

The Commission met on **Thursday, November 5, 2020** with Chair Sieben and Commissioners Means, Schuerger, Sullivan, and Tuma present.

The following matters were taken up by the Commission:

**E-002/M-20-662**

**In the Matter of a Petition by Northern State Power Company for Approval to Provide Relief for Commercial and Industrial Customers that had Peak Monthly Loads of Less than 100 kW before the Covid-19 Pandemic and Civil Unrest**

Chair Sieben moved that the Commission:

1. Approve the proposed Pandemic and Civil Unrest Recovery Program subject to the following modifications:
  - a. the credit shall be applied for an 8-month period beginning January 1, 2021; and
  - b. in its next general rate case, Xcel may seek recovery of the cost of the credits issued in this Pandemic and Civil Unrest Recovery Program; at that time, Xcel shall demonstrate the reasonableness of any cost recovery and provide a cost/benefit analysis including the full amount of the credits given and the sales revenue stimulated and retained; and Xcel may defer the cost of these credits until its next general rate case.

The motion passed 5–0.

**E002/M-20-614**

**In the Matter of Approval of a Power Purchase Agreement (PPA) Between Xcel Electric and the City of St. Cloud for 8.5 MW Hydroelectric Generation**

Commissioner Tuma moved that the Commission approve the power purchase agreement between Northern States Power Company d/b/a Xcel Energy (Xcel) and the City of St. Cloud for 8.5 MW hydroelectric generation with the following conditions:

1. No party may transfer the proposed power purchase agreement without the consent of the Commission if the transfer would cause any material change to the terms and conditions of the existing agreement;
2. Xcel may not purchase the St. Cloud Hydro facility without the consent of the Commission; and

3. Upon exercising its option to purchase the facility, Xcel shall file with the Commission its plan to recover the costs of purchasing the facility.

The motion passed 5–0.

**E134, E210/C-20-770**

**In the Matter of the Complaint by Red River Valley Cooperative Power Association Arising from an Assigned Service Area Violation by the City of Barnesville and Barnesville Municipal Power**

Commissioner Means moved that the Commission refer the complaint to the Office of Administrative Hearings for a contested case proceeding.

The motion passed 5–0.

**E-015/M-20-607**

**In the Matter of Minnesota Power's Petition for Approval of its New SolarSense Customer Solar Program**

Commissioner Sullivan moved that the Commission take the following actions:

1. Approve Minnesota Power's proposed changes to and the extension of its SolarSense program with the following modification:
  - a. Cap annual Program Development and Delivery expenses at the proposed 2021 level of \$140,650 for each of the four years of the Program extension.
2. Approve Minnesota Power's proposed conversion of its Low Income Solar Pilot Program into a Low-Income Solar Grant program with the following modifications:
  - a. Increase the proposed Low-Income Solar Grant program annual funding to \$120,000; and
  - b. Retain a joint external/internal Low Income Solar Grant Oversight Committee, but committee members may not be part of organizations that administer or directly benefit from the applications being considered.
3. Do not approve the establishment of the Education of the Outreach budget proposed by Minnesota Power.

4. Direct MP to file tariff language as a compliance filing outlining requirements to avoid conflicts of interest in its Low Income Solar Grants Program Oversight Committee and reflecting the Commission's changes to the proposed budget.

The motion passed 5–0.

**E-002/M-20-406**

**In the Matter of Xcel Energy's Annual Report on Safety, Reliability, and Service Quality for 2019; and Petition for Approval of Electric Reliability Standards for 2020**

**E-017/M-20-401**

**In the Matter of Otter Tail Power Company's 2019 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI, and CAIDI Reliability Standards for 2020**

**E-015/M-20-404**

**In the Matter of Minnesota Power's 2020 Safety, Reliability and Service Quality Standards Report**

Commissioner Schuerger moved that the Commission:

1. Accept Xcel Energy's, Otter Tail Power's, and Minnesota Power's annual Safety, Service Quality, and Reliability reports for 2019.
2. Require the utilities to make a compliance, within 30 days of the date of the order, with data as follows:
  - a. Xcel Energy: causes of sustained customer outages, by service center for 2019, as a spreadsheet
  - b. Minnesota Power:
    - i. Interruptions to the bulk power system for 2019
    - ii. Causes of sustained outages, by service center for 2019, as a spreadsheet
    - iii. The highest number of interruptions experienced by any one customer (or feeder, if customer level is no available)
    - iv. The longest experienced interruption by any one customer (or feeder, if customer level is not available)

3. Require Xcel Energy to continue quarterly status reports on efforts to improve reliability in the Southeast Work Center through fourth quarter 2021.
4. Grant a variance to Minn. R. 7826.0500, subp. 1, item G, applicable to Minnesota Power, Otter Tail Power, and Xcel Energy. Require the utilities to file a summary table that includes the information contained in the reports, similar to Attachment G of Xcel’s filing.
5. Require utilities to file the reliability (SAIDI, SAIFI, CAIDI, MAIFI, normalized/non-normalized) for feeders with grid modernization investments such as Advanced Metering Infrastructure or Fault Location Isolation and Service Restoration to the historic five-year average reliability for the same feeders before grid modernization investments.
6. With the 2020 SQSR reports due April 2021, require the utilities to discuss and propose a transition to a full benchmarking approach to setting reliability standards. In advance of the transition, delegate authority to the Executive Secretary to continue conversations with utilities and other interested parties on the following topics:
  - a. Definition of “work centers”
  - b. Benchmarking for individual work centers
  - c. Other considerations for the transition to benchmarking
7. Set Minnesota Power’s 2020 Minnesota service territory-wide Reliability Standard at the IEEE benchmarking second quartile for medium utilities. Require a supplemental filing to Minnesota Power’s 2020 SQSR report 30 days after IEEE publishes the 2020 benchmarking results, with an explanation for any standards the utilities did not meet.
8. Set Minnesota Power’s service center Reliability Standards for 2020 at the levels described below.

	SAIDI	SAIFI	CAIDI
IEEE Benchmarking Average	124.8	1.12	109.80

9. Set Otter Tail Power’s 2020 Minnesota service territory-wide Reliability Standard at the IEEE benchmarking second quartile for medium utilities. Require a supplemental filing to Otter Tail Power’s 2020 SQSR report 30 days after IEEE publishes the 2020 benchmarking results, with an explanation for any statewide standards the utility did not meet.

10. Set Otter Tail Power’s work center Reliability Standards for 2020 at the following levels.

<b>Work Center</b>	<b>SAIDI</b>	<b>SAIFI</b>	<b>CAIDI</b>
Bemidji	70.64	1.26	56.06
Crookston	69.33	1.19	58.26
Fergus Falls	55.97	1.11	60.33
Milbank	75.49	1.82	41.48
Morris	55.78	1.01	55.23
Wahpeton	57.24	1.13	50.65

11. Set Xcel Energy’s 2020 Minnesota service territory-wide Reliability Standard at the IEEE benchmarking second quartile for large utilities. Require a supplemental filing to Xcel Energy’s 2020 SQSR report 30 days after IEEE publishes the 2020 benchmarking results, with an explanation for any statewide standards the utility did not meet.

12. Set Xcel’s work center Reliability Standards for 2020 at the following levels.

<b>Work Center</b>	<b>SAIDI</b>	<b>SAIFI</b>	<b>CAIDI</b>
Metro East	89.95	0.84	106.91
Metro West	79.37	0.79	100.55
Northwest	87.11	0.75	115.72
Southwest	94.82	0.76	122.04

13. Require Xcel Energy to further clarify call center data in their 2020 SQSR reports. Specifically, discuss the Company’s efforts to improve the reliability of its Customer Resource System and explain why IVR is included in reporting for calls answered within 20-second threshold.

14. Direct utilities to report over the next two reporting cycles, to the extent feasible, the following:

- a. Yearly total number of website visits;
- b. Yearly total number of logins via electronic customer communication platforms;
- c. Yearly total number of emails or other customer service electronic communications received;
- d. Categorization of email subject, and electronic customer service communications by subject, including categories for communications related to assistance programs and disconnections as part of reporting under Minn. R. 7826.1700.

If the utility is unable to report the information, the utility must provide an explanation as to why the information is not filed and the plans for reporting the information in the future.

15. Require a compliance filing within 30 days from the date of the order from each utility in which engagement plans related to Emergency Medical Account status are explained. Further, require OTP and Xcel with this compliance filing to provide a more detailed description of the resolution to the reporting problems attributed to their updated Customer Information System/SAP work management system as it pertains to their Service Extension request response times.
16. Direct utilities, after consultation with Department and Commission staff, to file revised categories for reporting complaint data. Delegate authority to the Executive Secretary to approve additional report categories, with the goals of having them by the April 1, 2021 report filing.
17. Delegate to the Executive Secretary the authority to approve Xcel's, Minnesota Power's, and Otter Tail Power's public facing summaries. The Executive Secretary may work with the utilities to refine the language and content in the summaries as needed.

The motion passed 5–0.

Chair Sieben moved that the Commission:

1. Xcel must file the information listed in the revised Attachment A (as shown below) with its Safety, Service Quality, and Reliability report due April 1, 2021.

**Clean Revised Attachment A: Locational/Equity Reliability Staff Proposal**

1. Xcel shall provide the following information, as a downloadable .csv or .xlsx file, by feeder, for the calendar year. Xcel may exclude feeders that meet the 15/15 aggregation standard.
  - a. Reliability reporting region where the feeder is located
  - b. The substation the feeder is on, with its full name
  - c. The zip code in which the feeder is primarily located
  - d. The number of customers on the feeder, including the proportion of residential to commercial and industrial
  - e. Whether the feeder is overhead or underground

- f. SAIDI, SAIFI, and CAIDI, normalized (IEEE 1366 Standard) and with Major Event Days
- g. Number of outages, total customer outages, and total customer-minutes-out for the following situations:
  - i. All levels, All Causes included
  - ii. Bulk Power supply - All causes, distribution, substation, transmission substation, and transmission line levels
  - iii. All levels, no "planned" cause, includes bulk power supply
  - iv. All levels, "planned" cause only, includes bulk power supply
- h. Number of outages, total customer outages, and total customer-minutes-out in the following primary outage cause categories, normalized and non-normalized
  - i. Equipment – OH
  - ii. Equipment - UG
  - iii. Lightning
  - iv. Other
  - v. Power Supply
  - vi. Planned
  - vii. Public
  - viii. Unknown
  - ix. Vegetation
  - x. Weather - Non-Lightning
  - xi. Wildlife

2. Direct the Executive Secretary to convene one or more technical workshops, with stakeholders suggested by parties, to further develop the record and to issue notices as appropriate. Require Xcel to work with the workgroup to develop an interactive map, with input from stakeholders on the scope and details of the map. Require Xcel to file an update on the development of the map by October 1, 2021.

The motion passed 5–0.

There being no further business, the meeting was adjourned.

**APPROVED BY THE COMMISSION: February 17, 2021**

A handwritten signature in black ink, appearing to read "Will Seuffert", with a long horizontal flourish extending to the right.

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**Will Seuffert, Executive Secretary**