



April 26, 2024

Xcel Energy
414 Nicollet Mall
Minneapolis, MN 55401

Re: Docket No. E-002/M-24-27

To Whom It May Concern:

Enclosed is the Minnesota Public Utilities Commission Information Requests #1 for Xcel Energy. Please e-file the Company's response by May 17, 2024. Please indicate where, if at all, your responses include trade secret information.

Respectfully submitted,

A handwritten signature in black ink that reads 'Sally Anne McShane'.

Sally Anne McShane

Rates Analyst

Minnesota Public Utilities Commission

This question is:

Trade Secret
 Public

**State of Minnesota
Public Utilities Commission**

Utility Information Request

Docket Number: E-002/M-24-27 Date of Request: April 26, 2024

Requested From: Xcel Energy Response Due: May 17, 2024

Analyst Requesting Information: Sally Anne McShane

Type of Inquiry:

<input type="checkbox"/>	Financial	<input type="checkbox"/>	Rate of Return	<input type="checkbox"/>	Rate Design
<input type="checkbox"/>	Engineering	<input type="checkbox"/>	Forecasting	<input type="checkbox"/>	Conservation
<input type="checkbox"/>	Cost of Service	<input type="checkbox"/>	CIP	<input checked="" type="checkbox"/>	Other: Service Quality

If you believe your responses are proprietary, please indicate.

Request Number	
PUC #1	In which state are Xcel Energy's customer service teams located that answer calls from Minnesota customers? If the customer service teams are located in states other than Minnesota, are they trained on Minnesota Statutes, Rules, policies, and procedures? If so, describe the trainings.
PUC #2	What are the customer service protocols surrounding high call volumes and outage events? Describe the standards and practices in place to maintain call access for all customers, no matter the topic, during major and minor outage events.