Sustained Customer Interruptions}}{\textbf{Number of Customers}}$$

CAIDI measures the average outage time a customer could expect to be without power if they experienced a sustained outage and is calculated as follows:

$$\textbf{CAIDI} = \frac{\textbf{Total Customer Minutes of Sustained Outages}}{\textbf{Total number of Sustained Customer Interruptions}}$$

Our electric reliability standards approved for 2012 were based on the average of our 5-year reliability performance (2007-2011). Consistent with that methodology, we provide as **Attachment L** to this Annual Report, our historical reliability performance for the 2008-2012 period to support our proposed 2013 standards. These calculations use storm-normalized data for all levels of outages (*i.e.* transmission, substation, and distribution) and a customer count based on the number of customers' billing accounts and meters.

Minn. R. Chapter 7826 allows utilities to report reliability performance using "storm-normalized" data. Storm-normalized data is defined by Minn. R. 7826.0200, subp. 9 as "data that has been adjusted to neutralize the effects of outages due to major storms." As noted above, we propose standards for 2013 that are consistent with those approved for 2012.

Minn. R. 7826.0200, subp. 13 defines work center as a portion of a utility's assigned service area that it treats as an administrative subdivision for purposes of maintaining and repairing its distribution system. Xcel Energy defines its work centers under the rule as our regional service areas. These regions are:

- Metro East
- Metro West
- Northwest
- Southeast

Customer outages on our system are categorized by region, and all of our delivery system work management is tied to these regional divisions.

A. Proposed Reliability Standards for 2013

As required by Minn. R. 7826.0600, subp. 1, we propose the following 2013 standards for SAIFI, SAIDI, and CAIDI.

Our proposed standards for SAIDI and SAIFI are the average of the five years of historical data (provided in Attachment L). The CAIDI standards are calculated from the proposed SAIDI and SAIFI standards using the mathematical relationship between the indices: CAIDI = SAIDI/SAIFI. The methodology used to calculate these standards is described in detail above, and is summarized below:

- Include outages at all levels (distribution, substation, and transmission).
- Include all causes.
- Include credit for partial restoration.
- Include customers located in Minnesota that are part of the ND/SD work centers.
- Based on the number of customers' billing accounts and meters.
- Based on storm-normalized data.

Proposed 2013 Reliability Standards

		Proposed Standard
Metro East	SAIDI	85.44
	SAIFI	0.94
	CAIDI	90.75
Metro West	SAIDI	97.92
	SAIFI	0.98
	CAIDI	100.17
Northwest	SAIDI	102.56
	SAIFI	0.87
	CAIDI	117.94
Southeast	SAIDI	78.16
	SAIFI	0.71
	CAIDI	109.97

V. EFFECT OF CHANGE UPON XCEL ENERGY REVENUE

Approval of our annual report and the reliability performance standards proposed in this Petition will not result in any changes to Xcel Energy's revenue.

CONCLUSION

Xcel Energy is committed to providing our customers with quality, reliable service. We appreciate this opportunity to report our performance to the Commission, and respectfully request that the Commission accept our annual report on safety, reliability, and service quality. We also request that the Commission approve our proposed reliability standards for 2013 as detailed in this Petition.

Dated: April 1, 2013

Northern States Power Company

RESPECTFULLY SUBMITTED,

/s/

By: ______________________________

PAUL J LEHMAN
MANAGER , REGULATORY COMPLIANCE & FILINGS

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
David Boyd	Commissioner
Nancy Lange	Commissioner
J. Dennis O'Brien	Commissioner
Betsy Wergin	Commissioner

IN THE MATTER OF NORTHERN STATES POWER COMPANY, A MINNESOTA CORPORATION, ANNUAL REPORT ON SAFETY, RELIABILITY, AND SERVICE QUALITY FOR 2012; AND PETITION FOR APPROVAL OF ELECTRIC RELIABILITY STANDARDS FOR 2013

DOCKET NO. E002/M-13-___

ANNUAL REPORT AND PETITION

SUMMARY OF FILING

Please take notice that on April 1, 2013, Northern States Power Company, doing business as Xcel Energy, filed with the Minnesota Public Utilities Commission its Annual Report on safety, reliability, and service quality as required under Minn. R. 7826.0400, 7826.0500, and 7826.1300. This filing also includes a Petition for approval of the Company's proposed electric reliability standards for 2013 as required under Minn. R. 7826.0600. In addition, this Annual Report contains our annual Smart Grid update in compliance with the Commission's June 5, 2009 Order and the March 4, 2011 Notice in Docket No. E999/CI-08-948.

U.S. Department of Labor- Bureau of Labor Statistics
Survey of Occupational Injuries & Illnesses 2012
Xcel Energy - Minnesota

Data from 2012 OSHA Form 300

Location	Ave Empl Count	Ttl Hours Worked	Severity Counts				Day Count		Injury/Illness Classification Counts					
			Deaths	Days Away	Restricted Duty	Other	Restricted Duty	Lost Time	Injuries	Skin Disorders	Respiratory	Poisoning	Hearing	Other
A.S. King Plant	108	210028	0	0	0	3	0	0	3	0	0	0	0	0
Chestnut Service Center	338	661490	0	0	3	3	150	0	6	0	0	0	0	0
General Office	600	1096875	0	0	0	1	0	0	1	0	0	0	0	0
Monticello Nuclear	518	965416	0	0	0	4	0	0	4	0	0	0	0	0
Newport Service Center	94	177710	0	0	2	0	19	0	2	0	0	0	0	0
Prairie Island Nuclear	779	1757103	0	0	0	2	0	0	2	0	0	0	0	0
Sherco Plant	369	726154	0	1	3	2	64	180	6	0	0	0	0	0
St. Cloud Service Center	77	145070	0	1	0	0	111	69	1	0	0	0	0	0
Winona Service Center	26	46814	0	0	1	0	70	0	1	0	0	0	0	0
Summary	2909	5786660	0	2	9	15	414	249	26	0	0	0	0	0

Event Number	Event Date	Event Cause Code	Event Cause Description	Paid Sum
EV2012117570	1/1/2012	1110	Equipment Failure	0.00
EV2012118117	1/4/2012	1134	Work Performed Electrical	200.00
EV2012117948	1/5/2012	1106	Conductors - Overhead	0.00
EV2012117924	1/6/2012	1106	Conductors - Overhead	0.00
EV2012117772	1/9/2012	1106	Conductors - Overhead	0.00
EV2012119269	1/10/2012	1110	Equipment Failure	0.00
EV2012117598	1/13/2012	1128	Transformer Overhead	391.20
EV2012117846	1/26/2012	1130	Tree Trimming	0.00
EV2012117758	1/27/2012	1110	Equipment Failure	0.00
EV2012117802	1/27/2012	1106	Conductors - Overhead	0.00
EV2012118031	1/27/2012	1106	Conductors - Overhead	0.00
EV2012117682	1/28/2012	1131	Vegetation	979.08
EV2012117923	1/31/2012	1110	Equipment Failure	0.00
EV2012117916	2/6/2012	1107	Conductors - Underground	0.00
EV2012117838	2/7/2012	1106	Conductors - Overhead	64.00
EV2012117991	2/8/2012	1106	Conductors - Overhead	0.00
EV2012117777	2/9/2012	1101	Abnormal Voltage	0.00
EV2012118311	2/10/2012	1136	Outage	275.00
EV2012118321	2/13/2012	1110	Equipment Failure	0.00
EV2012117995	2/20/2012	1136	Outage	0.00
EV2012117987	2/26/2012	1131	Vegetation	0.00
EV2012117830	2/29/2012	1133	Weather- Damage from	0.00
EV2012118141	2/29/2012	1133	Weather- Damage from	0.00
EV2012118173	2/29/2012	1133	Weather- Damage from	0.00
EV2012117940	2/29/2012	1133	Weather- Damage from	0.00
EV2012117945	3/2/2012	1101	Abnormal Voltage	0.00
EV2012118103	3/3/2012	1110	Equipment Failure	0.00
EV2012117881	3/3/2012	1106	Conductors - Overhead	19,993.67
EV2012118054	3/4/2012	1106	Conductors - Overhead	0.00
EV2012118357	3/5/2012	1106	Conductors - Overhead	0.00
EV2012118503	3/7/2012	1106	Conductors - Overhead	0.00
EV2012117939	3/11/2012	1106	Conductors - Overhead	250.00
EV2012118767	3/12/2012	1127	Tools-Machines-Equip-Contain-non-electric	0.00
EV2012118142	3/14/2012	1110	Equipment Failure	0.00
EV2012118131	3/15/2012	1107	Conductors - Underground	0.00
EV2012118104	3/18/2012	1101	Abnormal Voltage	0.00
EV2012118105	3/19/2012	1134	Work Performed Electrical	0.00
EV2012118140	3/20/2012	1101	Abnormal Voltage	0.00
EV2012118344	3/20/2012	1134	Work Performed Electrical	124.84
EV2012118144	3/21/2012	1110	Equipment Failure	0.00
EV2012119189	3/21/2012	1107	Conductors - Underground	100.00
EV2012118371	3/26/2012	1107	Conductors - Underground	936.90
EV2012118358	3/27/2012	1122	Poles & Towers	0.00
EV2012119063	3/27/2012	1106	Conductors - Overhead	1,522.00
EV2012118184	3/29/2012	1110	Equipment Failure	0.00
EV2012118237	3/29/2012	1128	Transformer Overhead	700.80
EV2012118099	3/30/2012	1106	Conductors - Overhead	23.94
EV2012118156	4/1/2012	1101	Abnormal Voltage	0.00
EV2012118923	4/3/2012	1129	Transformer Under Ground	200.00
EV2012118833	4/12/2012	1110	Equipment Failure	0.00
EV2012118481	4/12/2012	1136	Outage	40.00

Event Number	Event Date	Event Cause Code	Event Cause Description	Paid Sum
EV2012118703	4/20/2012	1107	Conductors - Underground	0.00
EV2012118747	4/20/2012	1107	Conductors - Underground	0.00
EV2012118462	4/20/2012	1101	Abnormal Voltage	0.00
EV2012118586	4/23/2012	1101	Abnormal Voltage	0.00
EV2012118373	4/24/2012	1106	Conductors - Overhead	0.00
EV2012118631	4/24/2012	1106	Conductors - Overhead	0.00
EV2012118452	4/24/2012	1106	Conductors - Overhead	250.00
EV2012118309	4/26/2012	1101	Abnormal Voltage	0.00
EV2012118372	4/28/2012	1106	Conductors - Overhead	0.00
EV2012118390	4/29/2012	1106	Conductors - Overhead	2,097.73
EV2012118295	5/1/2012	1134	Work Performed Electrical	0.00
EV2012120460	5/2/2012	1106	Conductors - Overhead	120.60
EV2012118269	5/3/2012	1108	Contact with Electrical	0.00
EV2012118560	5/3/2012	1106	Conductors - Overhead	0.00
EV2012118377	5/5/2012	1131	Vegetation	0.00
EV2012120042	5/5/2012	1106	Conductors - Overhead	2,423.64
EV2012118632	5/9/2012	1106	Conductors - Overhead	0.00
EV2012118924	5/10/2012	1101	Abnormal Voltage	0.00
EV2012118480	5/10/2012	1107	Conductors - Underground	539.00
EV2012119595	5/11/2012	1106	Conductors - Overhead	304.75
EV2012118599	5/14/2012	1107	Conductors - Underground	0.00
EV2012119003	5/15/2012	1136	Outage	0.00
EV2012118996	5/16/2012	1122	Poles & Towers	0.00
EV2012118451	5/16/2012	1106	Conductors - Overhead	80.00
EV2012118562	5/17/2012	1106	Conductors - Overhead	0.00
EV2012118562	5/17/2012	1106	Conductors - Overhead	4,770.95
EV2012118563	5/17/2012	1122	Poles & Towers	1,610.03
EV2012118557	5/22/2012	1101	Abnormal Voltage	0.00
EV2012120315	5/23/2012	1107	Conductors - Underground	0.00
EV2012118564	5/24/2012	1136	Outage	0.00
EV2012118693	5/29/2012	1107	Conductors - Underground	125.00
EV2012118453	5/29/2012	1106	Conductors - Overhead	0.00
EV2012118664	5/31/2012	1106	Conductors - Overhead	199.00
EV2012118600	6/1/2012	1101	Abnormal Voltage	0.00
EV2012118942	6/5/2012	1101	Abnormal Voltage	0.00
EV2012118725	6/10/2012	1106	Conductors - Overhead	484.00
EV2012118669	6/12/2012	1122	Poles & Towers	2,431.71
EV2012118937	6/13/2012	1110	Equipment Failure	0.00
EV2012118594	6/13/2012	1106	Conductors - Overhead	4,497.45
EV2012119209	6/17/2012	1106	Conductors - Overhead	1,000.00
EV2012119073	6/18/2012	1107	Conductors - Underground	0.00
EV2012118750	6/19/2012	1106	Conductors - Overhead	0.00
EV2012118750	6/19/2012	1106	Conductors - Overhead	2,000.00
EV2012118815	6/19/2012	1107	Conductors - Underground	991.75
EV2012119354	6/19/2012	1106	Conductors - Overhead	450.00
EV2012118644	6/19/2012	1122	Poles & Towers	60.00
EV2012119754	6/20/2012	1106	Conductors - Overhead	3,620.00
EV2012119321	6/20/2012	1106	Conductors - Overhead	1,300.00
EV2012118918	6/21/2012	1130	Tree Trimming	12.79
EV2012119468	6/24/2012	1107	Conductors - Underground	0.00
EV2012119000	6/26/2012	1110	Equipment Failure	0.00

Event Number	Event Date	Event Cause Code	Event Cause Description	Paid Sum
EV2012118926	6/26/2012	1110	Equipment Failure	356.00
EV2012118925	6/27/2012	1106	Conductors - Overhead	0.00
EV2012118717	7/1/2012	1121	Other not listed	0.00
EV2012118908	7/2/2012	1106	Conductors - Overhead	379.95
EV2012118913	7/2/2012	1106	Conductors - Overhead	200.00
EV2012119111	7/3/2012	1136	Outage	0.00
EV2012119399	7/3/2012	1107	Conductors - Underground	0.00
EV2012119107	7/3/2012	1106	Conductors - Overhead	209.00
EV2012118939	7/3/2012	1101	Abnormal Voltage	184.00
EV2012119094	7/3/2012	1106	Conductors - Overhead	14.00
EV2012119028	7/4/2012	1101	Abnormal Voltage	0.00
EV2012119615	7/5/2012	1107	Conductors - Underground	0.00
EV2012118838	7/5/2012	1106	Conductors - Overhead	2,180.00
EV2012119039	7/5/2012	1106	Conductors - Overhead	1,300.37
EV2012119416	7/5/2012	1136	Outage	0.00
EV2012119217	7/6/2012	1101	Abnormal Voltage	0.00
EV2012119074	7/7/2012	1106	Conductors - Overhead	440.00
EV2012119165	7/9/2012	1107	Conductors - Underground	0.00
EV2012118930	7/10/2012	1128	Transformer Overhead	0.00
EV2012118922	7/11/2012	1101	Abnormal Voltage	0.00
EV2012119303	7/12/2012	1107	Conductors - Underground	450.31
EV2012119275	7/13/2012	1101	Abnormal Voltage	2,231.73
EV2012119356	7/14/2012	1110	Equipment Failure	0.00
EV2012119228	7/14/2012	1106	Conductors - Overhead	1,372.04
EV2012119113	7/15/2012	1107	Conductors - Underground	0.00
EV2012119310	7/18/2012	1107	Conductors - Underground	0.00
EV2012119207	7/19/2012	1107	Conductors - Underground	369.75
EV2012119131	7/19/2012	1106	Conductors - Overhead	225.00
EV2012119093	7/20/2012	1106	Conductors - Overhead	0.00
EV2012119313	7/20/2012	1107	Conductors - Underground	0.00
EV2012119030	7/21/2012	1101	Abnormal Voltage	1,000.00
EV2012119024	7/23/2012	1107	Conductors - Underground	0.00
EV2012119034	7/23/2012	1107	Conductors - Underground	268.51
EV2012119122	7/23/2012	1129	Transformer Under Ground	88.96
EV2012119235	7/23/2012	1136	Outage	0.00
EV2012119108	7/24/2012	1107	Conductors - Underground	0.00
EV2012119233	7/24/2012	1110	Equipment Failure	0.00
EV2012119156	7/25/2012	1107	Conductors - Underground	0.00
EV2012119382	7/25/2012	1106	Conductors - Overhead	45.30
EV2012118952	7/27/2012	1106	Conductors - Overhead	1,298.46
EV2012119203	7/29/2012	1107	Conductors - Underground	0.00
EV2012119451	7/30/2012	1106	Conductors - Overhead	1,821.48
EV2012119405	7/31/2012	1107	Conductors - Underground	209.75
EV2012119049	7/31/2012	1106	Conductors - Overhead	105.00
EV2012119268	8/1/2012	1110	Equipment Failure	0.00
EV2012119418	8/1/2012	1134	Work Performed Electrical	922.20
EV2012119302	8/2/2012	1128	Transformer Overhead	245.91
EV2012118993	8/4/2012	1133	Weather- Damage from	0.00
EV2012119473	8/6/2012	1101	Abnormal Voltage	0.00
EV2012119980	8/8/2012	1128	Transformer Overhead	0.00
EV2012119219	8/8/2012	1128	Transformer Overhead	481.50

Event Number	Event Date	Event Cause Code	Event Cause Description	Paid Sum
EV2012119245	8/9/2012	1107	Conductors - Underground	0.00
EV2012119121	8/9/2012	1130	Tree Trimming	189.93
EV2012119366	8/11/2012	1136	Outage	0.00
EV2012119467	8/13/2012	1106	Conductors - Overhead	45.00
EV2012119355	8/14/2012	1110	Equipment Failure	0.00
EV2012119474	8/14/2012	1136	Outage	0.00
EV2012119439	8/15/2012	1122	Poles & Towers	0.00
EV2012119594	8/16/2012	1107	Conductors - Underground	47.83
EV2012119575	8/17/2012	1107	Conductors - Underground	0.00
EV2012119758	8/18/2012	1110	Equipment Failure	0.00
EV2012119559	8/20/2012	1107	Conductors - Underground	0.00
EV2012119954	8/21/2012	1106	Conductors - Overhead	71.92
EV2012119441	8/23/2012	1106	Conductors - Overhead	0.00
EV2012119515	8/23/2012	1136	Outage	0.00
EV2012119867	8/24/2012	1130	Tree Trimming	0.00
EV2012119488	8/27/2012	1107	Conductors - Underground	4,820.00
EV2012119757	8/30/2012	1110	Equipment Failure	0.00
EV2012119555	9/4/2012	1108	Contact with Electrical	0.00
EV2012119544	9/4/2012	1136	Outage	404.75
EV2012119689	9/6/2012	1122	Poles & Towers	1,305.54
EV2012119573	9/7/2012	1136	Outage	0.00
EV2012120195	9/8/2012	1110	Equipment Failure	0.00
EV2012119471	9/8/2012	1101	Abnormal Voltage	304.75
EV2012119687	9/10/2012	1106	Conductors - Overhead	0.00
EV2012119480	9/10/2012	1101	Abnormal Voltage	787.46
EV2012119722	9/12/2012	1107	Conductors - Underground	0.00
EV2012119723	9/12/2012	1101	Abnormal Voltage	0.00
EV2012119596	9/13/2012	1110	Equipment Failure	0.00
EV2012119814	9/15/2012	1101	Abnormal Voltage	0.00
EV2012119447	9/18/2012	1110	Equipment Failure	0.00
EV2012119673	9/18/2012	1107	Conductors - Underground	0.00
EV2012119576	9/22/2012	1131	Vegetation	500.00
EV2012119756	9/25/2012	1106	Conductors - Overhead	0.00
EV2012119811	9/26/2012	1101	Abnormal Voltage	813.85
EV2012119665	9/26/2012	1101	Abnormal Voltage	0.00
EV2012119563	9/29/2012	1106	Conductors - Overhead	1,961.53
EV2012119877	10/2/2012	1107	Conductors - Underground	1,840.00
EV2012119718	10/2/2012	1106	Conductors - Overhead	0.00
EV2012120090	10/4/2012	1107	Conductors - Underground	0.00
EV2012119910	10/8/2012	1128	Transformer Overhead	32,543.52
EV2012119896	10/8/2012	1122	Poles & Towers	5,513.88
EV2012119761	10/17/2012	1107	Conductors - Underground	100.00
EV2012119942	10/21/2012	1106	Conductors - Overhead	72.75
EV2012120017	10/22/2012	1110	Equipment Failure	0.00
EV2012119950	10/24/2012	1107	Conductors - Underground	751.76
EV2012120092	10/24/2012	1101	Abnormal Voltage	0.00
EV2012120324	10/29/2012	1107	Conductors - Underground	0.00
EV2012119787	10/30/2012	1106	Conductors - Overhead	2,880.56
EV2012120316	11/1/2012	1101	Abnormal Voltage	1,438.52
EV2012120000	11/7/2012	1129	Transformer Under Ground	0.00
EV2012119870	11/11/2012	1122	Poles & Towers	3,070.42

Event Number	Event Date	Event Cause Code	Event Cause Description	Paid Sum
EV2012120198	11/12/2012	1134	Work Performed Electrical	575.00
EV2012119946	11/21/2012	1106	Conductors - Overhead	0.00
EV2012120418	11/21/2012	1122	Poles & Towers	0.00
EV2012120199	12/4/2012	1101	Abnormal Voltage	0.00
EV2012120347	12/7/2012	1106	Conductors - Overhead	0.00
EV2012120269	12/17/2012	1106	Conductors - Overhead	1,342.01
EV2012120378	12/17/2012	1101	Abnormal Voltage	179.00
EV2012120257	12/18/2012	1106	Conductors - Overhead	0.00
EV2012120187	12/18/2012	1122	Poles & Towers	2,578.50
EV2012120277	12/22/2012	1101	Abnormal Voltage	129.00
EV2012120276	12/24/2012	1128	Transformer Overhead	0.00
EV2012120291	12/25/2012	1106	Conductors - Overhead	0.00

PUBLIC DOCUMENT
SECURITY AND PRIVACY DATA HAVE BEEN EXCISED

Line	Begin Date	Begin Time2	Duration Hrs	Duration Mins	Cause	Comments	Remedial Action
[Security Data Begins						**[Security and Privacy Data Begins**	
	2/9/2012	13:57	0	9 10	Switch OH Gang Operated		Repair switch
	3/7/2012	08:18	0	7	Conductor Contact - Galloping		No remedial action taken
	3/7/2012	08:42	0	6	Conductor Contact - Galloping		No remedial action taken
	3/7/2012	08:53	0	11	Conductor Contact - Galloping		No remedial action taken
	3/7/2012	09:29	1	9	Conductor Contact - Galloping		No remedial action taken
	3/19/2012	19:43	1	6 7 8 37	Pole Broken / Good condition		Replaced broken structures

PUBLIC DOCUMENT
SECURITY AND PRIVACY DATA HAVE BEEN EXCISED

Line	Begin Date	Begin Time2	Duration Hrs	Duration Mins	Cause	Comments	Remedial Action
	4/11/2012	13:55	0 1	49 4	Public Damage OH Line Contact		Repaired structures and conductor. Switches at Mayville and Hatton are to be replaced in 2013
	5/23/2012	18:21	0	21	Pole Fire		Replaced broken pole
	6/8/2012	16:48	1 0 1	11 43 11	Public Damage Broken Pole		Repaired damaged pole
	6/13/2012	08:49	0	40	Public Damage OH Line Contact		Repair conductor
	6/14/2012	17:57	1	0	Veg Tree Inside Maint Corridor		Remove tree, repair structure

PUBLIC DOCUMENT
SECURITY AND PRIVACY DATA HAVE BEEN EXCISED

Line	Begin Date	Begin Time2	Duration Hrs	Duration Mins	Cause	Comments	Remedial Action
	6/17/2012	21:07	0	47	Crossarm Arm Broken		TWR 857865 made for crossarm repairs.
	6/17/2012	21:24	19	49	Pole Broken / Good condition		Repair/replace structures
	7/12/2012	07:20	0	9	Other Utility		No remedial action taken, foreign equipment
	7/30/2012	21:27	1 2 9	38 4 33	Broken Crossarm		Repair conductor
	8/11/2012	23:43	0	9	Other Utility		Replace lightning arrestor at Coon Creek Substation
	8/15/2012	20:56	0	30	Veg Tree Outside Main Corridor		Remove tree, repair conductor
	8/18/2012	13:24	0	7	Relay Failure		Replace lightning arrestor at Airport Substation

PUBLIC DOCUMENT
SECURITY AND PRIVACY DATA HAVE BEEN EXCISED

Line	Begin Date	Begin Time2	Duration Hrs	Duration Mins	Cause	Comments	Remedial Action
	9/5/2012	01:02	2	12	Veg Tree Outside Main Corridor		Determine no problem to breaker, remove tree
	10/4/2012	08:44	1	14	Conductor Contact - Galloping		No remedial action taken
	10/4/2012	10:29	0	34	Other Utility		No remedial action taken
	10/5/2012	03:26	1	33	Public Damage Broken Pole		Repaired damaged pole
Security Data Ends]						**Security and Privacy Data Ends]**	

Attachment D

efiled separately due to its voluminous nature

PUBLIC DOCUMENT
SECURITY DATA EXCISED

					All levels, All Causes included			All Causes, Distribution Substation, Transmission Substation, and Transmission Line levels			All levels, No "Planned" Cause Includes Bulk Power Supply			All levels, "Planned" Cause only Includes Bulk Power Supply		
	Metro East				**Total**			**Bulk Power Supply**			**Unplanned**			**Planned**		
	Feeder D	SAIFI	SAIDI	CA DI	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out
	[Security Data Begins															
1		1.00	734.00	734.00	1	6	4,404				1	6	4,404			
2		3.48	726.16	208.93	94	7,462	1,559,069				78	7,142	1,539,345	16	320	19,724
3		3.86	586.06	151.87	44	6,753	1,025,597				34	6,663	1,013,780	10	90	11,818
4		5.11	534.78	104.65	45	6,776	709,118	1	1,321	104,359	36	5,618	657,461	9	1,158	51,657
5		3.00	408.85	136.28	6	1,215	165,586	1	404	3,636	5	811	161,950	1	404	3,636
6		3.89	398.95	102.65	22	2,262	232,192				19	2,210	227,346	3	52	4,846
7		0.58	392.12	679.67	3	60	40,780				1	36	40,032	2	24	748
8		3.05	339.93	111.52	16	381	42,491				15	380	42,442	1	1	49
9		2.21	326.63	147.91	3	53	7,839				3	53	7,839			
10		2.07	321.67	155.65	3	31	4,825				3	31	4,825			
11		4.09	317.49	77.65	43	6,072	471,468	0	1	49	39	6,055	470,067	4	17	1,401
12		1.62	299.75	185.52	4	1,068	198,136				4	1,068	198,136			
13		3.83	298.42	78.01	48	5,945	463,742				36	5,877	456,723	12	68	7,019
14		0.93	271.93	293.27	29	637	186,815				25	569	172,335	4	68	14,480
15		3.81	271.66	71.33	17	1,451	103,504				16	1,449	103,092	1	2	412
16		1.22	266.42	217.53	34	981	213,400				25	836	205,791	9	145	7,609
17		2.17	263.77	121.76	32	5,626	685,022				25	5,568	675,077	7	58	9,945
18		1.87	242.86	129.66	62	3,068	397,803				58	1,307	306,328	4	1,761	91,475
19		3.15	233.97	74.27	21	1,279	94,992				20	1,270	94,785	1	9	207
20		0.62	204.92	328.10	21	732	240,169				19	722	239,719	2	10	450
21		2.11	201.96	95.78	10	1,145	109,665	1	544	26,656	9	1,137	108,611	1	8	1,054
22		2.03	198.55	97.93	3	296	28,988	1	146	1,314	1	146	27,302	2	150	1,686
23		2.04	198.28	97.18	4	608	59,087	1	299	2,691	1	300	56,100	3	308	2,987
24		2.31	197.46	85.33	36	4,288	365,889	1	1,848	170,016	30	3,160	343,220	6	1,128	22,668
25		2.90	194.16	66.87	28	1,867	124,844	1	689	4,823	24	1,851	123,874	4	16	970

(1) Based on Jan 1-Dec 31, year-end storm normalized data
"Total" includes all causes, all levels
"Bulk Power Supply" includes Distribution Substation, Transmission Substation, and Transmission Line levels, all cause codes
"Unplanned" inlcudes all levels and no outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages
"Planned" includes all levels and only outages with a primary cause code of "Intentional/Planned", Includes Bulk Power Supply outages

Metro East Poor Performing Feeders (2)
Based on performance Sept 2011 to Aug 2012

Feeder ID	SAIFI	SAIDI	CAIDI	Reasons for Poor Performance	Operational Changes Made, Considering or Planned
	5.11	534.78	104.65	Vegetation and Storms	Rebuild overhead feeder removing splices in line
	1.73	724.63	418.86	Vegetation and storms	Rebuild overhead feeder upgrading line capacity and outdated ma
	0.48	274.12	571.08	Storms	No action necessary
	3.89	398.95	102.65	Connector failure	Rebuild overhead feeder to eliminate splices
	1.93	297.48	154.13	Storms	Addressed through the REMs process. No FPIP work needed
Security Data Ends]					

(2) Distribution outages only, storms are included

PUBLIC DOCUMENT
SECURITY DATA EXCISED

Metro West

					All levels, All Causes included			All Causes, Distr bution Substation, Transmission Substation, and Transmission Line levels			All levels, No "Planned" Cause Includes Bulk Power Supply			All levels, "Planned" Cause only Includes Bulk Power Supply		
					Total			**Bulk Power Supply**			**Unplanned**			**Planned**		
	Feeder D	SA FI	SAIDI	CAIDI	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out
	[Security Data Begins															
1		7.14	1,152.81	161.55	22	1,891	305,495				8	1,557	271,921	14	334	33,574
2		2.42	561.70	231.80	19	1,626	376,902	1	668	250,500	17	1,576	368,486	2	50	8,416
3		9.00	513.00	57.00	1	18	1,026				1	18	1,026			
4		6.68	495.61	74.16	28	7,599	563,507				25	7,572	561,647	3	27	1,860
5		3.19	480.10	150.54	45	3,454	519,948	2	1,981	133,716	32	1,373	379,268	13	2,081	140,680
6		1.26	443.78	352.61	36	1,285	453,101				27	1,227	449,800	9	58	3,301
7		1.76	429.93	243.81	12	1,215	296,225	1	690	259,440	5	746	273,990	7	469	22,235
8		4.58	418.80	91.41	52	3,143	287,300				38	3,053	279,277	14	90	8,023
9		1.47	416.94	284.03	25	1,625	461,552				22	1,601	459,662	3	24	1,890
10		2.11	410.06	194.21	31	2,709	526,102				9	2,639	518,606	22	70	7,496
11		0.26	406.95	1,546.40	2	5	7,732				1	3	7,060	1	2	672
12		2.67	400.80	150.38	22	653	98,195				18	620	95,182	4	33	3,013
13		1.48	395.49	267.65	17	2,048	548,150				15	2,036	547,370	2	12	780
14		1.03	378.56	367.67	3	556	204,424	1	540	201,960	3	556	204,424			
15		2.39	367.41	153.73	24	1,943	298,702	1	814	60,236	18	1,915	295,109	6	28	3,593
16		2.11	338.13	160.50	52	9,533	1,530,043				41	7,723	1,507,939	11	1,810	22,104
17		3.72	320.47	86.11	16	361	31,086				12	350	28,996	4	11	2,090
18		1.24	309.48	248.80	10	153	38,066				8	145	36,975	2	8	1,091
19		1.54	307.92	200.25	29	1,264	253,112				20	1,232	250,167	9	32	2,945
20		4.19	307.73	73.40	28	3,966	291,110				25	3,019	197,140	3	947	93,970
21		1.45	304.88	210.44	51	3,309	696,347				29	3,111	679,395	22	198	16,952
22		1.52	304.03	199.85	9	286	57,158				8	282	56,758	1	4	400
23		3.00	288.60	96.20	1	15	1,443				1	15	1,443			
24		3.07	286.03	93.15	11	3,387	315,492				11	3,387	315,492			
25		1.39	283.88	204.88	140	6,116	1,253,048				82	5,698	1,208,178	58	418	44,870

(1) Based on Jan 1-Dec 31, year-end storm normalized data
"Total" includes all causes, all levels
"Bulk Power Supply" includes Distribution Substation, Transmission Substation, and Transmission Line levels, all cause codes
"Unplanned" inlcudes all levels and no outages with a primary cause code of "Intentional", Includes Bu k Power Supply outages
"Planned" includes all levels and only outages with a primary cause code of "Intentional", Includes Bulk Power Supply outages

Metro West Poor Performing Feeders (2)
Based on performance Sept 2011 to Aug 2012

Feeder ID	SAIFI	SAIDI	CAIDI	Reasons for Poor Performance	Operational Changes Made, Considering or Planned
	1.26	443.78	352.61	Vegetation	Install new switches to sectionalize feeder
	2.48	233.42	94.12	Vegetation	Additional trimming and replacing cross arms
	3.00	288.60	96.20	Mainline splice failures	Splices replaced. No further action needed
	2.67	400.80	150.38	UG cable failure	Issues were addressed through REMs
	1.45	304.88	210.44	Vegetation	Tree trimming completed in 2012
Security Data Ends]					

PUBLIC DOCUMENT
SECURITY DATA EXCISED

					All levels, All Causes included			All Causes, Distr bution Substation, Transmission Substation, and Transmission Line levels			All levels, No "Planned" Cause Includes Bulk Power Supply			All levels, "Planned" Cause only Includes Bulk Power Supply		
	Northwest				**Total**			**Bulk Power Supply**			**Unplanned**			**Planned**		
	Feeder D	SA FI	SAIDI	CAIDI	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out
	[Security Data Begins															
1		1.11	738.11	662.95	12	491	325,506				12	491	325,506			
2		4.10	625.29	152.36	6	197	30,014	2	96	4,896	5	149	28,526	1	48	1,488
3		3.80	409.43	107.72	18	2,653	285,781				16	1,954	165,799	2	699	119,982
4		3.11	353.53	113.83	16	969	110,300				10	364	91,287	6	605	19,013
5		1.33	319.79	240.99	18	1,879	452,816				17	1,668	450,706	1	211	2,110
6		3.31	296.38	89.66	24	2,489	223,175	2	1,519	145,077	24	2,489	223,175			
7		2.38	273.78	114.90	36	3,848	442,151	2	3,218	307,304	36	3,848	442,151			
8		2.18	264.73	121.37	19	1,649	200,134	2	1,513	184,381	17	1,634	199,619	2	15	515
9		1.17	254.97	218.38	34	1,115	243,493				33	1,036	228,720	1	79	14,773
10		1.16	246.74	213.42	18	874	186,533				16	118	19,615	2	756	166,918
11		2.07	240.93	116.35	20	3,100	360,671				20	3,100	360,671			
12		1.12	197.54	176.86	22	3,659	647,128				22	3,659	647,128			
13		1.78	160.48	89.92	31	3,680	330,909	2	1,143	188,884	28	2,327	320,724	3	1,353	10,185
14		1.23	157.76	127.79	25	2,379	304,004				23	2,037	279,038	2	342	24,966
15		1.00	130.17	129.76	5	318	41,264				5	318	41,264			
16		1.52	113.43	74.85	13	1,282	95,962				12	1,269	94,883	1	13	1,079
17		1.16	108.02	93.20	4	51	4,753				3	48	4,693	1	3	60
18		1.13	105.39	93.08	19	2,004	186,539				18	1,994	186,089	1	10	450
19		1.11	100.01	90.28	6	339	30,604	1	309	21,939	6	339	30,604			
20		1.02	96.91	95.43	3	327	31,206	1	322	29,946	3	327	31,206			
21		1.04	96.32	92.51	8	937	86,684	1	903	83,979	7	923	86,194	1	14	490
22		0.69	92.23	134.50	3	24	3,228				3	24	3,228			
23		1.38	87.15	63.00	29	462	29,107	1	334	14,362	7	345	16,487	22	117	12,620
24		0.23	84.54	368.68	11	133	49,034				11	113	39,734	0	20	9,300
25		1.41	80.64	57.26	12	1,062	60,806				12	1,062	60,806			

(1) Based on Jan 1-Dec 31, year-end storm normalized data
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"Unplanned" inlcudes all levels and no outages with a primary cause code of "Intentional", Includes Bu k Power Supply outages
"Planned" includes all levels and only outages with a primary cause code of "Intentional", Includes Bulk Power Supply outages

Northwest MN Poor Performing Feeders (2)
Based on performance Sept 2011 to Aug 2012

Feeder ID	SAIFI	SAIDI	CAIDI	Reasons for Poor Performance	Operational Changes Made, Considering or Planned
	1.33	319.79	240.99	Pole fire	Pole was replaced. No further action
	1.78	160.48	89.92	Vegetation and storms	Storm damaged cleared. No further action
	1.66	272.89	164.39	Auto splice failures	All auto splices were replaced
	0.57	151.96	266.60	Storm damage and cutout failure	Cutout was replaced. No further action
Security Data Ends]					

(2) Distribution outages only, storms are included

PUBLIC DOCUMENT
SECURITY DATA EXCISED

	Southeast				All levels, All Causes included			All Causes, Distribution Substation, Transmission Substation, and Transmission Line levels			All levels, No "Planned" Cause Includes Bulk Power Supply			All levels, "Planned" Cause only Includes Bulk Power Supply		
					Total			**Bulk Power Supply**			**Unplanned**			**Planned**		
	Feeder D	SAIFI	SAIDI	CA DI	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out	Outages	Customers Affected	Customer Mins Out
	[Security Data Begins															
1		2.10	643.38	306.94	13	698	214,244				11	692	214,098	2	6	146
2		1.00	634.00	634.00	1	1	634				1	1	634			
3		3.88	588.77	151.69	22	3,963	601,136	1	1,022	182,938	20	2,931	589,100	2	1,032	12,036
4		1.65	571.48	346.60	23	277	96,009				23	277	96,009			
5		2.63	355.05	135.07	10	531	71,720				10	531	71,720			
6		1.16	282.07	243.12	9	478	116,211	1	407	95,645	9	478	116,211			
7		2.05	278.20	135.89	14	520	70,662				14	520	70,662			
8		1.11	259.76	234.70	4	425	99,747				4	425	99,747			
9		2.15	234.45	109.17	22	2,300	251,096				21	2,298	250,650	1	2	446
10		2.23	227.13	102.07	5	563	57,464	1	252	5,292	5	563	57,464			
11		3.21	197.59	61.55	22	5,894	362,773				22	5,894	362,773			
12		0.93	195.26	210.36	10	595	125,163				10	595	125,163			
13		4.35	187.76	43.19	14	826	35,675	4	768	17,856	14	826	35,675			
14		1.22	185.62	151.81	10	906	137,543				10	906	137,543			
15		1.20	185.61	154.09	43	2,444	376,600				39	2,414	375,348	4	30	1,252
16		1.01	175.51	174.45	30	663	115,661				29	640	114,557	1	23	1,104
17		1.12	168.00	149.97	13	233	34,944				12	230	34,806	1	3	138
18		0.38	166.60	434.22	62	823	357,363				57	802	355,916	5	21	1,447
19		1.36	163.56	120.24	13	1,197	143,932				13	1,197	143,932			
20		1.23	160.73	130.69	25	674	88,082	1	551	64,716	25	674	88,082			
21		1.17	159.56	136.39	3	241	32,870				3	241	32,870			
22		5.12	157.62	30.78	16	3,518	108,288	4	2,740	63,705	15	2,833	81,573	1	685	26,715
23		5.05	157.01	31.07	10	1,991	61,861	4	1,570	36,537	9	1,598	46,534	1	393	15,327
24		1.27	153.79	120.96	29	2,707	327,428				25	2,668	325,245	4	39	2,183
25		0.58	151.90	264.04	8	363	95,848				5	43	2,845	3	320	93,003

(1) Based on Jan 1-Dec 31, year-end storm normalized data
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Southeast MN Poor Performing Feeders (2)
Based on performance Sept 2011 to Aug 2012

Feeder ID	SAIFI	SAIDI	CAIDI	Reasons for Poor Performance	Operational Changes Made, Considering or Planned
	1.65	571.48	346.60	Vegetation and storms	Re-route feeder to allow for better access
	3.27	258.80	79.14	Vegetation and storms	Additional tree trimming and considering
Security Data Ends]					

(2) Distribution outages only, storms are included

A. The number and percentage of customer meters read by utility personnel (Company).

	Residential	Commercial	Industrial	Other	Total	Total Of All Readings	Percent Read by Utility (Company)
JANUARY	1,603,933	166,598	10,011	4,946	1,785,488	1,808,009	98.75%
FEBRUARY	1,537,523	157,255	9,407	4,651	1,708,836	1,729,539	98.80%
MARCH	1,544,055	157,658	10,128	4,640	1,716,481	1,739,857	98.66%
APRIL	1,544,591	156,959	9,443	4,665	1,715,658	1,733,040	99%
MAY	1,612,377	162,167	9,672	4,863	1,789,079	1,813,633	98.65%
JUNE	1,489,935	155,503	9,795	4,645	1,659,878	1,688,303	98.32%
JULY	1,613,833	160,690	9,653	4,752	1,788,928	1,814,524	98.59%
AUGUST	1,632,677	160,987	9,714	4,733	1,808,111	1,832,856	98.65%
SEPTEMBER	1,489,307	154,300	9,388	4,625	1,657,620	1,674,810	98.97%
OCTOBER	1,706,740	172,219	9,950	5,005	1,893,914	1,910,893	99.11%
NOVEMBER	1,406,109	144,853	9,174	4,304	1,564,440	1,579,256	99.06%
DECEMBER	1,416,429	149,171	9,197	4,415	1,579,212	1,592,544	99.16%

B. The number and percentage of customer meters read by customers.

	Residential	Commercial	Industrial	Other	Total	Total Of All Readings	Percent Read by Customer
JANUARY	51	5			56	1,808,009	0.0031%
FEBRUARY	44	4			48	1,729,539	0.0028%
MARCH	46	5			51	1,739,857	0.0029%
APRIL	27	2	1		30	1,733,040	0.0017%
MAY	33	2			35	1,813,633	0.0019%
JUNE	37	0			37	1,688,303	0.0022%
JULY	42	5			47	1,814,524	0.0026%
AUGUST	52	3			55	1,832,856	0.0030%
SEPTEMBER	35	4			39	1,674,810	0.0023%
OCTOBER	28	7			35	1,910,893	0.0018%
NOVEMBER	25	2			27	1,579,256	0.0017%
DECEMBER	17	4			21	1,592,544	0.0013%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Residential

Message	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Total**	**Percent**
NO READING RETURNED	163	233	261	173	140	117	118	155	179	265	333	260	2,397	60.42%
NO ANSWER	44	29	27	33	49	46	46	34	28	46	47	58	487	12.28%
OC Meter Maint	18	41	38	17	19	11	12	11	19	30	28	21	265	6.68%
DOOR LOCKED	29	7	10	36	34	38	13	18	13	27	15	18	258	6.50%
VACANT	6	18	9	13	5	9	6	8	20	6	18	10	128	3.23%
NEED KEY OR CODE	8	2	1	3	7	1	5	0	3	4	5	25	64	1.61%
METER OFF	7	5	7	5	7	6	4	4	5	4	4	4	62	1.56%
SERVICE CUT AT POLE	4	5	2	4	1	2	15	3	5	5	7	8	61	1.54%
DEAD REGISTER	2	8	2	4	7	2	0	1	2	8	5	6	47	1.18%
GATE PROBLEM	1	2	4	3	7	2	1	2	3	4	3	7	39	0.98%
BAD KEY OR CODE	1	0	3	3	7	2	4	0	0	2	1	5	28	0.71%
KEY NOT AVAILABLE	1	0	7	1	1	3	2	1	0	1	0	11	28	0.71%
DOG	2	0	1	6	2	3	2	2	1	0	1	1	21	0.53%
CUSTOMER READING	1	2	1	1	1	2	2	1	2	2	2	1	18	0.45%
METER REMOVED	1	0	0	0	2	1	1	1	0	5	5	1	17	0.43%
METER BLOCKED	1	0	0	3	1	1	1	1	1	1	1	1	12	0.30%
BAD ROAD	2	1	1	2	1	0	0	1	0	0	0	0	8	0.20%
UNSAFE CONDITION	3	1	1	0	0	0	0	0	0	0	0	2	7	0.18%
CUST REQUESTS SKIP	0	0	2	0	0	0	0	1	0	0	2	0	5	0.13%
NO ACCESS BACK YARD	0	0	0	2	0	1	0	0	0	0	0	0	3	0.08%
ABS MCC Calc Reading	0	1	0	0	0	0	0	0	0	0	1	0	2	0.05%
CANNOT LOCATE	1	0	0	0	0	0	0	1	0	0	0	0	2	0.05%
SEASONAL	0	0	0	1	0	0	0	0	0	0	0	1	2	0.05%
NO ADULT	0	0	0	0	0	0	1	0	0	0	0	0	1	0.03%
NO WINDOW CARD	0	0	1	0	0	0	0	0	0	0	0	0	1	0.03%
REFUSED ADMITTANCE	0	0	0	0	1	0	0	0	0	0	0	0	1	0.03%
REPLACE GLASS	0	0	0	0	0	1	0	0	0	0	0	0	1	0.03%
SPS DEAD REGISTER	0	0	0	0	0	0	0	0	0	0	0	1	1	0.03%
WRONG ROUTE	0	0	0	1	0	0	0	0	0	0	0	0	1	0.03%
TOTAL	295	355	378	311	292	248	233	245	281	410	478	441	3,967	100%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Commercial

Message	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Total**	**Percent**
NO READING RETURNED	53	71	70	49	60	36	39	46	61	68	62	36	651	52.84%
METER OFF	9	6	9	9	9	12	5	8	9	9	8	6	99	8.04%
DEAD REGISTER	15	8	4	11	12	5	8	3	3	2	2	3	76	6.17%
NO ANSWER	5	3	2	5	7	8	7	4	5	6	6	5	63	5.11%
DOOR LOCKED	3	0	3	4	11	6	4	4	2	7	7	6	57	4.63%
VACANT	2	5	3	1	4	5	4	3	4	4	5	7	47	3.81%
OC Meter Maint	3	6	4	2	3	2	4	3	3	5	2	1	38	3.08%
SEASONAL	3	4	2	5	3	5	4	2	0	3	1	4	36	2.92%
SERVICE CUT AT POLE	5	4	3	3	4	2	3	1	1	3	3	4	36	2.92%
UNSAFE CONDITION	0	1	3	4	5	3	2	2	2	1	2	3	28	2.27%
CANNOT LOCATE	3	4	0	3	3	1	1	0	0	0	1	1	17	1.38%
METER REMOVED	1	0	1	2	3	1	2	0	0	0	1	2	13	1.06%
NEED KEY OR CODE	0	0	0	4	1	0	0	2	0	0	2	2	11	0.89%
KEY NOT AVAILABLE	1	1	1	0	0	2	0	0	0	2	1	1	9	0.73%
METER BLOCKED	1	1	2	1	1	1	1	0	0	0	0	0	8	0.65%
BAD KEY OR CODE	0	0	0	1	0	1	0	2	0	0	0	3	7	0.57%
CUST REQUESTS SKIP	0	0	1	0	0	1	0	0	2	1	1	1	7	0.57%
GATE PROBLEM	1	1	0	1	0	1	0	1	1	1	0	0	7	0.57%
HANDHELD ESTIMATE	0	0	1	2	0	0	0	0	0	0	1	1	5	0.41%
BAD ROAD	1	1	0	0	1	0	0	0	0	0	1	0	4	0.32%
REFUSED ADMITTANCE	0	0	0	1	0	0	2	0	0	0	0	0	3	0.24%
ABS Data Corrupt - MCC	0	0	0	0	0	0	0	0	0	1	1	0	2	0.16%
SNOW/MUD	0	0	0	0	0	0	0	0	1	1	0	0	2	0.16%
ABS MCC Calc Reading	0	0	1	0	0	0	0	0	0	0	0	0	1	0.08%
CUSTOMER READING	1	0	0	0	0	0	0	0	0	0	0	0	1	0.08%
DOG NEXT DOOR	0	0	0	0	1	0	0	0	0	0	0	0	1	0.08%
EMED Meter Maint	0	0	0	0	0	1	0	0	0	0	0	0	1	0.08%
NO ACCESS BACK YARD	0	0	0	0	0	0	0	0	0	0	0	1	1	0.08%
PAINTED OVER	0	0	0	0	0	1	0	0	0	0	0	0	1	0.08%
TOTAL	107	116	110	108	128	94	86	81	94	114	107	87	1,232	100%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Industrial

Message	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Total**	**Percent**
NO READING RETURNED	19	20	16	15	14	13	15	15	15	9	16	11	178	71.77%
SEASONAL	0	4	5	3	3	3	3	0	0	0	3	0	24	9.68%
DEAD REGISTER	0	0	0	1	0	0	1	1	1	2	0	1	7	2.82%
VACANT	0	0	1	1	0	0	0	2	3	0	0	0	7	2.82%
CUSTOMER READING	1	1	0	1	2	1	0	0	0	0	0	0	6	2.42%
METER OFF	0	0	0	1	1	1	0	0	0	1	1	0	5	2.02%
METER REMOVED	3	0	0	1	0	0	0	1	0	0	0	0	5	2.02%
NO ANSWER	1	2	0	0	1	1	0	0	0	0	0	0	5	2.02%
CUST REQUESTS SKIP	0	1	2	0	0	0	0	0	0	0	0	0	3	1.21%
HANDHELD ESTIMATE	0	0	0	0	0	0	0	0	0	0	3	0	3	1.21%
METER WILL NOT PROBE	0	0	0	0	0	0	0	0	0	0	0	2	2	0.81%
NEED KEY OR CODE	1	0	0	1	0	0	0	0	0	0	0	0	2	0.81%
GATE PROBLEM	0	0	0	0	1	0	0	0	0	0	0	0	1	0.40%
TOTAL	25	28	24	24	22	19	19	19	19	12	23	14	248	100%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

Account Class: Other

Message	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Total**	**Percent**
NO READING RETURNED	10	13	11	5	10	6	7	5	5	5	5	5	87	82.08%
CUST REQUESTS SKIP	3	2	1	1	1	1	1	1	1	1	0	0	13	12.26%
CANNOT LOCATE	0	0	0	0	0	3	0	0	0	0	0	0	3	2.83%
CUSTOMER READING	0	0	1	0	0	0	0	0	0	0	1	1	3	2.83%
TOTAL	13	15	13	6	11	10	8	6	6	6	6	6	106	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Residential

Message	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Total**	**Percent**
NO READING RETURNED	9	9	21	10	17	7	17	28	25	28	33	30	234	35.40%
DOOR LOCKED	17	1	2	15	16	19	1	12	3	12	5	4	107	16.19%
NO ANSWER	5	8	3	7	10	12	11	6	6	10	9	16	103	15.58%
VACANT	3	13	4	4	2	5	4	3	13	2	17	6	76	11.50%
OC Meter Maint	0	5	6	2	3	1	2	2	4	6	5	3	39	5.90%
SERVICE CUT AT POLE	1	1	0	2	0	1	13	1	2	2	3	5	31	4.69%
METER OFF	0	3	2	1	2	4	3	3	3	3	3	3	30	4.54%
CUSTOMER READING	1	2	1	1	1	1	1	1	1	1	1	1	13	1.97%
NEED KEY OR CODE	0	0	0	1	0	1	1	0	1	0	0	2	6	0.91%
BAD KEY OR CODE	0	0	1	0	2	1	0	0	0	0	0	0	4	0.61%
DOG	0	0	0	0	1	1	0	1	0	0	0	0	3	0.45%
METER BLOCKED	0	0	0	0	0	0	0	0	0	1	1	1	3	0.45%
BAD ROAD	2	0	0	0	0	0	0	0	0	0	0	0	2	0.30%
CUST REQUESTS SKIP	0	0	1	0	0	0	0	0	0	0	1	0	2	0.30%
DEAD REGISTER	0	0	0	0	1	0	0	0	0	1	0	0	2	0.30%
GATE PROBLEM	0	0	0	0	2	0	0	0	0	0	0	0	2	0.30%
KEY NOT AVAILABLE	0	0	0	0	0	0	0	0	0	1	0	1	2	0.30%
NO ACCESS BACK YARD	0	0	0	0	0	1	0	0	0	0	0	0	1	0.15%
UNSAFE CONDITION	1	0	0	0	0	0	0	0	0	0	0	0	1	0.15%
TOTAL	39	42	41	43	57	54	53	57	58	67	78	72	661	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Commercial

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	19	22	22	14	10	17	22	26	25	27	25	17	246	54.67%
METER OFF	5	5	5	7	6	7	3	6	6	4	6	3	63	14%
DEAD REGISTER	7	2	1	4	5	2	3	2	3	0	0	0	29	6.44%
SEASONAL	2	2	0	3	3	3	3	1	0	1	0	2	20	4.44%
DOOR LOCKED	1	0	1	1	2	3	1	2	0	2	1	1	15	3.33%
NO ANSWER	1	0	1	2	2	3	4	0	0	1	0	1	15	3.33%
UNSAFE CONDITION	0	1	1	1	2	1	1	1	1	1	2	3	15	3.33%
SERVICE CUT AT POLE	2	2	1	0	1	0	2	0	0	1	1	1	11	2.44%
VACANT	0	1	0	0	2	1	0	0	1	1	1	2	9	2%
OC Meter Maint	1	1	2	1	1	0	0	0	0	0	0	0	6	1.33%
METER BLOCKED	0	0	0	1	1	1	1	0	0	0	0	0	4	0.89%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	0	2	0	1	0	3	0.67%
METER REMOVED	0	0	1	0	1	0	1	0	0	0	0	0	3	0.67%
CANNOT LOCATE	1	0	0	0	0	1	0	0	0	0	0	0	2	0.44%
GATE PROBLEM	1	0	0	0	0	0	0	1	0	0	0	0	2	0.44%
KEY NOT AVAILABLE	0	1	0	0	0	0	0	0	0	0	1	0	2	0.44%
SNOW/MUD	0	0	0	0	0	0	0	0	1	1	0	0	2	0.44%
CUSTOMER READING	1	0	0	0	0	0	0	0	0	0	0	0	1	0.22%
HANDHELD ESTIMATE	0	0	0	1	0	0	0	0	0	0	0	0	1	0.22%
NEED KEY OR CODE	0	0	0	0	0	0	0	0	0	0	0	1	1	0.22%
TOTAL	41	37	35	35	36	39	41	39	39	39	38	31	450	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Industrial

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	7	12	6	6	5	4	10	13	12	8	9	9	101	90.18%
SEASONAL	0	0	0	0	0	0	0	0	0	0	3	0	3	2.68%
CUST REQUESTS SKIP	0	1	1	0	0	0	0	0	0	0	0	0	2	1.79%
CUSTOMER READING	1	0	0	0	1	0	0	0	0	0	0	0	2	1.79%
DEAD REGISTER	0	0	0	0	0	0	0	0	0	2	0	0	2	1.79%
METER REMOVED	0	0	0	1	0	0	0	0	0	0	0	0	1	0.89%
VACANT	0	0	0	0	0	0	0	1	0	0	0	0	1	0.89%
TOTAL	8	13	7	7	6	4	10	14	12	10	12	9	112	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

Account Class: Other

Message	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Total**	**Percent**
NO READING RETURNED	9	10	8	4	9	6	6	5	5	5	4	4	75	84.27%
CUST REQUESTS SKIP	1	1	0	1	1	1	1	1	1	1	0	0	9	10.11%
CUSTOMER READING	0	0	1	0	0	0	0	0	0	0	1	1	3	3.37%
CANNOT LOCATE	0	0	0	0	0	2	0	0	0	0	0	0	2	2.25%
TOTAL	10	11	9	5	10	9	7	6	6	6	5	5	89	100%

D. Total number of meters installed December 31, 2012

Residential	**Commercial**	**Industrial**	**Other**	**Total of Meter Installed**
1,966,136	259,624	2,3013	9,472	2,258,245

R=Residential

C=Commercial

	Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Total 2012	
	R	**C**	**R**	**C**	**R**	**C**	**R**	**C**	**R**	**C**	**R**	**C**	**R**	**C**	**R**	**C**	**R**	**C**	**R**	**C**	**R**	**C**	**R**	**C**	**R**	**C**
Number of customers who received disconnect notices [1]	101,040	3,853	99,146	4,593	110,537	10,069	107,381	6,520	95,917	10,873	86,584	9,514	92,481	5,147	121,495	3,922	104,519	10,995	108,579	2,241	91,229	6,004	88,934	3,625	1,207,842	77,356
Number of customers who sought cold weather rule protection [1 2]																										
Sought	18,978	0	16,312	0	21,716	0	14,544	0	0	0	0	0	0	0	0	0	0	0	175,913	0	17,517	0	14,733	0	279,713	0
Granted	18,978	0	16,312	0	21,716	0	14,544	0	0	0	0	0	0	0	0	0	0	0	175,913	0	17,517	0	14,733	0	279,713	0
Number of customers locked for nonpayment	1,597	24	1,213	34	1,389	57	3,193	43	4,715	37	2,992	57	2,860	40	3,454	58	2,592	43	917	62	1,198	16	1,012	9	27,132	480
Number of total customers restored to service within 24 hours	921	5	730	10	866	11	1,075	14	1,513	10	1,008	7	935	5	1,275	14	1,037	15	410	14	661	8	579	5	11,010	118
Number of customers restored to service with pay arrangements	77	1	47	0	53	0	167	0	218	0	96	0	84	0	99	0	92	0	45	0	30	0	39	0	1,047	1
Number of customers requesting emergency medical account status																										
Requested	68	0	89	0	106	0	156	0	114	0	94	0	165	0	130	0	188	0	232	0	101	0	65	0	1,508	0
Denied [3]	18	0	27	0	46	0	75	0	62	0	39	0	61	0	72	0	89	0	115	0	54	0	21	0	679	0

1 The data for customers receiving disconnect notices and seeking cold weather rule protection represents a combination of gas and electric customers. Approximately 94% of Xcel Energy's Minnesota customers are electric or combined gas and electric customers. For those customers receiving gas and electric service, the disconnect is due to the total amount of regulated charges overdue. Thus the ability to track disconnects due to electric non-payment would be difficult since Xcel Energy's customer service system does not have the functionality to sort the data in this manner.

2 Due to changes in state law, cold weather rule protection specific to low-income is not tracked by the system. The company recognizes as a matter of policy customers that entered into payment arrangements with the company as being protected under the cold weather rule.

3 Reasons for denial of emergency medical account status:
Customer did not return form.
Doctor refused to certify as Medical/Life Support.

Residential													
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	**Total 2012**
# Service Installations	127	117	134	168	192	212	234	340	241	303	233	83	**2384**
Avg days to complete from customer and site ready	2	1	1	1	1	3	4	2	1	2	1	6	**2**
Commercial													
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	**Total 2012**
# Service Installations	8	12	22	19	28	17	26	42	59	39	50	17	**339**
Avg days to complete from customer and site ready	5	13	24	7	9	7	8	15	18	14	22	12	**13**

Xcel Energy
Service Quality Report 2012
Minn. R. 7826.1700 - Call Center Response Time
Minnesota Service Level

		January	February	March	April	May	June	July	August	September	October	November	December	2012
1	All **Residential** Calls offered to Agents	95,629	90,513	95,515	98,755	117,245	130,482	140,830	134,594	124,552	124,431	101,242	88,752	1,342,540
2	All **BSC** Calls Offered to Agents	3,865	3,607	3,648	3,541	3,473	3,209	3,456	3,707	3,683	4,549	3,622	3,517	43,877
3	All **Credit** Calls Offered to Agents	33,695	29,947	35,200	48,165	40,850	34,390	35,809	42,855	35,042	29,407	21,437	16,799	403,596
4	All **PAR** Calls Offered to Agents	7,436	5,489	5,249	12,727	11,655	8,920	8,273	9,339	8,334	9,176	6,609	5,971	99,178
5	All Calls Offered to Agents	140,625	129,556	139,612	163,188	173,223	177,001	188,368	190,495	171,611	167,563	132,910	115,039	1,889,191
6	All Calls Excluding Credit and PAR	99,494	94,120	99,163	102,296	120,718	133,691	144,286	138,301	128,235	128,980	104,864	92,269	1,386,417
7	All **Residential** Calls Answered by Agents within 20 seconds	76,621	73,127	75,108	80,251	94,704	98,022	110,293	108,400	105,941	101,694	82,530	73,123	1,079,814
8	All **BSC** Calls Answered by Agents within 20 seconds	2,419	2,276	2,564	2,984	2,887	2,605	2,650	2,685	2,584	3,337	2,683	2,381	32,055
9	All **Credit** Calls Answered by Agents within 20 seconds	24,235	19,116	22,909	30,833	29,826	23,255	21,863	25,490	26,744	23,443	17,651	12,338	277,703
10	All **PAR** Calls Answered by Agents within 20 seconds	6,475	4,700	4,809	5,814	9,299	7,425	6,656	7,465	7,174	7,955	5,926	5,398	79,096
11	All Calls Answered by Agents within 20 seconds	109,750	99,219	105,390	119,882	136,716	131,307	141,462	144,040	142,443	136,429	108,790	93,240	1,468,668
12	All Calls Answered by Agents within 20 seconds Excluding Credit and PAR	79,040	75,403	77,672	83,235	97,591	100,627	112,943	111,085	108,525	105,031	85,213	75,504	1,111,869
13	Non-Billing and Outage Calls Completed in IVR	22,672	22,690	21,666	22,544	24,333	33,555	27,733	25,669	19,377	19,627	15,939	14,013	269,818
14	Billing Calls Handled by IVR	116,580	115,710	122,684	121,722	120,114	119,297	131,418	134,011	124,872	128,778	116,891	113,376	1,465,453
15	Outage Calls Handled by IVR	7,499	18,870	14,027	10,677	31,421	74,890	60,832	35,953	23,457	19,491	16,141	14,412	327,670
16	Outage Calls Offered to Agents	5,681	8,018	7,461	6,755	13,171	20,063	20,448	11,283	8,339	7,952	6,313	5,720	121,204
17	Total Outage Calls	13,180	26,888	21,488	17,432	44,592	94,953	81,280	47,236	31,796	27,443	22,454	20,132	448,874
18	All Calls Offered to Agents + Outage Calls Handled by IVR	148,124	148,426	153,639	173,865	204,644	251,891	249,200	226,448	195,068	187,054	149,051	129,451	2,216,861
19	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	117,249	118,089	119,417	130,559	168,137	206,197	202,294	179,993	165,900	155,920	124,931	107,652	1,796,338
20	Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR	106,993	112,990	113,190	112,973	152,139	208,581	205,118	174,254	151,692	148,471	121,005	106,681	1,714,087
21	Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	86,539	94,273	91,699	93,912	129,012	175,517	173,775	147,038	131,982	124,522	101,354	89,916	1,439,539
22	All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	264,704	264,136	276,323	295,587	324,758	371,188	380,618	360,459	319,940	315,832	265,942	242,827	3,682,314
23	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	233,829	233,799	242,101	252,281	288,251	325,494	333,712	314,004	290,772	284,698	241,822	221,028	3,261,791

		January	February	March	April	May	June	July	August	September	October	November	December	2012
24	Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	223,573	228,700	235,874	234,695	272,253	327,878	336,536	308,265	276,564	277,249	237,896	220,057	3,179,540
25	Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	203,119	209,983	214,383	215,634	249,126	294,814	305,193	281,049	256,854	253,300	218,245	203,292	2,904,992
26	Service Level All Calls (including calls handled by IVR)	**89.3%**	**89.4%**	**88.5%**	**86.4%**	**89.5%**	**88.7%**	**88.5%**	**88.0%**	**91.4%**	**90.7%**	**91.4%**	**91.5%**	**89.4%**
27	Service Level All Calls (not including billing calls handled by IVR)	**79.2%**	**79.6%**	**77.7%**	**75.1%**	**82.2%**	**81.9%**	**81.2%**	**79.5%**	**85.0%**	**83.4%**	**83.8%**	**83.2%**	**81.0%**
28	Service Level Res and BSC Calls (including outage and billing calls handled by IVR)	**90.9%**	**91.8%**	**90.9%**	**91.9%**	**91.5%**	**89.9%**	**90.7%**	**91.2%**	**92.9%**	**91.4%**	**91.7%**	**92.4%**	**91.4%**
29	Service Level Res and BSC Calls (not including billing calls handled by IVR)	**80.9%**	**83.4%**	**81.0%**	**83.1%**	**84.8%**	**84.1%**	**84.7%**	**84.4%**	**87.0%**	**83.9%**	**83.8%**	**84.3%**	**84.0%**
30	Service Level (agent only)	**78.0%**	**76.6%**	**75.5%**	**73.5%**	**78.9%**	**74.2%**	**75.1%**	**75.6%**	**83.0%**	**81.4%**	**81.9%**	**81.1%**	**77.7%**
31	ASA (Agent only Residential, BSC, Credit and PAR)	16	18	19	36	18	24	19	19	13	12	12	14	19
	ASA Residential	13	12	14	14	14	22	15	15	11	11	11	12	14
	ASA BSC	42	47	41	14	16	19	23	30	31	24	24	35	29
	ASA Credit	22	32	31	67	27	32	37	33	20	15	14	22	32
	ASA PAR	14	14	7	91	20	15	19	21	12	11	8	8	24

Notes:

29	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR)
26	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR)
	Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park), at the Business call center at Sky Park, at the Credit call centers at Amarillo and Centre
	Data on calls to agents is gathered from the phone switch (Avaya) based on skills.
	Data on IVR calls is gathered from the IVR reporting tool (Voice Portal).

Minnesota Public Utilities Commission
Consumer Affairs Office
121-7th Place East
St. Paul, MN 55101-2147

7826.2000 REPORTING CUSTOMER COMPLAINTS
For the period of January 01, 2012 to December 31, 2012

Name of Utility: Northern States Power Company
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by: Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

A. The Number of Complaints Received

		Month												
CustomerType	Source	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	2012
Commercial	Commission	2	0	0	0	1	0	0	0	0	1	0	1	5
	Informational	1	0	0	0	0	0	0	0	0	0	1	0	2
	Internal	1	1	3	3	3	1	1	1	1	1	1	0	17
	OAG	0	0	0	0	1	2	0	0	0	0	0	0	3
	OAG/BBB	0	1	0	0	0	0	0	0	0	0	0	0	1
	Officer	0	0	0	0	0	1	0	0	0	0	0	0	1
	Referral	0	1	0	0	0	0	1	1	0	0	0	0	3
	Repeat Customer	1	0	0	0	0	0	0	0	0	0	0	0	1
Commercial Total		5	3	3	3	5	4	2	2	1	2	2	1	33
Industrial	Informational	0	0	0	0	0	0	0	1	0	0	0	0	1
	Internal	0	0	0	0	0	0	0	0	0	1	0	0	1
Industrial Total		0	0	0	0	0	0	0	1	0	1	0	0	2
Residential	BBB	0	0	1	1	1	0	5	4	2	0	2	0	16
	Commission	5	5	6	9	9	12	9	15	8	6	3	2	89
	Commission/OAG	0	0	0	0	2	1	0	0	0	0	0	1	4
	Direct Customer Contact	0	0	1	1	0	2	4	0	2	0	0	0	10
	Informational	3	0	0	3	2	0	3	2	3	1	1	0	18
	Internal	6	5	10	16	18	13	16	17	9	14	11	6	141
	OAG	8	6	8	25	18	21	18	32	14	14	10	6	180
	OAG/BBB	0	0	0	0	0	0	0	0	1	0	0	0	1
	Officer	3	2	1	1	2	4	1	5	6	5	0	0	30
	Other Agency	0	0	0	0	0	1	0	0	0	0	0	0	1
	Referral	2	3	3	17	11	16	13	5	4	6	1	1	82
	Repeat Customer	0	1	0	0	0	0	0	0	0	0	0	0	1
	Commission/Internal	1	0	0	1	0	0	1	0	0	0	0	0	3
	OAG/Referral	0	0	0	0	1	0	0	0	0	0	0	0	1
Residential Total		28	22	30	74	64	70	70	80	49	46	28	16	577
	Internal	0	0	1	0	0	0	0	0	0	0	0	0	1
Government Total		0	0	1	0	0	0	0	0	0	0	0	0	1
Grand Total		**33**	**25**	**34**	**77**	**69**	**74**	**72**	**83**	**50**	**49**	**30**	**17**	**613**

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Name of Utility Northern States Power Company
Address 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

B. The Number and Percentage of Complaints Alleging:

		Month												
CustomerType	MPUC	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	2012
Commercial	Billing Error	0	0	0	1	2	1	1	1	0	0	1	0	7
	High Bill	1	0	0	0	0	0	0	1	0	0	0	0	2
	Inadequate Service	3	3	2	2	3	2	1	0	1	2	1	1	21
	Serv Rest Interval	1	0	1	0	0	1	0	0	0	0	0	0	3
Commercial Total		5	3	3	3	5	4	2	2	1	2	2	1	33
Industrial	Billing Error	0	0	0	0	0	0	0	0	0	1	0	0	1
	Inadequate Service	0	0	0	0	0	0	0	1	0	0	0	0	1
Industrial Total		0	0	0	0	0	0	0	1	0	1	0	0	2
Residential	Billing Error	8	4	8	7	5	10	13	8	17	9	6	3	98
	High Bill	2	2	1	1	2	0	2	3	1	0	0	1	15
	Inadequate Service	12	14	17	46	34	34	38	41	18	26	17	8	305
	Inaccurate Metering	0	0	0	1	0	1	0	0	0	0	0	0	2
	Serv Rest Interval	0	0	0	0	3	3	7	4	2	2	1	1	23
	Service Ext Interval	1	0	0	0	0	1	1	0	0	1	1	0	5
	Wrongful Disconnect	5	2	4	19	20	21	9	24	11	4	2	0	121
	Inaccurate	0	0	0	0	0	0	0	0	0	4	1	3	8
Residential Total		28	22	30	74	64	70	70	80	49	46	28	16	577
	Inadequate Service	0	0	1	0	0	0	0	0	0	0	0	0	1
Government Total		0	0	1	0	0	0	0	0	0	0	0	0	1
Totals	Billing Error	8	4	8	8	7	11	14	9	17	10	7	3	106
	High Bill	3	2	1	1	2	0	2	4	1	0	0	1	17
	Inadequate Service	15	17	20	48	37	36	39	42	19	28	18	9	328
	Inaccurate Metering	0	0	0	1	0	1	0	0	0	0	0	0	2
	Serv Rest Interval	1	0	1	0	3	4	7	4	2	2	1	1	26
	Service Ext Interval	1	0	0	0	0	1	1	0	0	1	1	0	5
	Wrongful Disconnect	5	2	4	19	20	21	9	24	11	4	2	0	121
	Inaccurate	0	0	0	0	0	0	0	0	0	4	1	3	8
Grand Total		**33**	**25**	**34**	**77**	**69**	**74**	**72**	**83**	**50**	**49**	**30**	**17**	**613**

		Percentage												
CustomerType	Complaint Type	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	2012
Commercial	Billing Error	0.0%	0 0%	0.0%	33.3%	40.0%	25.0%	50.0%	50.0%	0.0%	0.0%	50 0%	0.0%	21.2%
	High Bill	20.0%	0 0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0 0%	0.0%	6.1%
	Inadequate Service	60.0%	100 0%	66.7%	66.7%	60.0%	50.0%	50.0%	0.0%	100.0%	100.0%	50 0%	100 0%	63.6%
	Serv Rest Interval	20.0%	0 0%	33 3%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0 0%	0 0%	0.0%	9.1%
Industrial	High Bill	0.0%	0 0%	0 0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0 0%	0.0%	50.0%
		0.0%	0 0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0 0%	0.0%	50.0%
Residential	Billing Error	28.6%	18 2%	26.7%	9.5%	7.8%	14.3%	18.6%	10.0%	34.7%	19.6%	21.4%	18.8%	17.0%
	High Bill	7.1%	9.1%	3.3%	1.4%	3.1%	0.0%	2.9%	3.8%	2.0%	0.0%	0 0%	6.3%	2.6%
	Inadequate Service	42.9%	63 6%	56.7%	62.2%	53.1%	48.6%	54.3%	51.3%	36.7%	56.5%	60.7%	50.0%	52.9%
	Inaccurate Metering	0.0%	0 0%	0.0%	1.4%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0 0%	0.0%	0.3%
	Serv Rest Interval	0.0%	0 0%	0.0%	0.0%	4.7%	4.3%	10.0%	5.0%	4.1%	4 3%	3 6%	6.3%	4.0%
	Service Ext Interval	3.6%	0 0%	0.0%	0.0%	0.0%	1.4%	1.4%	0.0%	0.0%	2 2%	3 6%	0.0%	0.9%
	Wrongful Disconnect	17.9%	9.1%	13 3%	25.7%	31.3%	30.0%	12.9%	30.0%	22.4%	8.7%	7.1%	0.0%	21.0%
	Inaccurate	0.0%	0 0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	3 6%	18.8%	1.4%
Total	Billing Error	24.2%	16 0%	23 5%	10.4%	10.1%	14.9%	19.4%	10.8%	34.0%	20.4%	23 3%	17.6%	17.3%
	High Bill	9.1%	8 0%	2.9%	1.3%	2.9%	0.0%	2.8%	4.8%	2.0%	0.0%	0 0%	5.9%	2.8%
	Inadequate Service	45.5%	68 0%	58 8%	62.3%	53.6%	48.6%	54.2%	50.6%	38.0%	57.1%	60 0%	52.9%	53.5%
	Inaccurate Metering	0.0%	0 0%	0.0%	1.3%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0 0%	0.0%	0.3%
	Serv Rest Interval	3.0%	0 0%	2.9%	0.0%	4.3%	5.4%	9.7%	4.8%	4.0%	4.1%	3 3%	5.9%	4.2%
	Service Ext Interval	3.0%	0 0%	0.0%	0.0%	0.0%	1.4%	1.4%	0.0%	0.0%	2 0%	3 3%	0.0%	0.8%
	Wrongful Disconnect	15.2%	8 0%	11 8%	24.7%	29.0%	28.4%	12.5%	28.9%	22.0%	8.2%	6.7%	0.0%	19.7%
	Inaccurate	0.0%	0 0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.2%	3 3%	17.6%	1.3%

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Name of Utility Northern States Power Company
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C. The Number and Percentage of Complaints Resolved upon:

CustomerType	DTR Status	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	2012
Commercial	Immediate	0	0	0	0	0	0	0	0	0	0	1	0	1
	10 Days or Less	4	3	3	2	5	4	1	0	1	0	2	0	25
	Greater Than 10 Days	1	0	0	1	0	0	1	2	0	1	0	1	7
Commercial Total		5	3	3	3	5	4	2	2	1	1	3	1	33
Industrial	10 Days or Less	0	0	0	0	0	0	0	1	0	0	0	0	1
	Greater Than 10 Days	0	0	0	0	0	0	0	0	0	1	0	0	1
Industrial Total		0	0	0	0	0	0	0	1	0	1	0	0	2
Residential	Immediate	3	5	7	16	16	12	11	19	6	8	7	3	113
	10 Days or Less	22	17	21	54	47	57	56	58	39	35	20	12	438
	Greater Than 10 Days	3		2	4	1	1	3	3	4	3	1	1	26
Residential Total		28	22	30	74	64	70	70	80	49	46	28	16	577
Government	10 Days or Less	0	0	1	0	0	0	0	0	0	0	0	0	1
Government Total		0	0	1	0	0	0	0	0	0	0	0	0	1
Grand Total	Immediate	3	5	7	16	16	12	11	19	6	8	8	3	114
	10 Days or Less	26	20	25	56	52	61	57	59	40	35	22	12	465
	Greater Than 10 Days	4	0	2	5	1	1	4	5	4	5	1	2	34
Grand Total		**33**	**25**	**34**	**77**	**69**	**74**	**72**	**83**	**50**	**48**	**31**	**17**	**613**

CustomerType	DTR Status	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	2012
Commercial	Immediate	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	33.3%	0 0%	3.0%
	10 Days or Less	80.0%	100 0%	100.0%	66.7%	100.0%	100 0%	50.0%	0 0%	100.0%	0 0%	66.7%	0 0%	75.8%
	Greater Than 10 Days	20.0%	0 0%	0.0%	33 3%	0.0%	0 0%	50.0%	100 0%	0.0%	100 0%	0.0%	100 0%	21.2%
Industrial	10 Days or Less	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	100 0%	0.0%	0 0%	0.0%	0 0%	50.0%
	Greater Than 10 Days	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	100 0%	0.0%	0 0%	50.0%
Residential	Immediate	10.7%	22.7%	23.3%	21 6%	25.0%	17.1%	15.7%	23 8%	12.2%	17.4%	25.0%	18 8%	19.6%
	10 Days or Less	78.6%	77 3%	70.0%	73 0%	73.4%	81.4%	80.0%	72 5%	79.6%	76.1%	71.4%	75 0%	75.9%
	Greater Than 10 Days	10.7%	0 0%	6.7%	5.4%	1.6%	1.4%	4.3%	3 8%	8.2%	6 5%	3.6%	6 3%	4.5%
Government	10 Days or Less	0.00%	0 00%	100.00%	0 00%	0.00%	0 00%	0.00%	0 00%	0.00%	0 00%	0.00%	0 00%	100.00%
Grand Total	Immediate	9.1%	20 0%	20.6%	20 8%	23.2%	16 2%	15.3%	22.9%	12.0%	16.7%	25.8%	17 6%	18.6%
	10 Days or Less	78.8%	80 0%	73.5%	72.7%	75.4%	82.4%	79.2%	71.1%	80.0%	72.9%	71.0%	70 6%	75.9%
	Greater Than 10 Days	12.1%	0 0%	5.9%	6 5%	1.4%	1.4%	5.6%	6 0%	8.0%	10.4%	3.2%	11 8%	5.5%

D. The Number and Percentage of Complaints Resolved by taking the following actions:

CustomerType	MN_Action	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	2012
Commercial	Action not in Control of Utility	2	0	0	0	1	0	0	0	0	1	0	0	4
	Refuse Action Cust Requested	1	0	1	0	1	1	0	1	0	0	1	0	6
	Take Action Cust and Utility Agree Upon	2	1	1	2	2	3	2	1	1	0	1	1	17
	Take Action Cust Request	0	2	1	1	1	0	0	0	0	1	0	0	6
Commercial Total		5	3	3	3	5	4	2	2	1	2	2	1	33
Industrial	Refuse Action Cust Requested	0	0	0	0	0	0	0	0	0	1	0	0	0
	Take Action Cust Request	0	0	0	0	0	0	0	1	0	0	0	0	1
Industrial Total		0	0	0	0	0	0	0	1	0	1	0	0	2
Residential	Action not in Control of Utility	3	0	4	2	6	3	6	3	4	4	0	0	35
	Refuse Action Cust Requested	1	3	6	8	10	12	7	9	7	5	6	2	76
	Take Action Cust and Utility Agree Upon	17	7	10	44	32	36	37	46	27	26	15	10	307
	Take Action Cust Request	7	12	10	20	16	19	20	22	11	11	7	4	159
Residential Total		28	22	30	74	64	70	70	80	49	46	28	16	577
Government	Take Action Cust Request	0	0	1	0	0	0	0	0	0	0	0	0	1
Government Total		0	0	1	0	0	0	0	0	0	0	0	0	1
Grand Total	Action not in Control of Utility	5	0	4	2	7	3	6	3	4	5	0	0	39
	Refuse Action Cust Requested	2	3	7	8	11	13	7	10	7	6	7	2	82
	Take Action Cust and Utility Agree Upon	19	8	11	46	34	39	39	47	28	26	16	11	324
	Take Action Cust Request	7	14	12	21	17	19	20	23	11	12	7	4	167
Grand Total		33	25	34	77	69	74	72	83	50	49	30	17	613

CustomerType	MN_Action	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	2012
Commercial	Action Not In Control Of Utility	40.0%	0 0%	0.0%	0 0%	20.0%	0 0%	0.0%	0 0%	0.0%	50 0%	0.0%	0 0%	12.1%
	Refuse Action Cust Requested	20.0%	0 0%	33.3%	0 0%	20.0%	25 0%	0.0%	50 0%	0.0%	0 0%	50.0%	0 0%	18.2%
	Take Action Cust and Utility Agree Upon	40.0%	33 3%	33.3%	66.7%	40.0%	75 0%	100.0%	50 0%	100.0%	0 0%	50.0%	100 0%	51.5%
	Take Action Cust Request	0.0%	66.7%	33.3%	33 3%	20.0%	0 0%	0.0%	0 0%	0.0%	50 0%	0.0%	0 0%	18.2%
Industrial	Refuse Action Cust Requested	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	100 0%	0.0%	0 0%	50.0%
	Take Action Cust Request	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	100 0%	0.0%	0 0%	0.0%	0 0%	50.0%
Residential	Action Not In Control Of Utility	10.7%	0 0%	13.3%	2.7%	9.4%	4 3%	8.6%	3 8%	8.2%	8.7%	0.0%	0 0%	6.1%
	Refuse Action Cust Requested	3.6%	13 6%	20.0%	10 8%	15.6%	17.1%	10.0%	11 3%	14.3%	10.9%	21.4%	12 5%	13.2%
	Take Action Cust and Utility Agree Upon	60.7%	31 8%	33.3%	59 5%	50.0%	51.4%	52.9%	57 5%	55.1%	56 5%	53.6%	62 5%	53.2%
	Take Action Cust Request	25.0%	54 5%	33.3%	27 0%	25.0%	27.1%	28.6%	27 5%	22.4%	23.9%	25.0%	25 0%	27.6%
Government	Take Action Cust Request	0.0%	0 0%	100.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	0.0%	0 0%	100.0%
Total	Action Not In Control Of Utility	15.2%	0 0%	11.8%	2 6%	10.1%	4.1%	8.3%	3 6%	8.0%	10 2%	0.0%	0 0%	6.36%
	Refuse Action Cust Requested	6.1%	12 0%	20.6%	10.4%	15.9%	17 6%	9.7%	12 0%	14.0%	12 2%	23.3%	11 8%	13.38%
	Take Action Cust and Utility Agree Upon	57.6%	32 0%	32.4%	59.7%	49.3%	52.7%	54.2%	56 6%	56.0%	53.1%	53.3%	64.7%	52.85%
	Take Action Cust Request	21.2%	56 0%	35.3%	27 3%	24.6%	25.7%	27.8%	27.7%	22.0%	24 5%	23.3%	23 5%	27.41%

Minnesota Public Utilities Commission
Consumer Affairs Office
121-7th Place East
St. Paul, MN 55101-2147

7826.2000 REPORTING CUSTOMER COMPLAINTS
For the period of January 01, 2012 to December 31, 2012

Name of Utility: Northern States Power Company
Address: 3115 Centre Pointe Drive, Roseville, MN 55113
Prepared by: Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

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

		Month												
CustomerType	Source	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	2012
Commercial	Commission	2	0	0	0	1	0	0	0	0	1	0	1	5
Commercial Total		**2**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**1**	**0**	**1**	**5**
Residential	Commission	5	5	6	9	9	12	9	15	8	6	3	2	89
	Commission/OAG	0	0	0	0	2	1	0	0	0	0	0	1	4
	Commission/Internal	1	0	0	1	0	0	1	0	0	0	0	0	3
Residential Total		**6**	**5**	**6**	**10**	**11**	**13**	**10**	**15**	**8**	**6**	**3**	**3**	**96**
Grand Total		**8**	**5**	**6**	**10**	**12**	**13**	**10**	**15**	**8**	**7**	**3**	**4**	**101**

Xcel Energy
Customer Complaint Report
January, 2012

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,602	30	117	1	2,750	76.16%
Inaccurate Metering	34	0	2	0	36	1.00%
Wrongful Disconnect	196	7	37	0	240	6.65%
High Bill	89	0	10	0	99	2.74%
Inadequate Service	272	4	35	0	311	8.61%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	168	2	5	0	175	4.85%
Total Commercial	3,361	43	206	1	3,611	
Total Commercial Percentage	93.08%	1.19%	5.70%	0.03%		
Industrial						
Billing errors	335	2	12	0	349	84.91%
Inaccurate Metering	1	0	0	0	1	0.24%
Wrongful Disconnect	6	0	1	0	7	1.70%
High Bill	3	0	0	0	3	0.73%
Inadequate Service	17	0	2	0	19	4.62%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	28	3	1	0	32	7.79%
Total Industrial	390	5	16	0	411	
Total Industrial Percentage	94.89%	1.22%	3.89%	0.00%		
Residential						
Billing errors	35,210	633	472	25	36,340	61.77%
Inaccurate Metering	140	1	4	0	145	0.25%
Wrongful Disconnect	10,270	145	372	16	10,803	18.36%
High Bill	1,694	56	92	4	1,846	3.14%
Inadequate Service	8,108	225	398	3	8,734	14.85%
Service Extension	14	0	1	0	15	0.03%
Service Restoration	898	21	26	2	947	1.61%
Total Residential	56,334	1,081	1,365	50	58,830	
Total Residential Percentage	95.76%	1.84%	2.32%	0.08%		
Total State of Minnesota	**60,085**	**1,129**	**1,587**	**51**	**62,852**	
Total ST of MN Percentage	**95.60%**	**1.80%**	**2.52%**	**0.08%**		

Xcel Energy
Customer Complaint Report
February, 2012

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,485	29	115	0	2,629	76.18%
Inaccurate Metering	31	1	0	0	32	0.93%
Wrongful Disconnect	246	4	25	1	276	8.00%
High Bill	67	0	4	0	71	2.06%
Inadequate Service	270	3	21	0	294	8.52%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	139	4	6	0	149	4.32%
Total Commercial	3,238	41	171	1	3,451	
Total Commercial Percent	93.83%	1.19%	4.96%	0.03%		
Industrial						
Billing errors	308	2	25	0	335	82.51%
Inaccurate Metering	1	1	0	0	2	0.49%
Wrongful Disconnect	8	0	1	0	9	2.22%
High Bill	2	0	0	0	2	0.49%
Inadequate Service	23	0	0	0	23	5.67%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	33	2	0	0	35	8.62%
Total Industrial	375	5	26	0	406	
Total Industrial Percentage	92.36%	1.23%	6.40%	0.00%		
Residential						
Billing errors	29,796	455	381	20	30,652	60.35%
Inaccurate Metering	104	2	2	0	108	0.21%
Wrongful Disconnect	9,366	133	269	13	9,781	19.26%
High Bill	794	20	51	1	866	1.70%
Inadequate Service	7,201	179	339	9	7,728	15.21%
Service Extension	7	1	1	0	9	0.02%
Service Restoration	1,541	32	75	1	1,649	3.25%
Total Residential	48,809	822	1,118	44	50,793	
Total Residential Percentage	96.09%	1.62%	2.20%	0.09%		
Total State of Minnesota	**52,422**	**868**	**1,315**	**45**	**54,650**	
Total ST of MN Percentage	**95.92%**	**1.59%**	**2.41%**	**0.08%**		

Xcel Energy
Customer Complaint Report
March, 2012

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,702	19	110	1	2,832	76.40%
Inaccurate Metering	22	0	0	0	22	0.59%
Wrongful Disconnect	243	3	26	0	272	7.34%
High Bill	49	1	5	0	55	1.48%
Inadequate Service	247	2	30	0	279	7.53%
Service Extension	2	0	0	0	2	0.05%
Service Restoration	235	1	9	0	245	6.61%
Total Commercial	3,500	26	180	1	3,707	
Total Commercial Percent	94.42%	0.70%	4.86%	0.03%		
Industrial						
Billing errors	353	4	10	0	367	79.96%
Inaccurate Metering	2	0	0	0	2	0.44%
Wrongful Disconnect	7	0	0	0	7	1.53%
High Bill	2	0	0	0	2	0.44%
Inadequate Service	19	0	1	0	20	4.36%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	57	2	2	0	61	13.29%
Total Industrial	440	6	13	0	459	
Total Industrial Percentage	95.86%	1.31%	2.83%	0.00%		
Residential						
Billing errors	30,309	491	415	27	31,242	56.88%
Inaccurate Metering	75	4	3	0	82	0.15%
Wrongful Disconnect	11,610	205	346	24	12,185	22.19%
High Bill	592	18	30	1	641	1.17%
Inadequate Service	8,550	258	364	13	9,185	16.72%
Service Extension	7	0	3	0	10	0.02%
Service Restoration	1,483	21	71	3	1,578	2.87%
Total Residential	52,626	997	1,232	68	54,923	
Total Residential Percentage	95.82%	1.82%	2.24%	0.12%		
Total State of Minnesota	**56,566**	**1,029**	**1,425**	**69**	**59,089**	
Total ST of MN Percentage	**95.73%**	**1.74%**	**2.41%**	**0.12%**		

Xcel Energy
Customer Complaint Report
April, 2012

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,491	23	53	2	2,569	75.71%
Inaccurate Metering	17	0	0	0	17	0.50%
Wrongful Disconnect	228	9	26	0	263	7.75%
High Bill	42	0	3	0	45	1.33%
Inadequate Service	257	3	24	0	284	8.37%
Service Extension	1	0	1	0	2	0.06%
Service Restoration	201	3	9	0	213	6.28%
Total Commercial	3,237	38	116	2	3,393	
Total Commercial Percent	111.85%	1.31%	4.01%	0.07%		
Industrial						
Billing errors	356	1	8	0	365	79.87%
Inaccurate Metering	2	0	0	0	2	0.44%
Wrongful Disconnect	6	0	0	0	6	1.31%
High Bill	0	0	1	0	1	0.22%
Inadequate Service	23	0	1	0	24	5.25%
Service Extension	1	0	0	0	1	0.22%
Service Restoration	55	1	2	0	58	12.69%
Total Industrial	443	2	12	0	457	
Total Industrial Percentage	158.78%	0.72%	4.30%	0.00%		
Residential						
Billing errors	29,661	436	406	18	30,521	45.88%
Inaccurate Metering	58	1	0	0	59	0.09%
Wrongful Disconnect	19,207	491	1,015	106	20,819	31.30%
High Bill	359	8	18	0	385	0.58%
Inadequate Service	12,195	412	579	27	13,213	19.86%
Service Extension	10	1	3	0	14	0.02%
Service Restoration	1,444	21	41	2	1,508	2.27%
Total Residential	62,934	1,370	2,062	153	66,519	
Total Residential Percentage	94.61%	2.06%	3.10%	0.23%		
Total State of Minnesota	**66,614**	**1,410**	**2,190**	**155**	**70,369**	
Total ST of MN Percentage	**94.66%**	**2.00%**	**3.11%**	**0.22%**		

Xcel Energy
Customer Complaint Report
May, 2012

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,477	23	59	1	2,560	73.37%
Inaccurate Metering	24	1	0	0	25	0.72%
Wrongful Disconnect	241	5	31	0	277	7.94%
High Bill	36	0	1	0	37	1.06%
Inadequate Service	244	6	15	0	265	7.60%
Service Extension	0	1	0	0	1	0.03%
Service Restoration	311	2	11	0	324	9.29%
Total Commercial	3,333	38	117	1	3,489	
Total Commercial Percent	95.53%	1.09%	3.35%	0.03%		
Industrial						
Billing errors	320	2	2	0	324	72.48%
Inaccurate Metering	2	0	0	0	2	0.45%
Wrongful Disconnect	8	0	0	0	8	1.79%
High Bill	2	0	0	0	2	0.45%
Inadequate Service	18	0	0	0	18	4.03%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	89	1	3	0	93	20.81%
Total Industrial	439	3	5	0	447	
Total Industrial Percentage	98.21%	0.67%	1.12%	0.00%		
Residential						
Billing errors	31,510	469	441	35	32,455	47.77%
Inaccurate Metering	72	2	0	0	74	0.11%
Wrongful Disconnect	18,478	364	654	45	19,541	28.76%
High Bill	282	11	16	2	311	0.46%
Inadequate Service	11,237	318	452	18	12,025	17.70%
Service Extension	22	1	11	0	34	0.05%
Service Restoration	3,332	46	125	1	3,504	5.16%
Total Residential	64,933	1,211	1,699	101	67,944	
Total Residential Percentage	95.57%	1.78%	2.50%	0.15%		
Total State of Minnesota	**68,705**	**1,252**	**1,821**	**102**	**71,880**	
Total ST of MN Percentage	**95.58%**	**1.74%**	**2.53%**	**0.14%**		

Xcel Energy
Customer Complaint Report
June, 2012

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,550	14	42	1	2,607	70.61%
Inaccurate Metering	5	0	0	0	5	0.14%
Wrongful Disconnect	212	5	16	0	233	6.31%
High Bill	29	0	0	0	29	0.79%
Inadequate Service	196	1	19	0	216	5.85%
Service Extension	1	0	1	0	2	0.05%
Service Restoration	572	15	13	0	600	16.25%
Total Commercial	3,565	35	91	1	3,692	
Total Commercial Percent	96.56%	0.95%	2.46%	0.03%		
Industrial						
Billing errors	290	4	3	0	297	58.35%
Inaccurate Metering	3	0	0	0	3	0.59%
Wrongful Disconnect	7	0	1	0	8	1.57%
High Bill	2	0	1	0	3	0.59%
Inadequate Service	14	0	0	0	14	2.75%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	178	2	4	0	184	36.15%
Total Industrial	494	6	9	0	509	
Total Industrial Percentage	97.05%	1.18%	1.77%	0.00%		
Residential						
Billing errors	33,294	442	446	28	34,210	50.94%
Inaccurate Metering	61	4	1	1	67	0.10%
Wrongful Disconnect	14,652	242	594	34	15,522	23.11%
High Bill	376	14	23	0	413	0.61%
Inadequate Service	10,165	272	415	14	10,866	16.18%
Service Extension	27	0	6	0	33	0.05%
Service Restoration	5,789	89	166	4	6,048	9.01%
Total Residential	64,364	1,063	1,651	81	67,159	
Total Residential Percentage	95.84%	1.58%	2.46%	0.12%		
Total State of Minnesota	**68,423**	**1,104**	**1,751**	**82**	**71,360**	
Total ST of MN Percentage	**95.88%**	**1.55%**	**2.45%**	**0.11%**		

Xcel Energy
Customer Complaint Report
July, 2012

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,416	30	32	0	2,478	65.61%
Inaccurate Metering	16	0	0	0	16	0.42%
Wrongful Disconnect	203	2	32	0	237	6.27%
High Bill	71	2	2	0	75	1.99%
Inadequate Service	230	5	17	1	253	6.70%
Service Extension	0	0	1	0	1	0.03%
Service Restoration	673	15	27	2	717	18.98%
Total Commercial	3,609	54	111	3	3,777	
Total Commercial Percent	95.55%	1.43%	2.94%	0.08%		
Industrial						
Billing errors	320	5	7	0	332	50.00%
Inaccurate Metering	3	0	0	0	3	0.45%
Wrongful Disconnect	5	0	0	0	5	0.75%
High Bill	3	0	0	0	3	0.45%
Inadequate Service	33	0	0	0	33	4.97%
Service Extension	1	0	0	0	1	0.15%
Service Restoration	270	9	8	0	287	43.22%
Total Industrial	635	14	15	0	664	
Total Industrial Percentage	95.63%	2.11%	2.26%	0.00%		
Residential						
Billing errors	38,040	485	580	27	39,132	52.46%
Inaccurate Metering	115	6	1	0	122	0.16%
Wrongful Disconnect	14,446	220	428	23	15,117	20.27%
High Bill	1,277	31	55	1	1,364	1.83%
Inadequate Service	10,957	301	367	13	11,638	15.60%
Service Extension	47	2	8	0	57	0.08%
Service Restoration	6,889	90	177	1	7,157	9.60%
Total Residential	71,771	1,135	1,616	65	74,587	
Total Residential Percentage	96.22%	1.52%	2.17%	0.09%		
Total State of Minnesota	**76,015**	**1,203**	**1,742**	**68**	**79,028**	
Total ST of MN Percentage	**96.19%**	**1.52%**	**2.20%**	**0.09%**		

Xcel Energy
Customer Complaint Report
August, 2012

	Agree	Compromise	Demonstrate	Refuse	Total	%
Commercial						
Billing errors	2,492	20	46	1	2,559	70.19%
Inaccurate Metering	17	0	0	0	17	0.47%
Wrongful Disconnect	303	4	34	2	343	9.41%
High Bill	87	2	2	0	91	2.50%
Inadequate Service	260	2	21	0	283	7.76%
Service Extension	1	0	1	0	2	0.05%
Service Restoration	337	8	6	0	351	9.63%
Total Commercial	3,497	36	110	3	3,646	
Total Commercial Percent	95.91%	0.99%	3.02%	0.08%		
Industrial						
Billing errors	356	1	0	0	357	66.36%
Inaccurate Metering	6	0	0	0	6	1.12%
Wrongful Disconnect	8	0	1	0	9	1.67%
High Bill	7	1	0	0	8	1.49%
Inadequate Service	20	0	0	0	20	3.72%
Service Extension	0	0	0	0	0	0.00%
Service Restoration	125	4	9	0	138	25.65%
Total Industrial	522	6	10	0	538	
Total Industrial Percentage	97.03%	1.12%	1.86%	0.00%		
Residential						
Billing errors	38,957	604	680	28	40,269	52.47%
Inaccurate Metering	78	5	4	0	87	0.11%
Wrongful Disconnect	18,149	272	491	51	18,963	24.71%
High Bill	1,423	43	59	1	1,526	1.99%
Inadequate Service	11,824	377	388	20	12,609	16.43%
Service Extension	39	3	8	0	50	0.07%
Service Restoration	3,108	47	85	3	3,243	4.23%
Total Residential	73,578	1,351	1,715	103	76,747	
Total Residential Percentage	95.87%	1.76%	2.23%	0.13%		
Total State of Minnesota	**77,597**	**1,393**	**1,835**	**106**	**80,931**	
Total ST of MN Percentage	**95.88%**	**1.72%**	**2.27%**	**0.13%**		

Xcel Energy
Customer Complaint Report
September, 2012

Turnaround Days for Closing a Complaint

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2,215	17	42	0	2,274	71.20%	2270	4	0
Inaccurate Metering	8	0	0	0	8	0.25%	8	0	0
Wrongful Disconnect	193	2	26	1	222	6.95%	218	4	0
High Bill	40	3	0	0	43	1.35%	43	0	0
Inadequate Service	233	2	17	0	252	7.89%	250	2	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	378	3	14	0	395	12.37%	395	0	0
Total Commercial	3,067	27	99	1	3,194		3,184	10	0
Total Commercial Percent	96.33%	0.85%	3.11%	0.03%					
Industrial									
Billing errors	314	2	3	0	319	66.60%	313	6	0
Inaccurate Metering	1	0	0	0	1	0.21%	1	0	0
Wrongful Disconnect	11	0	2	0	13	2.71%	13	0	0
High Bill	2	0	0	0	2	0.42%	2	0	0
Inadequate Service	22	0	0	0	22	4.59%	21	1	0
Service Extension	1	0	0	0	1	0.21%	1	0	0
Service Restoration	117	3	1	0	121	25.26%	121	0	0
Total Industrial	468	5	6	0	479		472	7	0
Total Industrial Percentage	99.15%	1.06%	1.27%	0.00%					
Residential									
Billing errors	37,888	630	554	21	39,093	54.64%	39,059	27	4
Inaccurate Metering	46	1	3	0	50	0.07%	50	0	0
Wrongful Disconnect	16,709	250	542	33	17,534	24.51%	17523	8	0
High Bill	480	17	24	3	524	0.73%	524	0	0
Inadequate Service	11,217	363	321	22	11,923	16.67%	11912	9	1
Service Extension	30	4	6	0	40	0.06%	40	0	0
Service Restoration	2,255	46	76	3	2,380	3.33%	2,379	0	1
Total Residential	68,625	1,311	1,526	82	71,544		71,487	44	6
Total Residential Percentage	95.92%	1.83%	2.13%	0.11%					
Total State of Minnesota	**72,160**	**1,343**	**1,631**	**83**	**75,217**		**75,143**	**61**	**6**
Total ST of MN Percentage	**95.94%**	**1.79%**	**2.17%**	**0.11%**					

Xcel Energy
Customer Complaint Report
October, 2012

Turnaround Days for Closing a Complaint

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2,671	30	44	0	2745	72.03%	2,734	11	0
Inaccurate Metering	18	1	0	0	19	0.50%	19	0	0
Wrongful Disconnect	325	9	30	0	364	9.55%	357	7	0
High Bill	42	1	4	0	47	1.23%	47	0	0
Inadequate Service	306	3	21	0	330	8.66%	329	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	292	7	7	0	306	8.03%	306	0	0
Total Commercial	3,654	51	106	0	3,811		3,792	19	0
Total Commercial Percent	95.88%	1.34%	2.78%	0.00%					
Industrial									
Billing errors	379	9	2	0	390	74.57%	386	4	0
Inaccurate Metering	5	0	0	0	5	0.96%	2	0	0
Wrongful Disconnect	10	1	1	0	12	2.29%	5	0	0
High Bill	4	0	0	0	4	0.76%	4	0	0
Inadequate Service	32	0	0	0	32	6.12%	32	0	0
Service Extension	1	0	0	0	1	0.19%	1	0	0
Service Restoration	77	1	1	0	79	15.11%	79	0	0
Total Industrial	508	11	4	0	523		509	4	0
Total Industrial Percentage	97.13%	2.10%	0.76%	0.00%					
Residential									
Billing errors	38,829	598	484	21	39,932	58.88%	39,890	42	0
Inaccurate Metering	50	0	2	0	52	0.08%	52	0	0
Wrongful Disconnect	13,219	168	376	7	13,770	20.30%	13,756	10	3
High Bill	487	24	21	0	532	0.78%	531	1	0
Inadequate Service	11,302	375	319	16	12,012	17.71%	12,000	11	0
Service Extension	25	2	7	0	34	0.05%	34	0	0
Service Restoration	1,382	34	68	0	1,484	2.19%	1,480	4	0
Total Residential	65,294	1,201	1,277	44	67,816		67,743	68	3
Total Residential Percentage	96.28%	1.77%	1.88%	0.06%					
Total State of Minnesota	**69,456**	**1,263**	**1,387**	**44**	**72,150**		**72,044**	**91**	**3**
Total ST of MN Percentage	**96.27%**	**1.75%**	**1.92%**	**0.06%**					

Xcel Energy
Customer Complaint Report
November, 2012

Turnaround Days for Closing a Complaint

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2,291	19	26	0	2,336	76.22%	2,328	8	0
Inaccurate Metering	19	0	0	0	19	0.62%	19	0	0
Wrongful Disconnect	215	11	9	3	238	7.77%	234	4	0
High Bill	33	1	0	0	34	1.11%	34	0	0
Inadequate Service	219	7	7	0	233	7.60%	232	0	1
Service Extension	0	0	1	0	1	0.03%	1	0	0
Service Restoration	198	4	2	0	204	6.66%	204	0	0
Total Commercial	2,975	42	45	3	3,065		3,052	12	1
Total Commercial Percent	97.06%	1.37%	1.47%	0.10%					
Industrial									
Billing errors	316	1	5	1	323	79.75%	323	0	0
Inaccurate Metering	1	1	0	0	2	0.49%	2	0	0
Wrongful Disconnect	16	0	0	0	16	3.95%	16	0	0
High Bill	1	0	0	0	1	0.25%	1	0	0
Inadequate Service	21	1	0	0	22	5.43%	22	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	39	0	2	0	41	10.12%	41	0	0
Total Industrial	394	3	7	1	405		405	0	0
Total Industrial Percentage	97.28%	0.74%	1.73%	0.25%					
Residential									
Billing errors	31,438	439	353	18	32,248	58.69%	32,211	34	1
Inaccurate Metering	38	1	7	0	46	0.08%	46	0	0
Wrongful Disconnect	10,562	146	199	13	10,920	19.87%	10,913	5	2
High Bill	408	14	25	0	447	0.81%	447	0	0
Inadequate Service	9,394	260	255	5	9,914	18.04%	9,908	3	1
Service Extension	8	0	4	0	12	0.02%	12	0	0
Service Restoration	1,308	22	31	0	1,361	2.48%	1,361	0	0
Total Residential	53,156	882	874	36	54,948		54,898	42	4
Total Residential Percentage	96.74%	1.61%	1.59%	0.07%					
Total State of Minnesota	**56,525**	**927**	**926**	**40**	**58,418**		**58,355**	**54**	**5**
Total ST of MN Percentage	**96.76%**	**1.59%**	**1.59%**	**0.07%**					

Xcel Energy
Customer Complaint Report
December, 2012

Turnaround Days for Closing a Complaint

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2184	27	19	3	2,233	77.16%	2,229	4	0
Inaccurate Metering	6	1	0	0	7	0.24%	7	0	0
Wrongful Disconnect	196	3	6	2	207	7.15%	207	0	0
High Bill	27	1	0	0	28	0.97%	27	1	0
Inadequate Service	230	5	5	0	240	8.29%	240	0	0
Service Extension	1	0	0	0	1	0.03%	1	0	0
Service Restoration	172	3	3	0	178	6.15%	177	1	0
Total Commercial	2,816	40	33	5	2,894		2,888	6	0
Total Commercial Percentage	97.30%	1.38%	1.14%	0.17%					
Industrial									
Billing errors	213	4	1	1	219	78.49%	219	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	15	0	1	0	16	5.73%	16	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	20	0	2	0	22	7.89%	22	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	20	2	0	0	22	7.89%	22	0	0
Total Industrial	268	6	4	1	279		279	0	0
Total Industrial Percentage	96.06%	2.15%	1.43%	0.36%					
Residential									
Billing errors	27681	410	343	12	28,446	59.65%	28,417	25	2
Inaccurate Metering	27	2	1	0	30	0.06%	30	0	0
Wrongful Disconnect	8299	155	197	13	8,664	18.17%	8,651	12	0
High Bill	577	23	22	2	624	1.31%	623	0	1
Inadequate Service	8382	181	216	5	8,784	18.42%	8,778	6	0
Service Extension	11	0	1	0	12	0.03%	12	0	0
Service Restoration	1084	11	33	0	1,128	2.37%	1,127	1	0
Total Residential	46,061	782	813	32	47,688		47,638	44	3
Total Residential Percentage	96.59%	1.64%	1.70%	0.07%					
Total State of Minnesota	**49,145**	**828**	**850**	**38**	**50,861**		**50,805**	**50**	**3**
Total ST of MN Percentage	**96.63%**	**1.63%**	**1.67%**	**0.07%**					

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
David Boyd	Commissioner
Nancy Lange	Commissioner
J. Dennis O'Brien	Commissioner
Betsy Wergin	Commissioner

IN THE MATTER OF COMMISSION CONSIDERATION OF STANDARDS RELATED TO SMART GRID INVESTMENTS AND INFORMATION UNDER THE FEDERAL INDEPENDENCE AND SECURITY ACT OF 2007

DOCKET NO. E999/CI-08-948

ANNUAL REPORT

INTRODUCTION

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Smart Grid Report for the 2012 calendar year. We submit this Report pursuant to the Commission's June 5, 2009 Order and March 4, 2011 Notice in this Docket and note that we concurrently filed this report as part of our Electric Service Quality Annual Report under the Minnesota Rules.

We respectfully request the Commission accept our 2012 report, which includes the following information, in compliance with the Commission's Order and Notice:

- Past, current, and planned smart grid projects, specifically including:
    - A description;
    - Total costs;
    - Cost effectiveness;
    - Improved reliability, security, system performance; and
    - Societal benefit.
- "Smart" functions enabled with existing infrastructure and systems (including what percentage of the utility's meters are currently mechanical, AMR, or AMI, and a sentence on the capability of each);
- Planned or completed system improvements which could affect customer

service, power quality, or service quality metrics;
- Current customer access to data (such as usage or outage data) and how that data educates customers; any planned additional customer access to data;
- Time-varying rates and demand response; and
- The general costs of completed or planned projects (include the costs of changes to billing systems and, if applicable, the early retirement of meters or other equipment) compared to the benefits realized or expected to be realized.

We additionally provide an expanded discussion of Electric Vehicle initiatives, in response to previously-expressed interest in this topic in this docket.

SMART GRID ANNUAL REPORT

Smart Grid is the integration of a communications network with electrical and natural gas equipment, resulting in overall improved efficiencies, management capabilities, and customer value for the electric and natural gas systems. Our approach to Smart Grid is to learn from the current deployments, both internal to Xcel Energy Inc. and within the industry, and implement Smart Grid initiatives at the pace of value to our customers and operations.

A. Specific 2012 Initiatives

We discuss broad 2012 initiatives in this section, specifically our upgrade to our Outage Management System and our efforts to develop a comprehensive network communications strategy – both of which were first discussed in our 2011 Annual Report. We discuss our existing "smart" infrastructure and any 2012 updates in Section B of this Annual Report.

1. Network Communications Strategy Development

In our 2011 Annual Report, we discussed an effort we had undertaken to better understand how other utilities were leveraging their advanced metering and other field communications deployments. Our objective was to learn from the utilities and the communications vendors they selected for their deployments, to inform our development of a comprehensive network communications strategy. Ensuring a solid and secure communications foundation is essential to our expected future expanded use of "smart" functionality in our provision of electric and natural gas service to customers.

a. Strategy Scope and Structure

We have determined that the Network Communications Strategy for Xcel Energy, Inc. must support the current and expected future data needs for our transmission and distribution substations, distribution system automation, natural gas and electric meter reading, and natural gas operations. Therefore, the network will need to be designed such that it incorporates multiple levels of communications architecture to securely and efficiently handle the varying data needs of these company operations.

b. Strategy Development

In addition to the lessons learned from other utilities and vendors, we have inventoried and reviewed all of the network assets and projects previously implemented across Xcel Energy, with the objective of taking full advantage of the assets already in place, as well as the knowledge and experience gained from past projects and implementations. We have determined that it is best to implement the strategy over an approximately ten year timeframe. This incremental approach allows for development of the foundational system architecture, and prioritization and thoughtful management of the conversion of various functions to the new architecture.

c. Expected Benefits

We expect the primary benefit of implementing a comprehensive communications network to be improved efficiency through increased standardization, monitoring and remote control of our system. For example, we expect to consolidate existing field area networks and leverage our substations as communications hubs, aggregating data from field devices; this reduces the number of separate networks that must be monitored and maintained. Additionally, as with any change, we will take advantage of the opportunity to ensure we are applying the latest security protocols.

d. Next Steps

We are nearing the point where we will finalize the strategy and initiate the final approved plan. As the plan will require various levels of investment, we expect that we will have opportunity to provide additional information to the Commission and stakeholders as our implementation progresses.

2. 2012 Outage/Network Management System Upgrade

In April 2012, Xcel Energy implemented an upgrade of its Outage Management System (OMS), which is now called Network Management System (NMS). The name change stems from the vendor-supplied software maker, and is reflective of the system's enhanced integrated interfaces to related functionality, such as power flow analysis and automation of distribution system switching orders. After extensive testing, the upgrade was implemented as scheduled, and its Windows-based user interface is providing overall enhanced usability. We discuss various impacts and "smart grid" elements enabled by the upgrade below:

a. Enhanced User Interface

In addition to integrating and enhancing certain system functionality, the user interface of NMS is now Windows-based, making training and use of the system much more intuitive. One feature of the improved usability is auto-tabulation of system statistics. For example, NMS can tabulate the number of outage jobs outstanding and assigned. This, in turn, streamlines internal and external communications regarding restoration status, particularly during escalated operations/significant system events. In addition, users no longer have to access separate systems to perform certain functions, such as "pinging" Cellnet-equipped electric meters to verify line-side service before sending a crew into the field (further discussed below), or to author "switching" orders that are necessary to ensure proper system configuration while we perform necessary repairs to portions of the system.

b. Ability to Process Automated Messages Directly from Meters

While we have been able to "ping" Cellnet-equipped electric meters to verify line-side service previously, the upgrade delivered an integrated interface that enables our employees to perform this activity without leaving NMS. We use our ability to "ping" meters on a daily basis. Its integration into our daily and escalated operations processes has reduced the number and frequency of "okay on arrival" jobs by our crews, increasing our efficiency, which translates to improved service to our customers.

We had also expected to be able to process the "last gasp" messages that Cellnet-equipped electric meters send out when the power supply is disrupted, treating them similar to outage calls that we receive from customers. However, we are still refining the way NMS utilizes these "last gasp" messages, so have not yet integrated this functionality into our daily operations. We expect that when we are able to fully leverage this data, it will give us a more complete picture of an outage event's impact, furthering our ability to understand the scope and scale of outage events. This increased information will aid in prioritizing outage events, making more-informed work assignments based on the prioritization.

c. Enhanced Integration to the SCADA System to Perform Monitoring of Breakers

Another feature enabled by the upgrade that we continue to test and refine is, essentially, being able to monitor and assess the outage impacts of the same automated devices in NMS that we monitor and control in our SCADA system. Through our SCADA system today, we monitor all automated distribution devices, which are generally at the Feeder level and above. However, when one of those devices operates, we do not know whether its operation caused an outage to our customers. When we are able to fully leverage this functionality in NMS, we expect to be able to detect outages prior to getting customer notification – similar to the "last gasp" messages above – and to positively determine that an outage has occurred, resulting in quicker outage response time. We anticipate that we will enable and fully integrate this feature in 2013.

B. Existing Infrastructure and Programs

We have implemented a number of strategic Smart Grid projects on the NSPM system and are in the process of developing a comprehensive network communication strategy. In this section, we include ongoing projects and "smart" functionality enabled or facilitated by current infrastructure, noting any specific updates for the 2012 reporting year.

1. Automated Switch Teams

We have installed automated switch teams on portions of our distribution system. These teams automatically sectionalize and isolate the faulted portion of a circuit. After sectionalizing and isolating the fault that is disrupting power on the system, power is restored to the un-faulted portion of the circuit, restoring power to customers on that portion of the circuit. While not being totally "self-healing," this does allow the maximum number of customers to be automatically restored after an event.

NSPM now has 70 of these switches operating in 21 teams. We deploy these based on circuit length and customer count, and are currently installing three to five additional switches per year. In 2012, NSPM plans to launch a program to replace all the Remote Terminal Units on switches in teams. This will bring our switches and operating systems to the current available versions, better ensuring proper operation and continued support by the vendor. This project is expected to be complete by June 1, 2013.

2. MISO Smart Grid Project

In March 2010, the Midwest Independent System Operator launched a program to install more than 150 high-tech monitoring devices across the MISO footprint that would monitor the state of the electrical grid 30 times each second at these points. The objective for the project is to improve power system reliability and "visibility" through broad-based system monitoring and control.

a. Project Overview

The devices being installed by the Company and other MISO entities are called Synchrophasors. These devices provide precise measurements of what is going on at particular points or segments of the transmission system, which is "time-synced" to the GPS Satellite System, synchronizing the system information across all MISO and other entities nationally. While these devices were beta-tested as stand-alone devices in the 1990s, they have since matured to commercial grade, and their use is further enabled by improvements in network communications capabilities necessary to handle and provide consistent, high-volume data.

This initiative is being conducted in phases, and will generally be on the highest voltage portions of the transmission system. Phase I began in October 2011 and ends March 31, 2013. During this phase, we are installing a total of 27 devices in nine substations; 22 of these devices will be installed in Minnesota in eight different substations. Phase II began January 1, 2013 and will end December 31, 2013. During Phase II, we expect to install a total of 29 devices in ten different substations, again, with the bulk of these devices (27) installed in Minnesota substations (9).

MISO is partially funding this initiative through a Department of Energy stimulus grant, with total project costs being funded through the MISO tariff. Therefore, the costs the Company is incurring directly will be reimbursed by MISO. We estimate our total direct costs for this initiative, subject to reimbursement from MISO, will be approximately $3.9 million; to-date, we have incurred approximately $1.5 million associated with our participation in this initiative.

b. Synchrophasor Functionality

Synchrophasors capture and provide the following data *30 times per second*: 3-phase current, 3-phase voltage, positive sequence voltage, positive sequence current, frequency, and phase angle data. As noted earlier, this information is time-synced, so all of these devices, regardless of their location or the entity whose system they are installed on, are "in sync." Comparatively, on the portions of our transmission system that do not have Synchrophasors installed, we receive more limited information, generally on a *4-second* basis: voltage, VARs, and total MW. Further, this information is not time-synced across MISO entities.

c. Benefits of Synchrophasor Technology

Although there are many expected benefits of this technology, an immediate benefit stemming from installation of this technology is a "real-time" gauge of the stress and balance on the transmission system. Without this technology, we must conduct periodic offline studies to determine the operating guidelines for each line. These guidelines provide the parameters that system operators must operate within to ensure that the grid remains stable. Conversely, Synchrophasors measure phase angle data 30 times per second, informing the operators in real-time the level of balance on the system. This real-time information allows the operators to more closely monitor and take more informed actions to balance the system.

Other benefits include improved "event" analysis. By receiving multi-faceted information regarding the power flowing through the system at a given point in time *30 times per second* – synchronized across all entities – we (and others, such as NERC) will be much better-equipped to understand, analyze, and learn from disturbances or other system events.

d. Next Steps

By the end of 2013, we expect to have installed a total of 56 devices in 19 substations on our transmission system. During this time, we will also be working toward further leveraging of this data into our systems, which will allow us to further assess and realize the expected benefits of this technology.

3. Remote Fault Indicators

Another tool that NSPM uses to aid electric service restoration is Remote Fault Indicators. These devices "see" high current flow, indicating that there is a fault downstream of the device, which then uses a cellular phone to report that it has seen fault current pass through it. This information is then displayed to the System Operator, who couples it with other information, allowing us to begin restoring power to customers without first physically patrolling the area.

This greatly reduces the outage time, and enables restoration to begin on the un-faulted portions of the circuit. We deploy these devices at key points on the distribution system at switches and lines that cannot be readily patrolled. NSPM currently has 152 of these devices in use.

4. SCADA

Our Energy Management/Supervisory Control and Data Acquisition system monitors and controls all of the automated devices on our distribution and transmission systems. The Transmission system is fully automated; the automated devices on the distribution system are generally at the Feeder level and above. This system provides information to control center operators when system disturbances occur including outages. The SCADA system will immediately notify an Operator of a disturbance type (sustained or momentary event), so that the system impact can be assessed and we can take appropriate action to restore service to our customers.

The SCADA system also monitors and collects system performance information for Feeders and Substations. This information is used by Operations to ensure the system is safely and efficiently operating within its capabilities. The performance information is also used by planning Engineers to perform load and operating analyses to establish system improvement programs that ensure we adequately meet load additions and continue to provide strong reliability. In summary, our use of this system improves outage restoration, system performance and planning engineering, which translates to providing safe, reliable, and adequate service to our customers. As previously noted, in 2013 we expect to enable and fully-integrate a portion of SCADA information into our NMS, which we expect will result in quicker outage response time for our customers.

5. Smart Substation

This leading-edge demonstration project retrofits the existing Merriam Park substation with cutting-edge technology for remote monitoring of critical and non-critical operating data. The project was to have also included an analytics engine that processes massive amounts of data for near real-time decision-making and automated actions. During 2011, we ended our efforts with the vendor that provided this equipment because they were not dedicating sufficient resources toward getting the necessary functionality up and running. So, while we have more robust operating data and increased data capabilities, instead of it being automatically generated, we must acquire the required data for strategic decision-making.

6. SmartVAR

In 2010, we implemented a SmartVAR Management pilot program associated with our Energy Innovation Corridor in St. Paul, MN (*See* Docket No. E002/M-09-1488). This pilot project tested the effectiveness of "smart," or automated, capacitor controls that have two-way communication ability to manage reactive power (Voltage Ampere Reactive power or VARs) on a portion of our distribution system. The automated capacitor control program is fed information from our SCADA system, and based on this information, the capacitor control system switches capacitors on and off to manage reactive power levels on the distribution Feeder.

The results of the pilot were very positive, providing improved power quality and availability to customers, as well as reducing emissions through improved line loss reduction.

Based on the positive results from the pilot program, in 2012 we began a four-year project to replace all (approximately 1,600) current capacitor controls in NSPM with controllers capable of two-way communication. We replaced 400 controllers in 2012 and expect to replace an additional 400 controllers in 2013 – with similar levels of annual replacements occurring through project completion. We note that we provide quarterly and annual updates regarding this initiative in Docket No. E002/M-09-1488. *2012 Cost:* Approximately $850,000.

7. *Wind-to-Battery Storage*

The Wind2Battery (W2B) system became operational in late 2008. This project tested a one-megawatt battery energy storage system connected directly to a wind farm in an effort to store wind energy in batteries and return it to the grid. Fully charged, the battery could power 500 homes for more than seven hours. Benefits include expected long-term emission reductions from increased availability of wind; reduction of impacts of wind variability; modernization of the grid to allow for easier integration of renewable energy sources; and allowing us to meet Minnesota Renewable Energy Standard legislative requirements. *Cost:* Approximately $4 million.

The W2B project has provided us with experience and information that will allow us to assess and improve upon the viability of scaling-up battery storage on our system as more wind power is added to meet the renewable policies in the states we serve. The original testing has now been completed, and the results of that testing can be found in our final report filed on January 10, 2012 in Docket No. E002/AI-09-379. A public version of the report is also available at:

http://www.xcelenergy.com/staticfiles/xe/Corporate/Renewable%20Energy%20Grants/Milestone%206%20Final%20Report%20PUBLIC.pdf

We note that during much of 2012 the battery system was shutdown as a precautionary measure at the recommendation of NGK (the battery manufacturer), after we learned of a fire at a similar NGK installation in Japan in 2011. NGK has since conducted a thorough analysis of the situation and its root causes and redesigned the battery modules. All battery modules at our Luverne, MN installation were replaced with brand new modules of the new design, which was completed in November 2012. We are still fine-tuning communications at the site and expect to be online soon, at which time we expect to continue to operate the battery in the MISO market to continue to store, control and dispatch energy when needed for supply or transmission stability purposes.

C. Automated Meter Reading

Our current metering strategy is to leverage our existing Cellnet Automated Meter

Reading system and improve related processes. In addition, we continually look for opportunities to leverage existing rates and AMR infrastructure to pilot future programs. However, as discussed in Section A of this report, we are in the process of developing a network communications strategy that would encompass our natural gas and electric meter reading needs.

Currently, our AMR system collects on-cycle automated reads for billing purposes for residential meters and demand meters. It also collects daily reads that can be used for customer account analysis, if needed.[1] In contrast to AMR, Advanced Metering Infrastructure (AMI) technologies facilitate real-time, on-demand meter reads and other communication with the meters.[2] Among other things, AMI systems can perform remote service disconnects and reconnects, allow automated net metering, transmit demand-response and load-management messages, and interrogate and control distribution-automation equipment.

Below we provide a chart showing the breakdown of our existing meters by electric/natural gas, customer type, and whether they are AMR-capable.[3] We do not currently have any AMI metering installed in Minnesota.

Table 1

		AMR-Capable		
	Customer	**Yes**	**No**	**Total**
Electric	Residential	1,116,659	653	1,117,312
	Commercial	120,723	1,422	122,145
	Industrial	5,099	3,347	8,446
	Government	2,865	413	3,278
Gas	Residential	410,929	4	410,933
	Commercial	34,312	556	34,868
	Industrial	315	188	503
	Government	653	35	688
	Total	**1,691,555**	**6,618**	**1,698,173**

Our current AMR system, which provides automated meter readings for the majority

[1] The data collected for residential and small commercial customers is typically aggregated kWh consumption. For all customer types, residential, small commercial, commercial or industrial, the type of data collected can be one or a combination of kWh aggregated consumption, on-peak/off-peak kWh, daily peak demand, daily demand off-peak/on-peak readings, and/or reactive energy readings depending on the specific tariff/rates applicable to the customer.
[2] The Federal Energy Regulatory Commission (FERC) defines AMI as a metering system that records customer consumption hourly or more frequently and that provides for daily or more frequent transmittal of measurements over a communication network to a central collection point.
[3] Data as of March 1, 2011.

of our customers, has resulted in reduced meter reading costs and resource requirements, and in most cases, more consistent meter reading performance as compared to manual meter reading. In addition, our AMR system provides additional information to the billing, meter reading, and metering departments to better analyze and respond to billing inquiries and potential meter equipment issues. And, as noted in Section A.2.b above, we are leveraging our AMR system to enhance our outage management capabilities.

D. Customer and Power Quality Impacts

As described above, many of our Smart Grid initiatives positively affect customer service, power quality and reliability. However, as of now, we do not expect any direct results on our existing service quality metrics.

In this section, we summarize highlights of the potential customer and power quality impacts from "smart" features of our existing infrastructure:

- *Automated Switch Teams* – automatically restores electric service to a portion of affected customers after an event, reducing the outage time.
- *Remote Fault Indicators* – reduces outage time by enabling restoration on un-faulted portions of the circuit without first making a site visit.
- *Smart Substation* – allows faster restoration times and provides increased system reliability from implementation of modernized technology and the decision-making capabilities it facilitates.
- *SmartVAR* – improves power quality and availability, and reduces system losses, which ultimately reduces fuel costs for all customers.
- *Wind-to-Battery* – could reduce the impacts of wind and potentially solar variability, allowing for improved integration of renewable energy into the grid.

In addition, our NMS upgrade facilitates improved leverage of our AMR infrastructure that results in improved service to our customers through more efficient use of our crews.

E. Customer Access to Data

In this section we outline the information and programs we currently offer to our customers.

1. *Usage and Billing Data*

Our customers can view their usage data and account information at xcelenergy.com through a tool called "My Account," which we launched across all Xcel Energy operating companies in 2010. Residential and small business customers can also view their energy consumption online, download the data in a spreadsheet, get energy saving tips, and perform an online energy audit on their electric consumption. In addition, we make available 24 months of past consumption information to customers who have been in their homes 24 months or longer. We expect to implement this same functionality for our larger business customers in third quarter 2013.

2. Outage Data

At xcelenergy.com/outages, we provide customers the ability to view current electric outages on a map; we also provide the start time of the outage, as well as an estimated restoration time. We launched this customer information tool in March 2010. The information provided by this website tool stems from our OMS, and is updated every ten minutes. Customers can zoom into an approximate 2.5 mile area on the map; it does not provide specific premise/address information. The maps provide aerial pictures, a legend indicating the number of customers impacted, and other detailed information to aid customers and the media in understanding the scope and scale of outage events.

3. Xcel Energy Mobile Access

In November 2012, Xcel Energy launched a mobile website for customers to use on their smartphones: *m.xcelenergy.com*. This new mobile website offers all customers visibility to products, services, energy-saving ideas, safety tips and outage information in another convenient, timely, easy-to-use manner via their smartphones. Customers accessing Xcel Energy's main Internet site (xcelenergy.com) from smartphones, are redirected to the mobile website, with an option to instead view the full website.

The main menu on the mobile homepage provides:

- Contact Us
- Outage Information
- Bill Payment Options
- Find a Rebate (organized by state, business segments)
- Energy-saving Tips
- Call Before You Dig (direct 811 call)
- Link to xcelenergy.com website
- Links to Xcel Energy Facebook, Twitter and YouTube

Under *Contact Us*, for example, customers can find:

- Phone numbers to report an outage or natural gas leak
- Residential and Business contacts

- Spanish and TTY phone numbers
- Call Before You Dig phone number

Under *Outage Informatio*n, for example, customers can:

- Find phone numbers for reporting outages or natural gas leaks
- View an outage map
- View important safety information

Under *Bill Payment Options*, for example, customers can opt for:

- Pay by Phone
- Pay stations map
- Information about other payment options (mailing address; pay by phone, credit/debit card; AutoPay and eBill payments)

Under *Find a Rebate*, customers can select their state, business segments and view all program and rebates available to them.

Under *Energy Saving Tips*, customers can find energy-saving ideas.

We believe our addition of mobile access to information and ability to interact with the Company meets our customers' expectations and provides significant value.

3. Energy Feedback Pilot Program

In 2009, as part of our Conservation Improvement Program, we launched an Energy Feedback Pilot Program (EFPP). Through providing residential customers feedback on their energy use, the EFPP is testing energy use feedback options for residential customers to understand how and why, as well as how much, behavior-based energy conservation can be achieved. On October 1, 2012, the Department of Commerce, Division of Energy Resources approved the Company's 2013-2015 Triennial CIP Plan,[4] which included our proposal to take the program out of pilot status and make it a standard program offer.

The EFPP involved mailing paper reports to participating customers five to seven times per year – and some emailed reports sent monthly – with the objective that by providing customers with energy usage information, they will be motivated to change their behavior.

During the Pilot stage recently completed, the EFPP performed slightly better than

[4] Docket No. E,G002/CIP-12-447

forecasted for electric savings. Our original goal was based on an estimated two percent savings on electric usage for the 35,000 participants receiving the paper reports. Natural gas savings were significantly less than expected but improved over time to nearly one percent.

The 2013-2015 Program will include the pilot participants and add 100,000 new participants who receive both electric and natural gas service in Minnesota.

F. Time-Varying Rates and Demand Response

Time-varying rates separate an average standard rate into a lower "off-peak" rate and a higher "on-peak" rate. This provides customers with an economic incentive to shift energy use from higher-cost "on-peak" hours into lower-priced "off-peak" hours. Demand response rates provide a rate discount as an incentive for customers to agree to curtail their usage during Company-declared system-peak conditions.

1. Time-Varying Rates

Xcel Energy offers time-varying rates to both residential and business customers. The residential Time-of-Day (TOD) rate is optional. TOD rates are mandatory for business customers with peak loads of 1,000 kW or greater, and are optional for other business customers. We discuss our various TOD rates below.

a. Residential Time-of-Day Rate

As an optional alternative to Residential Service, Residential TOD Service rates apply to all household energy usage. This optional service provides a discounted rate to customers for their energy used during off-peak hours. The off-peak rate is approximately one-third of the standard residential base rates, while the on-peak rate is approximately twice the standard rates, but varies based on season and heating type.

This TOD rate option typically reduces electric bills for customers that use at least 650 kWh/month, and that have electric heat or water heating or other major loads that can be shifted off-peak. To experience savings on this rate option, customers must use approximately 65 percent or more of their overall electric usage during off-peak periods, which are 9:00 PM to 9:00 AM weekdays and all hours on weekends and specific holidays.

A three-month trial period for Time-of-Day service is available to residential customers. Customers that choose to return to non-Time-of-Day service after the trial period are responsible to pay a charge of $20.00 for removal of the Time-of-Day metering equipment.

After the trial period, customers electing the TOD rate option must remain on the rate for twelve months. Currently, 343 Minnesota customers are enrolled in our residential TOD option.

b. Business Time-of-Day Rates

We have three Business TOD Rate options that provide discounted rates to non-residential customers for their energy used during off-peak hours.

- *Small General TOD*. This rate option is available to non-residential customers with a maximum load less than 25 kW. Customers may elect this TOD rate for a trial period of three months. If a customer chooses to return to non-TOD service after the trial period, there is a $25 charge for the removal of the TOD metering equipment. We currently have 9,766 customers on this rate.

Demand-metered non-residential customers that have a peak load of 1,000 kW or greater for at least four of the past 12 consecutive months must take a TOD service schedule – either General Service TOD or Peak Controlled TOD. Customers choosing the Peak Controlled TOD rate receive a demand charge discount in exchange for agreeing to control their demand to a pre-determined level when Xcel Energy calls for such control. Additional applications of the General TOD and Peak and Energy Controlled TOD services are as follows:

- *General TOD Service*. Non-residential customers with demand metering that are not required to be on a TOD rate may elect to take TOD service. We currently have a total of 3,320 customers on this rate.

- *Peak and Energy Controlled TOD*. This rate is available to non-residential customers with a minimum controllable demand of 50 kW, who agree to control their demand to a pre-determined level when Xcel Energy calls for such control. We currently have a total of 2,163 customers on these rates. Customers on these rates receive up to a 58 percent reduction on the demand charge for their controllable load, at the secondary voltage service level. Under the Energy Controlled rider option, customers also receive a reduced kWh rate on their controllable load, in exchange for more hours that the Company can potentially interrupt their load.

c. Limited Off Peak Rate

The Limited Off Peak rate option offers a reduced energy rate to residential and small commercial customers for specific electric equipment operating between 10:00 PM and 6:30 AM, seven days a week. Two installed electric meters allow for the standard kWh rate to be applied to energy recorded on the first meter for regular household usage while the lower rate is applied to energy recorded on the second meter for specific appliances. Customers with electric thermal storage heating, radiant floor heat, or electric water heaters that store electric heat during off-peak periods for use during the next day's on-peak period will benefit the most.

To take advantage of savings that this rate offers to certain customers, customers must pay an additional monthly service charge for the additional metering and billing requirements. Also, customers are subject to a $0.25/kWh charge for any energy use that is served through the off-peak meter that is outside the authorized off-peak period. Customers must remain on this rate for a minimum of twelve months, unless they transfer to another interruptible service rate. Currently, 577 Minnesota customers (468 residential, 109 commercial) are enrolled in the Limited Off Peak rate option.

d. Real Time Pricing Service

The RTP rate option is available to customers with a minimum peak load of 1,000 kW. RTP service includes energy charges for eight different types of days, with six different pricing periods within each day-type. RTP customers select a contract demand level for demand billing and pay an additional energy charge for loads over that level except for the two lowest priced day-types. This design provides pricing incentives that are closely matched to both high and low cost conditions. There is currently one customer with two accounts enrolled in this program.

2. Demand Response Programs & Interruptible Rates

As mentioned above, Xcel Energy has two electric load management programs available that are marketed as: (1) Electric Rate Savings; and, (2) Saver's Switch. These programs provide customers rate discounts for reducing electric load on days having peak demand for electricity. The table below identifies the current contracted customer load and customer participation for each program.

Table 2

Program	Controlled Load (MW)	Participation
Electric Rate Savings Program	488	2,147
Saver's Switch-Business Customers	220	15,407
Saver's Switch-Residential Customers	40	375,064
TOTAL	***748 MW***	***392,618 Customers***

a. Electric Rate Savings Program

The Electric Rate Savings Program is marketed as the Peak Controlled and Energy

Controlled Rates to customers. Participants receive a monthly discount on their demand charges in return for reducing electric loads when notified by Xcel Energy. Customers on the Energy Controlled rate also receive a reduced kWh rate on their controllable load, in exchange for more hours that the Company can potentially interrupt their load. Customers must be able to reduce their electric loads by a minimum of 50kW on control days. Participants save as much as 58 percent on secondary voltage demand charges over the entire year for the demand they commit to reduce during control periods. Minnesota participation in this program in 2012 was approximately 2,150 customers.

b. Saver's Switch – Business Customers

Saver's Switch for business customers is a direct load control, Rate Savings program. Participating customers receive a monthly discount of $5 per enrolled ton of air conditioning during the months of June through September. In exchange, Xcel Energy has the ability to control electric central air conditioners on days of peak electric demand. Minnesota participation in this program in 2012 was approximately 15,407 customers.

c. Saver's Switch – Residential Customers

Saver's Switch for residential customers is a load management program that provides direct load control of central air conditioners and electric water heaters. Participants in the central air conditioning program receive a 15 percent discount on their June through September electric energy and fuel cost charges. These participants are eligible to receive an additional two percent discount for enrolling their electric water heater. Water heaters can be controlled year-round, and the associated water heater discount applies year-round as well. Minnesota participation in this program in 2012 was approximately 375,064 customers.

We additionally offer a program for new or existing Minnesota electric customers (Rate A05), whose home or business has a primary electric heat source and an alternative fossil fuel heat source. The program offers customers the opportunity to save money on their electric heating costs by allowing Xcel Energy to control (interrupt) their primary electric heat source, during peak heating times (October – May). During an interruption, customers must be able to switch to their backup/dual fuel heat source. There are two options: Standard energy control rate and Optional energy control rate (allows Heat Pumps to control during the summer months). Minnesota participation in this program in 2012 was approximately 2,847 customers.

G. Electric Vehicles

The Commission has previously expressed interest in Electric Vehicle initiatives in Docket No. E999/CI-08-948. We provide an expanded EV discussion below:

We believe utilities will necessarily play a critical role in enabling alternative transportation markets. Our primary role will be to provide the energy to fuel vehicles in a safe, reliable, and cost effective manner. EVs offer many benefits, including:

- Energy security through a reduction in the use of foreign oil,
- Environmental benefits through reduced emissions, and
- Lower costs through lower maintenance costs and a switch to less expensive fuels.

In November 2012, Xcel Energy received a Certificate of Recognition from Minnesota Governor Mark Dayton's office, recognizing the Company's contribution to the EV market in Minnesota.

1. EVs at Xcel Energy

In 2011, Xcel Energy created a Repowering Transportation team, which includes representatives from across the Company, to assess and prepare for the greater utilization of EVs. The team has been charged with developing and implementing a comprehensive strategy to address clean transportation issues.

We have developed a communications program to educate our customers and other interested stakeholders.[5] We are marketing customer programs and rates that are cost-neutral and voluntary, and which we believe will be of benefit to our customers and our system as a whole. We have, and will continue, to adopt alternative vehicles into our own fleet, to investigate the impacts of EVs on our distribution system, and to develop collaborative relationships with external stakeholders. In 2012, we initiated a fee-based employee charging pilot program to improve our understanding of costs and benefits associated with offering EV charging services to employees.

2. Collaboration

Drive Electric Minnesota (DEM) is a partnership among Xcel Energy, local and state governments, as well as private and non-profit business entities working to bring electric vehicles and plug-in charging infrastructure to Minnesota. DEM's goals include encouraging the deployment of EVs and the establishment of a charging

[5] The information is largely on our website, but we also have developed brochures for both EVs and Natural Gas Vehicles that we use at events or as we seek to collaborate with partners.

station infrastructure.

We were one of the first partners with Azure Dynamics/Ford Motor Company as they launched their all-electric delivery van in late 2010. Through support of the Xcel Energy Chairman's Fund, we are collaborating with DEM and the City of Denver to demonstrate electric vehicles in highly visible fleets. Xcel Energy provided an incentive that helped buy-down the cost of the vans for our partners. In total, fourteen Transit Connect EVs have been deployed; one in 2010, and 13 in 2011. Xcel Energy purchased two of these 14 vehicles, one for NSPM and one for PSCo.

We also displayed our Transit Connect and/or Chevy Volt, provided information and answered questions at the following events in 2012:

- GE Imagination Center Alt Fuel Vehicle Facility dedication – May 31;
- Minneapolis Chamber Event in City Center – July 27;
- St. Paul Large Customer Meeting at High Bridge – September 7;
- National Plug-In Day – September 23;
- Executive Energy Forum for Large Accounts – October 10; and
- Minnesota Public Utilities Commission Informational Smart Grid Workshop – November 2.

Combining data from our use of the vehicles, along with partner feedback helps us to: (1) further inform how we may best use EVs in our own fleet; and, (2) gain broader "real world" vehicle use and charging information than if we were to only have access to the information from the vans that we purchased.[6] In addition to supporting demonstration of EVs discussed earlier, our Chairman's Fund is also contributing to some charging station infrastructure and EV education and outreach efforts.

3. Utility System Impacts

EV adoption projections vary greatly, typically ranging from a high of 30 percent to a low of less than five percent of total vehicles sold in 2030. Building upon external projections and using an econometrics model, the Company created a projection of the demand and energy sales impact of EVs in NSPM's service territory. Using these projections and peak transformer load data, we have analyzed scenarios representing different penetration levels of EVs. We shared the results of our analysis at the Commission's November 2, 2012 Informational Smart Grid Workshop.

[6] We intend to provide the results of our analysis to the DEM initiative. We note that the National Renewable Energy Lab in Colorado received one of the Transit Connect vans, and will also be performing analysis that will be shared with DEM.

In summary, we expect generation and transmission capacity will be sufficient to meet demand, even under aggressive scenarios over the short- and medium-terms. While we expect EVs to represent a higher than normal load increase, we believe that we will be able to effectively manage the total load that they may put on our system. We are accustomed to dealing with increasing loads, and have the tools and practices in place to make the capacity planning decisions necessary to accommodate the additional load caused by EV charging.

Although we expect generation and transmission capacity to be sufficient, actual distribution system impacts are difficult to predict due to unknowable details. Our analysis indicates that there are potential impacts to the distribution system, the extent of which will depend on customer EV adoption levels and geographic patterns/ clustering.[7] However, we are aware and taking additional steps such as collaborating with auto manufacturers to gather information on the expected and actual number and geography of EVs for planning and mitigation of system impacts.

The electric infrastructure exists today to fuel EVs. As customer adoption of EVs rises, we will continue to closely monitor and manage transformer loading and other system impacts stemming from the incremental load from EV charging.

4. *Customer Charging Behavior and Programs*

When customers increase their usage of electricity, the cost to a utility (and ultimately other customers) depends upon the point(s) at which the increased usage occurs. Assuming that an EV owner will charge that vehicle at his or her residence, the EV is likely to increase electrical consumption at the residence significantly. We believe that a lower off-peak TOD rate could provide EV owners an incentive to shift electrical consumption to off-peak periods, which would: (1) Mitigate stress to the distribution system that EV charging might otherwise impose (as discussed above); and (2) Provide customers an opportunity to reduce the bill impacts caused by charging their EVs.

In 2012, we began marketing our existing TOD rate to our EV-owner customers. We have also developed a marketing campaign, *Drive with GUST-o,* which educates our EV-owning customers how they can power their vehicle with Windsource for emissions-free driving.

Research and development by a number of different organizations is underway to

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[7] An EV charging at 6.6 kW (Level 2 charger) is similar to the peak load of an entire home. Distribution transformers generally serve between 5-15 homes; depending on the existing transformer load, incremental load from multiple EVs could cause the transformer to overload.

discover the optimal method of load control for EV charging. Auto manufacturers are collaborating with other organizations to study, pilot and standardize communications between the vehicle and the utility. Standardized communication protocols and processes could enable demand response without additional devices, but would require extensive back-office development. Other methods of load control could use the homeowner's Electric Vehicle Supply Equipment (EVSE), or an additional device that switches the power supply to the EVSE on and off.[8]

We are monitoring EV-related activities throughout the United States, including involvement with EEI and other organizations. The EV-related field is in relatively early development, and we have not drawn specific conclusions as to the interplay between system operations, charging infrastructure, EV charging rates, and EV charging integration with renewable generation. We desire to support customers in their adoption of technologies that will help them manage their environmental impact and energy use, whether that is for their home or transportation. NSPM will continue to evaluate DSM/EV-related activities and programs to ensure the programs are cost-effective for both our EV-owner customers and other customers.

5. EV impact on Smart Grid

Based on our current knowledge, we do not believe that Smart Grid technologies, such as smart meters, or transformer monitoring, are essential to reducing the short-term impact of EVs on our system. However, we do believe that these technologies would assist in discovering or anticipating issues on the local distribution grid and could provide benefits to both EV owners and the Company. Any system issues stemming from EV charging are dependent on adoption rates and charging behavior, which today are not fully understood.

Customer behavior modifications, such as charging vehicles off-peak, may not require Smart Grid technology, and may be sufficient to mitigate any issues. We are continuing to monitor and participate in customer behavior studies that will provide more information on EV impacts and mitigation strategies. As with any system modification or modernization, the cost-effectiveness of emerging technologies must be evaluated and balanced to ensure it will provide value to customers.

CONCLUSION

Xcel Energy respectfully requests the Commission accept this 2012 Smart Grid Annual Report.

[8] The ESVE is the technically-accurate term for a charging station, since the charger is actually on board the vehicle.

Dated: April 1, 2013

Northern States Power Company

RESPECTFULLY SUBMITTED,

/s/
By: ______________________________
PAUL J LEHMAN
MANAGER, REGULATORY COMPLIANCE & FILINGS

Metro East	2008	2009	2010	2011	2012	Proposed Standards for 2013
SAIFI	1.14	0.73	1.15	0.78	0.91	**0.94**
CAIDI	84.39	101.87	76.87	89.61	108.36	**90.75**
SAIDI	96.46	74.21	88.30	69.89	98.35	**85.44**

Metro West	2008	2009	2010	2011	2012	Proposed Standards for 2013
SAIFI	1.06	0.79	1.19	0.87	0.98	**0.98**
CAIDI	95.78	106.58	96.49	98.20	105.93	**100.17**
SAIDI	101.28	84.43	114.85	85.07	103.98	**97.92**

Northwest	2008	2009	2010	2011	2012	Proposed Standards for 2013
SAIFI	1.24	0.65	0.77	0.85	0.84	**0.87**
CAIDI	126.93	96.21	108.70	122.13	125.62	**117.94**
SAIDI	157.38	62.07	84.02	103.27	106.07	**102.56**

Southeast	2008	2009	2010	2011	2012	Proposed Standards for 2013
SAIFI	0.75	0.63	0.86	0.72	0.59	**0.71**
CAIDI	90.85	110.06	121.07	107.92	120.50	**109.97**
SAIDI	68.09	69.37	103.67	78.15	71.54	**78.16**

Notes:
Each year's calculations use storm day thresholds based on the prior five years of outage history.
Calculations are based on the number of customers who receive a bill.
    Counts since Oct 04 based on CES Cust Bill Count
SD Divisional feeders serving Minnesota customers are included in Southeast region
ND Divisional feeders serving Minnesota customers are included in Northwest region
    Border feeders used in REMS data
    State code used in CES
Partial Customer Minutes includes all levels and is the amount saved from overall customer minutes.

This Attachment addresses the requirements of the Commission's December 20, 2012 Order in Docket No. E002/M-12-313, specifically:

3. *The Company shall include the following in its next annual safety, reliability, and service quality reports:*

   a. *a description of the policies, procedures and actions that it has implemented, and plans to implement, to ensure reliability, including information on demonstrating proactive management of the system as a whole, increased reliability and active contingency planning;*

   b. *a summary table that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability;*

Overview

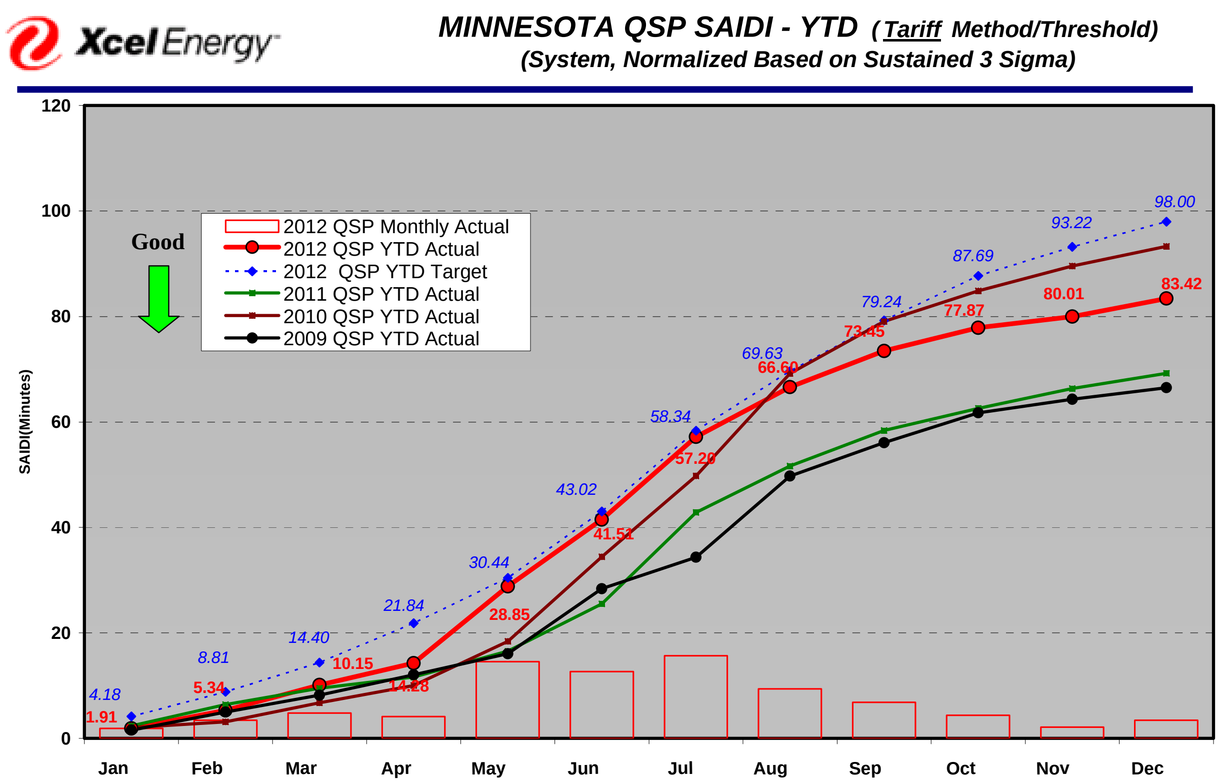
Each year, Xcel Energy develops and manages programs to maintain and improve the performance of its transmission and distribution assets. We identify and implement these programs in an effort to assure reliability, enable proactive management of the system as a whole, and effectively respond when outages occur.

In this document, we provide a snapshot of our 2012 reliability results. We additionally outline our process for developing and implementing programs to maintain and improve our system, detail key indicators of the highest impact programs, and graphically chart current year outages by cause codes. We also provide reliability cost matrices, which compare reliability-related Capital and Operating and Maintenance expenses to our reliability results.

2012 Reliability Results

In 2012, we achieved a SAIDI result of 83.42, which exceeds our Quality of Service Plan tariff goal of 98.0.[1] Our 2012 SAIFI result of 0.80 also exceeds the QSP tariff goal of 1.00.[2] The below graphs show overall system performance for the years 2009 through 2012, with storm days excluded, per the QSP tariff calculation method.

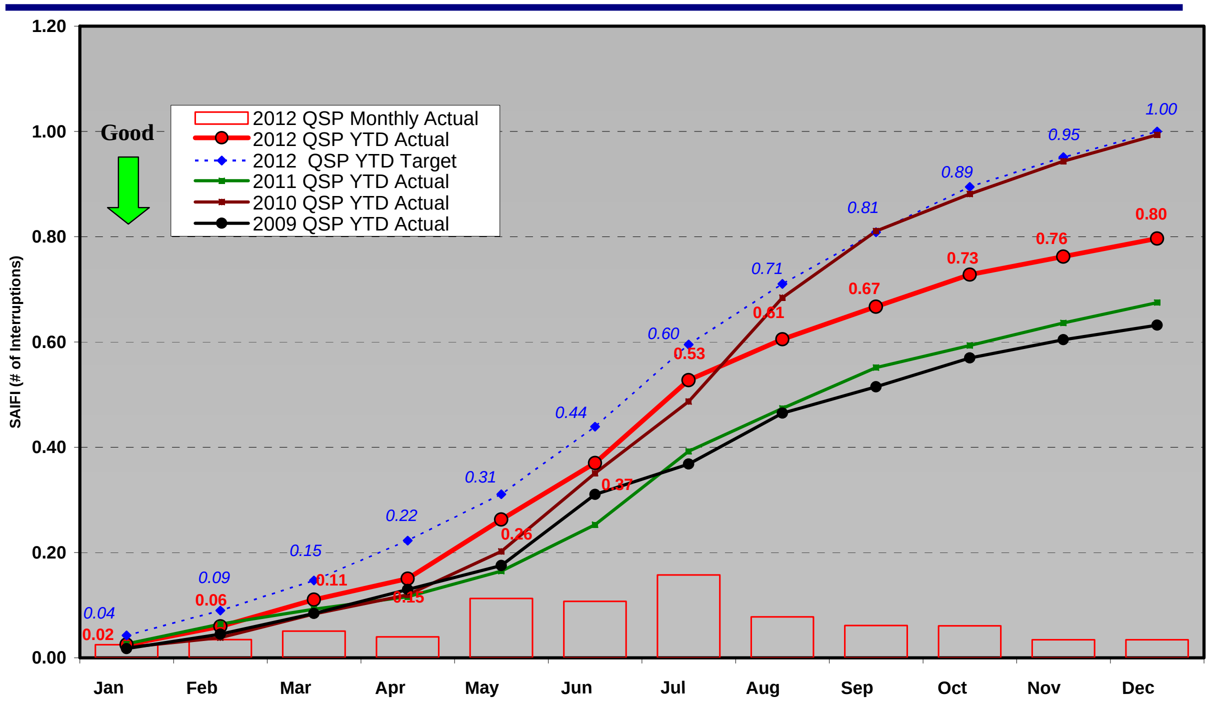
[1] Minnesota Electric Rate Book MPUC. No. 2 Section 6, Sheets 7.1 through 7.10
[2] In this context, "exceeding" the goals is a positive result, reflecting good system performance.



System includes secondary outages and excludes Transmission outages. Exclusion based on 3 sigma thresholds using sustained outages.

Based on sustained outages only (>5 minutes), excluding public damage cause codes and taking credit for step restoration procedures.

***MINNESOTA QSP SAIFI - YTD** (**Tariff** Method/Threshold)*
(System, Normalized Based on Sustained 3 Sigma)



System includes secondary outages and excludes Transmission outages. *Based on sustained outages only (>5 minutes), excluding public damage*

Exclusion based on 3 sigma thresholds using sustained outages *cause codes and taking credit for step restoration procedures*

We provide below a chart of QSP Tariff Historical Storm Day Exclusions for the 2008-2012 timeframe. Please note that the exclusions are often for a specific portion of the state, so may not indicate a direct correlation to overall monthly results.

Historical Storm Day Exclusions						
			W/O Storm Exclusions		With Storms	
Region	Days	Tot Cnt	SAIDI[1]	SAIFI[1]	SAIDI[2]	SAIFI[2]
Metro East						
2012	2/29,6/10,6/19,7/3,8/3,11/10	6	82.29	0.82	208.47	1.26
2011	7/1,7/10,7/16,7/18,8/1,8/2,9/29	7	64.47	0.68	123.81	1.00
2010	6/25,7/17,8/10,9/21,10/26,10/27,11/13	7	83.59	1.08	305.81	1.64
2009	5/20,9/27	2	56.12	0.59	74.70	0.73
2008	5/25,6/6,6/14,7/11	4	78.05	0.90	149.53	1.35
Metro West						
2012	2/29,6/10,6/19,7/3,8/3	5	93.10	0.91	154.32	1.17
2011	5/22,6/7,6/21,7/1,7/10,7/18,7/19,8/1,9/29	9	71.41	0.71	277.58	1.26
2010	6/25,7/17,8/10,10/26,10/27,11/13	6	110.70	1.14	353.08	1.63
2009	5/20	1	82.12	0.74	91.47	0.84
2008	5/31,6/6,6/14,7/10,7/11	5	94.41	0.98	209.27	1.43
Northwest						
2012	5/23,5/27,6/10,6/17,6/18,6/19,7/3,8/3	8	61.93	0.54	111.27	0.87
2011	5/30,6/6,6/21,7/1,7/5,7/10,7/15,7/23,8/1,8/2	10	72.23	0.58	493.38	1.44
2010	5/22,6/11,7/17,8/12,8/13,10/26,10/27,11/13	8	71.36	0.54	189.41	1.27
2009	5/20	1	47.52	0.42	62.98	0.67
2008	4/10,4/11,6/5,6/6,6/11,6/12,7/10,7/11,7/31,8/1,8/27	11	75.89	0.75	255.31	1.64
Southeast						
2012	6/14,6/19,6/20,8/4,9/5	5	67.94	0.53	101.81	0.74
2011	7/1,7/11,7/15,7/18,7/23	5	71.65	0.59	131.52	0.98
2010	6/11,6/17,6/25,6/26,6/27,7/24,8/10,8/13,10/26,11/13	10	72.94	0.56	269.12	1.29
2009	5/20	1	52.46	0.51	75.74	0.69
2008	6/6,6/11,7/10,7/11,7/17,7/31,8/27	7	59.48	0.57	161.44	1.04

Storm Normalization based on QSP Tariff method
1) With out Storm Exclusion numbers are based on tarrif requirements of No Transmission Line Level and No Public Damage Cause
2) With Storms numbers are based on including All Levels and All Causes

Reliability Management Program Development

Our annual reliability planning process begins with an analysis of the causes for historical outages. We use pareto charts in our analysis, as provided below, which show outage cause codes for a multi-year time period, ranked in descending order by the number of Sustained Customer Interruptions (SCI).[3]

Pareto Analysis. The following pareto charts show feeder, tap, substation and transmission level customer interruptions by primary cause code for the years 2008 through 2012.[4] They demonstrate favorable performance in several areas, examples of which, we highlight with "balloons."

We note that programs typically require multiple years before their full impact is realized. At first, the programs may only halt SCI increases, but continuing investment eventually reverses adverse trends.

[3] Electric service interruptions greater than five minutes in length.
[4] Please note that final analysis of 2012 results has not yet been completed and fully integrated into the 2012 plan.

Our current RMP investments are maintaining appropriate levels of OH and UG system performance. Programs such as our Feeder Performance Improvement Program (FPIP) and Reliability Management System (REMS) have realized significant contributions in system performance, and are helping to eliminate or mitigate the failures that would be otherwise typical of aging equipment.

We recognize that it is critical to combine our RMP process with a longer-term view of the aging distribution system in order to provide our customers with reliable electric service, and are taking actions to that end.

[TRADE SECRET DATA BEGINS-

TRADE SECRET DATA ENDS]

[TRADE SECRET DATA BEGINS-

TRADE SECRET DATA ENDS]

[TRADE SECRET DATA BEGINS-

TRADE SECRET DATA ENDS]

[TRADE SECRET DATA BEGINS-

TRADE SECRET DATA ENDS]

[TRADE SECRET DATA BEGINS-

TRADE SECRET DATA ENDS]

1. *Reliability Management Programs – 'Star Chart'*

After considering the most common failures and their causes, as well as at-risk equipment, we develop work plans, or programs, to target our investments; we provide these programs in the 'Star Chart' on the following page. These programs represent those proactive investments in our transmission and distribution systems that we believe are most likely to improve overall reliability, asset health, and meet various contingency planning requirements. These investments are made in addition to other capital investments that provide for adequate capacity to meet customer requirements and to accommodate load switching during outage response to minimize customer impacts.

[TRADE SECRET DATA BEGINS

Reliability Management Program Impacts (Star Chart)

TRADE SECRET DATA ENDS]

We have indicated the primary performance impacts of these programs with a red star, where applicable; possible performance impacts include SAIFI (System Average Interruption Frequency Index), CAIDI (Customer Average Interruption Duration Index), CEMI (Customers Experiencing Multiple Interruptions), CELI (Customers Experiencing Lengthy Interruptions) and Customer Complaints.

These programs become part of the annual RMP. A Reliability Core Team (RCT), consisting of both Field and Planning functions monitors system performance and progress against the RMP on a monthly basis, taking actions as necessary to ensure the best possible system performance.

High value 2012 Programs include: Vegetation Management, the Feeder Performance Improvement Program, Reliability Management System, and all Programs targeting the transmission and substation portions of the System; these Programs target the primary outage cause codes experienced in prior years' performance, and are expected to support strong system performance (subject to any unusual weather impacts). The RCT will continue to monitor system performance on a monthly basis to determine if additional and/or shifts in actions should be initiated as the year unfolds.

2. Reliability Management Programs – Key Initiatives

The below chart outlines primary program indicators for our key initiatives/programs. The actual amount of work completed under each program varies from year to year, and is based primarily on assessments of those areas requiring the greatest attention, as well as the results of our condition assessment (*i.e.,* the number of deficiencies requiring corrective action). For further description of the programs described in the Key Initiatives Chart, please see the Star Chart.

[TRADE SECRET DATA BEGINS

TRADE SECRET DATA ENDS]

3. Reliability Management Programs – Work Practices

Improvements to existing work practices that the RCT members and their staffs identify and implement are also an important contributor to the customer reliability experience and our reliability performance. These are operational and/or procedural changes intended to either reduce the *duration* of outages should they occur–CAIDI, or to reduce the *frequency* of outages–SAIFI.

As noted in the Reliability Management Work Practices Chart below, we assess and prioritize the actions based on a balance of their ability to positively impact reliability (high, medium or low), as well our ability to incorporate into standard work practices – with most occurring concurrently. Many of these actions do not require additional funding to implement, and are achieved via ongoing employee training and/or incorporation into standard work procedures. We continuously monitor all actions, and update our plan as appropriate.

[TRADE SECRET DATA BEGINS

TRADE SECRET DATA ENDS]

[TRADE SECRET DATA BEGINS

TRADE SECRET DATA ENDS]

Reliability Cost Matrices

Isolating the costs associated with providing customers reliable electric service is a challenge, which stems primarily from the interrelatedness of the work that our construction, maintenance, engineering, and other field operations areas perform. These functions are involved in repairing the system when it fails, performing maintenance on the system, and making capacity additions or other upgrades for our customers – all activities that contribute to providing our customers with reliable service.

For example, when we increase the capacity of a portion of our system for new customers, those improvements may also bring reliability improvements to current customers by providing them additional redundancy to the facilities currently serving them.

Given the inherent challenge of capturing the relevant costs of providing reliable service to our customers, we have identified two cost categories that we believe represent significant contributors to our reliability performance:

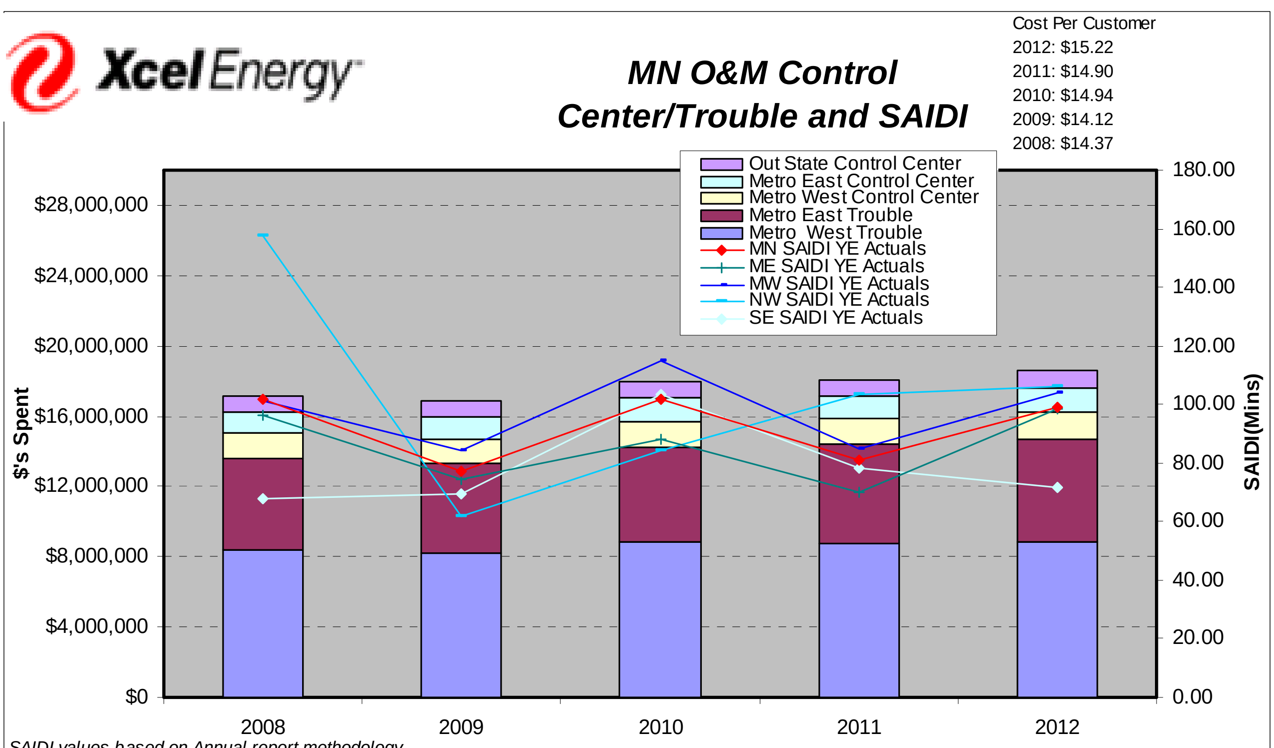
1) Distribution Control Center and Trouble Operations O&M costs; and,
2) Distribution Capital Reliability Expenditures.

We provide below, graphs demonstrating these costs compared to both SAIDI and SAIFI for 2008-2012.

We note that we calculated the below Minnesota O&M Control Center/Trouble costs using the actual expenses (labor, fleet, materials, and other) of the five business areas whose primary responsibility is outage restoration and emergency response. We note that this includes dispatchers from North Dakota and South Dakota

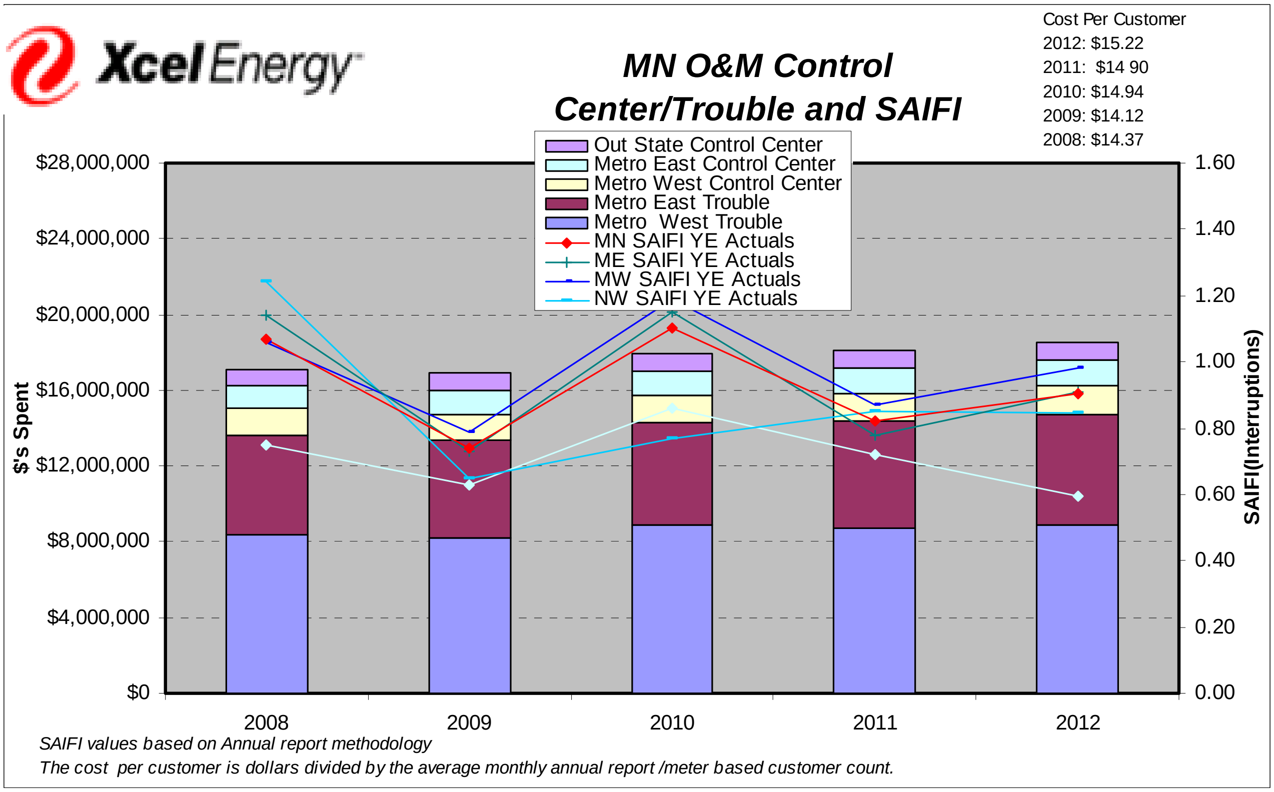
Additionally, we provide graphs demonstrating our SAIDI and SAIFI performance compared to our Capital Reliability Expenditures.

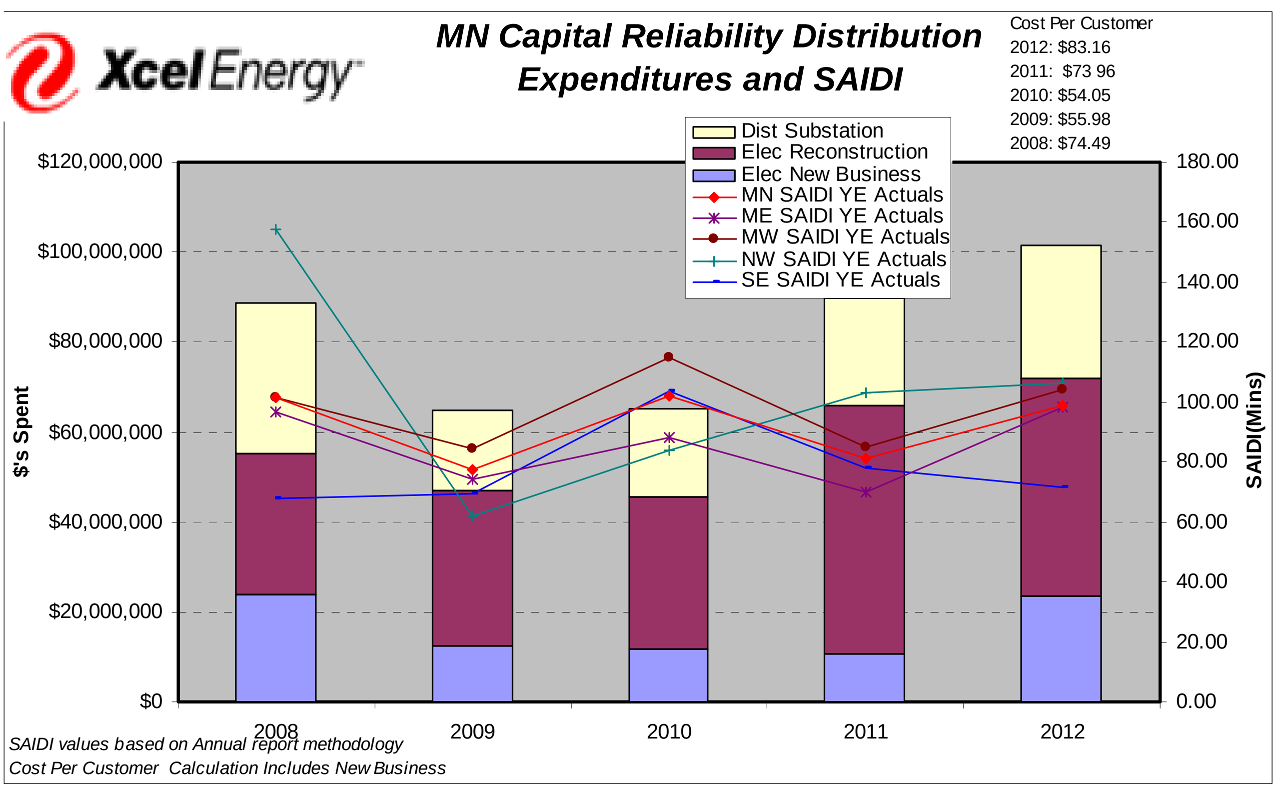
We note that the following capital expenditures include any dollars spent that *may* have an impact on reliability. For example, this would include capacity funding and capital projects, such as cable replacement and our FPIP. On the following graphs, "new business" indicates areas where we are not established and needed to install either overhead or underground lines and "reconstruction" is any rebuilding or construction that is related to existing customers.

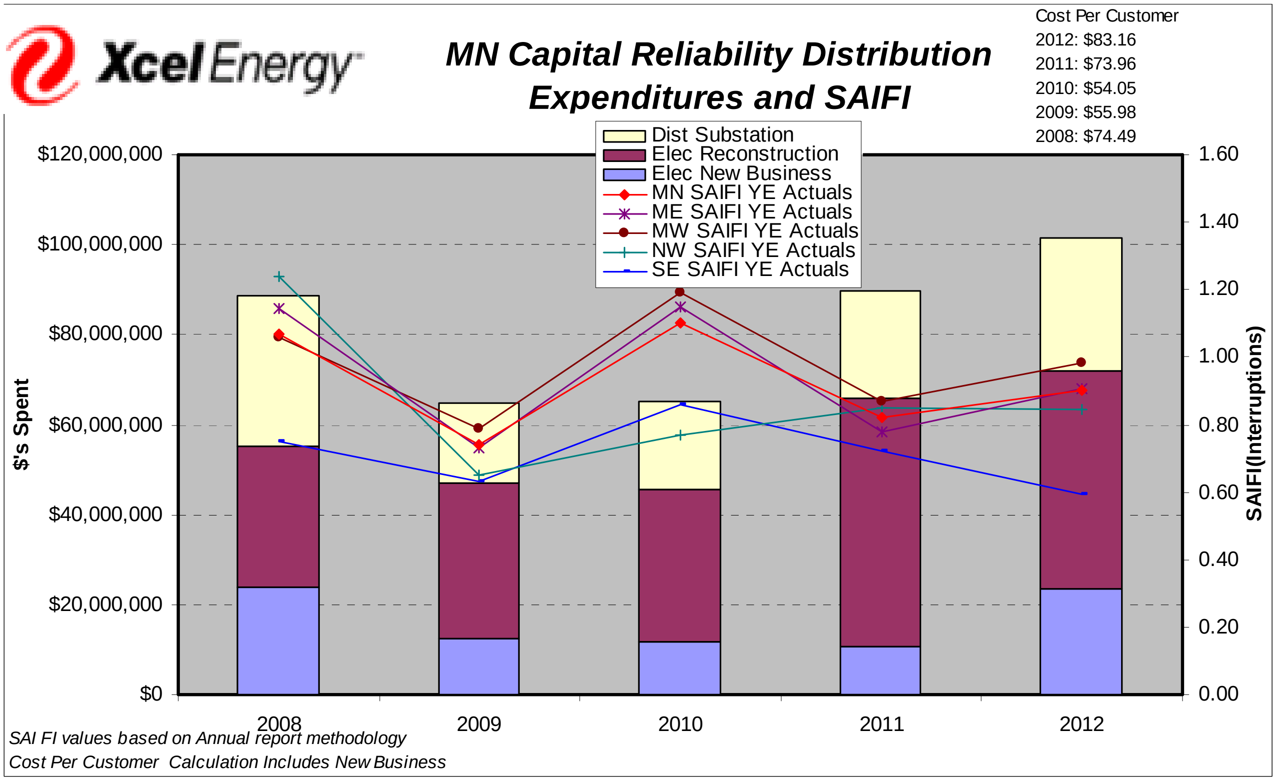


SAIDI values based on Annual report methodology

The cost per customer is dollars divided by the average monthly annual report /meter based customer count.


MN O&M Control Center/Trouble and SAIFI
Cost Per Customer
2012: $15.22
2011: $14 90
2010: $14.94
2009: $14.12
2008: $14.37
Out State Control Center
Metro East Control Center
Metro West Control Center
Metro East Trouble
Metro West Trouble
MN SAIFI YE Actuals
ME SAIFI YE Actuals
MW SAIFI YE Actuals
NW SAIFI YE Actuals
$'s Spent
SAIFI(Interruptions)
$28,000,000
$24,000,000
$20,000,000
$16,000,000
$12,000,000
$8,000,000
$4,000,000
$0
1.60
1.40
1.20
1.00
0.80
0.60
0.40
0.20
0.00
2008
2009
2010
2011
2012
SAIFI values based on Annual report methodology
The cost per customer is dollars divided by the average monthly annual report /meter based customer count.


MN Capital Reliability Distribution Expenditures and SAIDI
Cost Per Customer
2012: $83.16
2011: $73 96
2010: $54.05
2009: $55.98
2008: $74.49
Dist Substation
Elec Reconstruction
Elec New Business
MN SAIDI YE Actuals
ME SAIDI YE Actuals
MW SAIDI YE Actuals
NW SAIDI YE Actuals
SE SAIDI YE Actuals
$'s Spent
SAIDI(Mins)
$120,000,000
$100,000,000
$80,000,000
$60,000,000
$40,000,000
$20,000,000
$0
180.00
160.00
140.00
120.00
100.00
80.00
60.00
40.00
20.00
0.00
2008
2009
2010
2011
2012
SAIDI values based on Annual report methodology
Cost Per Customer Calculation Includes New Business



In summary, this document outlines the Company's reliability results, provides trend information, and correlates both the impact of outside forces, as well as the positive actions we have taken to achieve our results. We have summarized the processes and data that we use to determine areas of greatest impact, develop targeted investment strategies, ensure the execution of annual work plans, and assure reliability and ongoing satisfactory performance of the system as a whole. We know that positive results are a direct reflection of consistent and sustained focus, and as such, believe our RMP and other actions provide a solid foundation on which to deliver reliable performance of our distribution system.

In this Attachment, we provide the following reliability-related information:

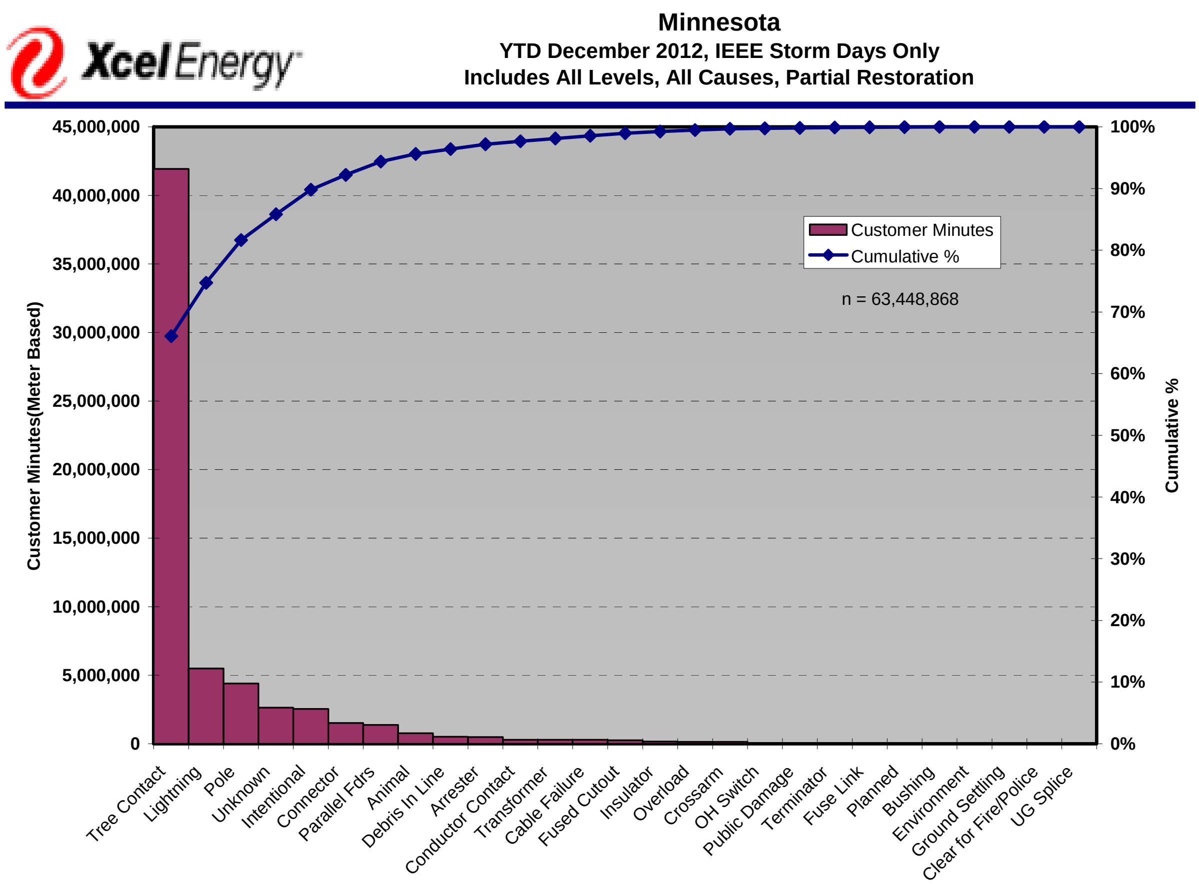
- Storm Day outage causes;
- "Near miss" storm days; and,
- Momentary Average Interruption Frequency Index ("MAIFI") results.

A. Storm Day Outage Causes

The Commission's December 20, 2012 Order in Docket No. E002/M-12-313 requires the following:

> *3. The Company shall include the following in its next annual safety, reliability, and service quality reports:*
> *c. a report on the major causes of outages for major event days.*

The below graph shows the major causes of outages for IEEE storm days:



B. "Near-Miss" Storm Days

Following are the "near-miss" storm days by work center, using our Annual Rules storm normalization methodology. These days came within 10-30 percent of the storm threshold, thus, they came *close* to being designated as storm days:

Annual Rules Normalization - Near Miss Days

Region	Date	SAIDI on Days within 10% of Storm Threshold	SAIDI on Days within 10-20% of Storm Threshold	SAIDI on Days within 20-30% of Storm Threshold
Metro East	11/10/2012	12.1		
Region Total Impact		***12.1***		
Metro West	6/10/2012		3.5	
Metro West	7/3/2012	4.4		
Region Total Impact		***4.4***	***3.5***	
Northwest	6/17/2012		14.7	
Northwest	6/18/2012		0.7	
Northwest	8/3/2012			5.6
Region Total Impact			***15.4***	***5.6***
Southeast	2/29/2012			0.4
Southeast	5/2/2012			2.7
Southeast	5/4/2012			0.3
Southeast	5/5/2012			1.7
Southeast	5/23/2012			2.0
Southeast	5/24/2012			1.9
Southeast	5/26/2012		0.2	
Southeast	6/18/2012	2.5		
Southeast	7/24/2012		0.2	
Region Total Impact		***2.5***	***0.4***	***8.9***
MN Total Impact		**6.3**	**3.1**	**1.5**

* SAIDI impacts based on individual regional impacts.
* MN Total based on overall state impacts. Not the additive of individual regional impacts.

C. Momentary Average Interruption Frequency Index Results

The following 2012 MAIFI reporting provides the MAIFI calculation for our SCADA-enabled Feeder-level protection devices that have operated within a five minute time period, using the IEEE Momentary Interruption Event definition.

Generally, momentary outage information is available at the Feeder-level and above, by Feeder circuit, and only on Feeders that are located in substations with Supervisory Control and Data Acquisition (SCADA) capability. With current distribution infrastructure, we are able to report MAIFI at the distribution Feeder level for approximately 92 percent of our retail customers.

Below are our 2012 MAIFI results followed by definitions of the calculation methodologies we applied:

2012 MAIFI Results

Region	IEEE	Xcel Energy QSP Tariff	Xcel Energy Annual Rules	Non-Normalized
Minnesota	0.98	0.73	0.97	1.04
Metro East	0.84	0.83	0.85	0.95
Metro West	0.96	0.74	0.96	1.01
Northwest	1.42	0.82	1.42	1.42
Southeast	1.06	0.35	0.95	1.08

IEEE

- Includes outages occurring at all levels (distribution, substation, and transmission).
- Includes all outage cause codes.
- Calculations are based on the number of customers' billing accounts and meters.
- Excludes all storm days that qualify under IEEE 2.5 normalization method.

Xcel Energy (Quality of Service Plan Tariff Method)

- Excludes outages occurring at Transmission Line level.
- Excludes Public Damage outage cause codes.
- Calculations are based on the number of customers at an address.
- Excludes all storm days that qualify under Tariff normalization method.

Xcel Energy (Annual Rules Method)

- Includes outages occurring at all levels (distribution, substation, and transmission).
- Includes all outage cause codes.
- Calculations are based on the number of customers' billing accounts and meters.
- Excludes all storm days that qualify under Annual normalization method.

Non-normalized

- Includes outages occurring at all levels (distribution, substation, and transmission).
- Includes all outage cause codes.
- Calculations are based on the number of customers' billing accounts and meters.
- Include all days in calculations.

Utility	Work_Resolution	Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Electric	INVESTIGATE AND REMEDIAT	Order Count	188	176	197	166	129	186	227	224	173	180	158	144	2,148
		Average Days	3.25	2.80	2.72	2.96	3.26	2.75	3.11	2.81	2.98	2.79	3.18	3.01	2.96
		Min Days	0	1	1	0	1	0	0	1	1	0	0	1	0
		Max of Days	9	8	8	8	8	6	26	8	6	6	7	9	26
		StdDev of Days	1.31	1.26	1.25	1.34	1.35	1.13	1.88	1.13	1.29	1.15	1.59	1.59	1.38
	INVESTIGATE AND REFER	Order Count	25	23	27	29	26	19	21	18	21	26	17	17	269
		Average Days	3.08	2.74	2.74	2.55	3.27	2.74	3.48	2.78	3.57	3.19	3.24	3.12	3.03
		Min Days	1	2	2	1	2	2	2	1	2	1	2	2	1
		Max of Days	5	5	4	5	5	6	5	7	8	5	6	6	8
		StdDev of Days	1.29	1.18	0.94	1.02	1.12	1.19	0.98	1.44	1.63	1.27	1.48	1.41	1.25
	REMEDIATE UPON REFERRA	Order Count	5		1	2	2	1	3		2	2			18
		Average Days	2.00		0.00	0.00	1.00	0.00	0.00		0.00	0.00			0.67
		Min Days	0		0	0	0	0	0		0	0			0
		Max of Days	3		0	0	2	0	0		0	0			3
		StdDev of Days	1.41		N/A	0.00	1.41	N/A	0.00		0.00	0.00			1.19
Electric Order Count			218	199	225	197	157	206	251	242	196	208	175	161	2,435
Electric Average Days			3.20	2.79	2.71	2.87	3.23	2.74	3.11	2.81	3.02	2.82	3.19	3.02	2.95
Electric Min Days			0	1	0	0	0	0	0	1	0	0	0	1	0
Electric Max of Days			9	8	8	8	8	6	26	8	8	6	7	9	26
Electric StdDev of Days			1.32	1.25	1.23	1.33	1.33	1.15	1.84	1.15	1.37	1.19	1.58	1.57	1.38

Gas	INVESTIGATE AND REMEDIAT	Order Count	125	130	168	173	131	182	189	184	183	148	106	73	1,792
		Average Days	3.10	2.87	2.76	3.09	2.99	3.12	3.13	2.80	3.12	3.35	2.92	3.11	3.03
		Min Days	0	0	0	0	0	0	0	0	0	0	1	0	0
		Max of Days	8	9	9	14	7	8	9	7	7	9	7	7	14
		StdDev of Days	1.46	1.77	1.57	1.79	1.36	1.51	1.29	1.37	1.67	1.64	1.28	1.55	1.54
	INVESTIGATE AND REFER	Order Count	73	68	91	83	77	103	55	62	52	54	34	30	782
		Average Days	2.23	3.03	2.56	2.84	2.92	2.97	3.27	2.84	3.42	3.06	2.85	3.37	2.90
		Min Days	1	1	1	1	1	1	2	2	2	2	2	1	1
		Max of Days	5	10	7	5	6	7	11	6	7	10	7	8	11
		StdDev of Days	1.02	1.65	1.18	1.18	1.36	1.18	1.48	1.16	1.39	1.50	1.16	1.83	1.35
	REMEDIATE UPON REFERRA	Order Count	31	34	41	43	57	33	16	18	5	13	10	16	317
		Average Days	2.84	2.68	2.98	2.35	3.30	2.73	3.31	4.17	2.00	2.23	2.50	2.00	2.85
		Min Days	0	0	0	0	0	0	1	0	1	0	1	0	0
		Max of Days	9	11	13	9	15	11	7	12	5	6	7	6	15
		StdDev of Days	2.61	2.78	3.09	2.18	2.59	2.50	2.60	3.47	1.73	1.54	2.01	2.19	2.61
Gas Order Count			229	232	300	299	265	318	260	264	240	215	150	119	2,891
Gas Average Days			2.79	2.89	2.73	2.92	3.04	3.03	3.17	2.90	3.16	3.21	2.87	3.03	2.97
Gas Min Days			0	0	0	0	0	0	0	0	0	0	1	0	0
Gas Max of Days			9	11	13	14	15	11	11	12	7	10	7	8	15
Gas StdDev of Days			1.59	1.91	1.76	1.72	1.70	1.55	1.44	1.58	1.62	1.62	1.31	1.75	1.64
Total E & G Order Count			447	431	525	496	422	524	511	506	436	423	325	280	5,326
Total E & G Average Days			2.99	2.84	2.72	2.90	3.11	2.91	3.14	2.86	3.10	3.02	3.04	3.02	2.96
Total E & G Days Min			0	0	0	0	0	0	0	0	0	0	0	0	0
Total E & G Days Max			9	11	13	14	15	11	26	12	8	10	7	9	26
Total E & G Days Std Dev			1.48	1.64	1.55	1.58	1.58	1.41	1.65	1.39	1.51	1.44	1.47	1.65	1.53

EXCLUSIONS

Meter Access

Utility	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Electric Order Count	15	1	13	13	24	15	16	19	10	4	9	2	141
Electric Average Days	90.80	117.00	97.46	94.92	82.75	77.47	86.75	126.26	56.60	95.50	71.33	103.50	90.16
Gas Order Count	30	19	39	31	57	17	28	43	18	67	12	4	365
Gas Average Days	58.87	10.37	39.82	33.94	55.23	40.71	118.79	63.12	58.89	86.82	60.67	16.25	60.60
Total E & G Order Count	45	20	52	44	81	32	44	62	28	71	21	6	506
Total E & G Average Days	69.51	15.70	54.23	51.95	63.38	57.94	107.14	82.47	58.07	87.31	65.24	45.33	68.83

Environmental

Utility	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Electric Order Count	0	0	0	0	0	0	0	3	0	0	0	0	0
Electric Average Days	0	0	0	0	0	0	0	9	0	0	0	0	0

CERTIFICATE OF SERVICE

I, SaGonna Thompson, hereby certify that I have this day served copies of the foregoing document on the attached list of persons.

xx by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States mail at Minneapolis, Minnesota

xx electronic filing

Docket No. E002/M-13-____

Dated this 1st day of April 2013

/s/
____
SaGonna Thompson

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James J.	Bertrand	james.bertrand@leonard.com	Leonard Street & Deinard	150 South Fifth Street, Suite 2300 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Nor hern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Michael	Bradley	bradleym@moss-barnett.com	Moss & Barnett	4800 Wells Fargo Ctr 90 S 7th St Minneapolis, MN 55402-4129	Electronic Service	No	GEN_SL_Nor hern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Jeffrey A.	Daugherty	jeffrey.daugherty@centerpointenergy.com	CenterPoint Energy	800 LaSalle Ave Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Nor hern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Nor hern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Ronald	Giteck	ron.giteck@ag.state.mn.us	Office of the Attorney General-RUD	Antitrust and Utilities Division 445 Minnesota Street, 1400 BRM Tower St. Paul, MN 55101	Electronic Service	No	GEN_SL_Nor hern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Lloyd	Grooms	lgrooms@winthrop.com	Winthrop and Weinstine	Suite 3500 225 Sou h Sixth Street Minneapolis, MN 554024629	Paper Service	No	GEN_SL_Nor hern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Nor hern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric
Alan	Jenkins	aj@jenkinsatlaw.com	Jenkins at Law	2265 Roswell Road Suite 100 Marietta, GA 30062	Electronic Service	No	GEN_SL_Nor hern States Power Company dba Xcel Energy-Elec_Xcel Miscl Electric

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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