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Minneapolis, MN 55401

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May 1, 2023

**—Via Electronic Filing—**

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

RE: ANNUAL REPORT  
NATURAL GAS SERVICE QUALITY  
DOCKET NO. G002/M-23-77

Dear Mr. Seuffert:

Enclosed for filing is the 2022 Natural Gas Service Quality Performance Report of Northern States Power Company, doing business as Xcel Energy, pursuant to the Commission's Orders dated August 26, 2010 in Docket No. G999/CI-09-409; November 30, 2010 in Docket No. G002/CI-08-871; March 6, 2012 in Docket No. G002/M-11-360; April 7, 2014 in Docket Nos. G002/M-12-440, G002/M-13-371; April 12, 2019 in Docket No. G002/M-18-316; and November 14, 2019; January 7, 2020 in Docket No. G002/M-19-305; July 21, 2021 in Docket No. G002/20-460, and the January 18, 2023 Order and April 20, 2023 hearing in Docket No. G002/22-210.

This submission includes "private data on individuals," such as customer addresses, 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 copies have been served on the parties on the attached service list. Please contact Pamela Gibbs at (612) 330-2889 or [pamela.k.gibbs@xcelenergy.com](mailto:pamela.k.gibbs@xcelenergy.com) or

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contact me at (612) 337-2096 or [bridget.dockter@xcelenergy.com](mailto:bridget.dockter@xcelenergy.com) if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET N. DOCKTER  
MANAGER, POLICY AND OUTREACH

Enclosures  
cc: Service Lists

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STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

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

IN THE MATTER OF NORTHERN STATES  
POWER COMPANY, ANNUAL REPORT ON  
NATURAL GAS SERVICE QUALITY FOR 2022

DOCKET NO. G002/M-23-77

**ANNUAL REPORT**

**INTRODUCTION**

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report regarding our Natural Gas Service Quality for 2022. We submit this Report pursuant to the Commission's Orders dated August 26, 2010 in Docket No. G999/CI-09-409; November 30, 2010 in Docket No. G002/CI-08-871; March 6, 2012 in Docket No. G002/M-11-360; April 7, 2014 in Docket Nos. G002/M-12-440, G002/M-13-371; April 12, 2019 in Docket No. G002/M-18-316; and November 14, 2019; January 7, 2020 in Docket No. G002/M-19-305; July 21, 2021 in Docket No. G002/20-460, and the January 18, 2023 Order and April 20, 2023 hearing in Docket No. G002/22-210. We request the Commission accept our 2022 Annual Report.

**ANNUAL REPORT**

Our Annual Report is organized according to the Commission's August 26, 2010 Order Points and includes the following attachments:

- Attachment A\* – Call Center Response Times
- Attachment B\* – Meter Reading Performance
- Attachment C – Involuntary Service Disconnections
- Attachment D – Service Extension Response Times
- Attachment E\* – Customer Complaints
- Attachment F – Natural Gas Emergency Calls Average Speed of Answer
- Attachment G – Natural Gas Emergency Response Times
- Attachment H – Mislocate Rate
- Attachment I – System Damages

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Attachment J – Service Interruptions  
Attachment K – Incident Notification Summary  
Attachment L – Customer-Service Related O&M Expenses  
Attachment M\* – Meter Equipment Malfunction  
Attachment N – U.S. DOT Gas Distribution System Annual Report

\*Identical attachments were included in our Electric Service Quality Annual Report filed on March 31, 2023 in Docket No. E002/M-23-73.

**A. CALL CENTER RESPONSE TIMES**

Table 1 provides a summary of our 2022 call center response time performance. Details on the types of calls handled by our residential call center representatives, Business Solutions Center (BSC), Credit and Personal Account Representatives (PAR) and our Interactive Voice Response (IVR) system, along with performance information can be found in Attachment A.

**TABLE 1: 2022 CALL CENTER RESPONSE TIME SUMMARY**

<b>Calls Included</b>	<b>2022 Performance</b>	<b>Reference to Att A</b>
Residential, BSC, Credit, PAR, all IVR handled calls	84.6% in 20 seconds or less	Line 20
Residential, BSC, Credit, PAR, IVR handled outage calls	67.2% in 20 seconds or less	Line 21

Attachment A provides a comparison of all service level calls offered to agents, which includes Residential, BSC, Credit and PAR, and IVR. In addition, Line 23 on Attachment A provides our average speed of answer (ASA) and the rows below it break out the ASA by call center.

The Company worked diligently in the first portion of the year to mitigate post-pandemic market pressures impacting contact center staffing and performance. There is a notable improvement in Service Level beginning late in the third quarter, and throughout the fourth quarter in 2022. The Company attributes this improvement to the actions taken throughout 2022 directly related to call center staffing and performance. The Company is committed to meeting the needs of our customers and will continue to utilize the knowledge gained in call center staffing and performance to maintain safe and effective operations.

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**B. METER READING PERFORMANCE**

*[P]ursuant to 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.*
- D. Data on monthly meter reading staffing levels, by work center or geographical area.*

We provide the required meter reading information A through C as Attachment B to this report. Attachment B includes the reporting refinements discussed in our July 31, 2013 Reply Comments in Docket No. E002/M-13-255 which excludes multiple reads per month when reporting meter read totals so that the “Percent Read by Company” does not exceed 100 percent in any given month, and we have reported the number of meters installed by month rather than only a year-end total. Also, we have removed “deleted meters” from the total number of meters installed per month. The “deleted meters” designation is given to meters that were incorrectly entered into the system and were never truly installed at a premise. This ensures our data is representative of meters in the field.

In compliance with the April 7, 2014 Order in Docket No. G002/M-13-371, Attachment B excludes multiple reads per month when reporting meter read totals so that the “Percent Read by Company” does not exceed 100 percent in any given month. In addition, we have reported the number of meters installed by month rather than only a year-end total.

In accordance with the Commission’s approval of Decision Option 4 at the April 20, 2023 hearing of our 2021 Natural Gas Service Quality Report that reads:

*Require Xcel Energy to file a table with its reporting year 2022 gas service quality report that displays updated meter reading data which accounts for the reporting error described in page five of their 2021 gas service quality report. This table shall update all values affected by the reporting error for all years in which the described error occurred.*

Table 2 reflects the required updated industrial meter reading data including all occurrences for the affected years ranging from 2018-2022. All other data remains the same. Table 3 reflects the updated meter reading data for impacted premises. The

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difference in occurrence data shown in Table 2 and premise data shown in Table 3 is the premise data eliminates duplicate reporting that occurred at that premise during the specified timeframe. For example, a meter may show unread each month for four months. Table 2 will count this as four occurrences while Table 3 will count it as occurring at one premise. It should be noted that the Company has always reported, and these tables include, meter reading data for both gas and electric meters. While Tables 2 and 3 have been updated and provided to comply with the Commission's Decision at the April 20 hearing, Attachment B remains consistent with the system generated reporting submitted with our 2022 Electric Service Quality Annual Report on March 31, 2023 in Docket No. E002/M-23-73.

**TABLE 2**

<b>All Occurrences</b>					
<b>Year</b>	<b>Residential</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Other</b>	<b>Total</b>
2018 6-12 Mos	1,709	703	489	6	2,907
2018 12+ Mos	589	479	283	44	1,395
2019 6-12 Mos	1,678	874	257	11	2,820
2019 12+ Mos	582	606	163	50	1,401
2020 6-12 Mos	1,794	953	135	13	2,895
2020 12+ Mos	773	684	116	40	1,613
2021 6-12 Mos	2,325	809	99	4	3,237
2021 12+ Mos	639	674	158	20	1,491
2022 6-12 Mos	11,765	1,196	125	11	13,097
2022 12+ Mos	2112	784	91	25	3,012

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**TABLE 3**

<b>All Premises</b>					
<b>Year</b>	<b>Residential</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Other</b>	<b>Total</b>
2018 6-12 Mos	761	288	46	6	1,101
2018 12+ Mos	182	96	42	4	324
2019 6-12 Mos	746	341	64	6	1,157
2019 12+ Mos	146	167	39	5	357
2020 6-12 Mos	759	299	49	3	1,110
2020 12+ Mos	187	135	36	4	362
2021 6-12 Mos	1,176	286	44	1	1,507
2021 12+ Mos	155	138	43	4	340
2022 6-12 Mos	4,575	435	51	3	5,064
2022 12+ Mos	654	174	79	4	911

*Industrial Meter Reads*

Following the reporting adjustment required from the April 20, 2023 Commission hearing, meters not read in the industrial class showed an overall decrease.

*Commercial Meter Reads*

While some of our customers have received an Advanced Meter Infrastructure (AMI) meter in 2022, most customer meters continued to be read using the Cellnet Automated Meter Reading (AMR) service, which means that the customers' usage data is transmitted to the Company through the Cellnet system. Provided the Cellnet system functions as intended, Company or contractor field personnel do not need to read or visit meters to bill customers. However, when the Company does not receive an automatic reading from a customer meter for two consecutive months, we then dispatch field personnel to visit the customer's premises to gather the necessary usage information for billing purposes. While at the customer premises, field personnel will attempt to obtain a meter reading. If they are unable to, the field personnel will submit a code in their hand-held device to document the reason why they were not able to obtain the reading.

As a result of the supply chain issues affecting automated read performance and meter inventory issues, the monthly amount of manually read meters increased in 2022. While

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Table 3 presents data for premises that experienced a non-read occurrence for a rolling 6-12 months or rolling 12+ months at some point in 2022, data at year-end provides a better picture of the current state. At the end of 2022, 85 unique premises remain in the 6-12 category and 44 unique premises remain in the 12+ category. The unread meters are primarily due to access issues, premises that require new meters, and meters that are turned off or not energized.

### *Residential Meter Reads*

Our residential meter read is experiencing similar issues as commercial. As a result of the supply chain issues affecting automated read performance and meter inventory issues, the monthly amount of manually read meters increased in 2022. While Table 3 presents data for premises that experienced a non-read occurrence for a rolling 6-12 months or rolling 12+ months at some point in 2022, data at year-end provides a better picture of the current state. At the end of 2022, 1,055 unique premises remain in the 6-12 category and 182 unique premises remain in the 12+ category. The unread meters are mainly due to access issues, premises that require new meters, and meters that are turned off or not energized.

If field personnel obtain access to the meter and discover that the failure to transmit reason data was a meter equipment problem, such as a malfunctioning meter, they will submit in their hand-held device a code that triggers a work order for a metering technician or Cellnet to address the issue. These types of issues that are within the Company's control and related to meter equipment are typically resolved fairly quickly.

If the problem is on the customer side or within the customer's control – such as access issues or meters turned off – the field personnel inputs the appropriate code as to why the meter was not read. Customer-related skip codes such as no one home, need a key, locked gate, meter locked, etc., submitted to the AMR system sends an automatic letter to the customer to contact the Company.

Generally, the Company attempts to read all meters that are not transmitting customer usage data manually once per month. While we attempt to read all meters that are not transmitting data once a month, there may be times we need to prioritize resources due to weather conditions, etc. If an actual meter read or skip code is not entered into the Meter Reading system, it automatically generates a “No Read Returned” code. In other words, the data listed for each month in Attachment B provides the number of actual attempts to read meters, with a reason why this was not successful or “skip code” and the number of meters we did not attempt to read at all “No Read Returned”.

Accordingly, for each month, the tables list the unique number of meters, but the same meter may appear in a table over several months.

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Typically, “No Read Returned” entries are related to situations where we are unsuccessful in getting a manual reading in previous months due to customer-controlled issues and moved our focus and resources on meters that we either had not attempted to read previously or knew that we have access to.

When we are unable to manually read a meter that is not transmitting usage data, we will reach out to the customer. When the field personnel enters a skip code that is customer-related, the AMR-system sends a letter to the customer asking them to contact the Company. The letter is sent each month when we attempt to read the meter. After six months of no read, we will initiate additional methods to contact the customer through phone calls and email. We may also employ alternative avenues to locate property owners such as asking neighbors or tenants or searching available public records like property taxes. The Company is allowed to disconnect the customer after a meter goes unread for 18 months due to access issues following appropriate notices, although we seldom use this option because these customers are typically continuing to pay their estimated bills. If meters are not energized, we will remove them, with customer permission, which stops the automated AMR read requests.

The number of meters that go unread fluctuates annually and depends on how successful we have been when reaching out to customers, how responsive customers have been to our efforts to communicate with them, and how successful we have been at solving access and other customer-related issues.

Some other often used skip codes include:

- *Meter Off*: The meter is turned off, for example, because on the customer-side the breaker is turned off;
- *Non-energized*: During new construction or after re-model, the premises have not yet been energized;
- *Dead Register*: Meter is not working and needs to be replaced (generates a work order);
- *Meter Removed*: Meter is removed in the field but still shows in the Meter Reading system;
- *No Answer*: No access to premises;
- *Service Cut at Pole*: Service disconnected either for non-payment or security;
- *OC Meter Maint*: Meter communication malfunction (generates a work order).

In 2022, supply chain issues related to obtaining parts from our current vendor continued to be a challenge resulting in a significant decrease in automated read performance and driving our inability to receive and exchange meters/modules that were not transmitting. The inability to exchange the meters/modules led to an unplanned significant increase in the number of manual read requests that we do not

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have the staffing resources to cover, ultimately causing a meaningful increase in “No Read Return” estimates. We expect this number to decrease with the conversion to new meters.

Table 4 provides the following 2022-meter reading staffing level information, as required by Part D above. The Table shows part-time and full-time equivalent numbers and does not count temporary staff positions. The “Other” category numbers include Xcel Energy personnel located in our Sioux Falls Service Center who read meters in western Minnesota and South Dakota. Meter reading staffing levels were fully staffed in all areas at the end of 2022.

**TABLE 4: 2022 METER READING STAFF LEVELS**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Metro East	3	3	3	3	3	3	3	3	3	3	3	3
Metro West	3	3	3	3	3	3	2	2	3	3	3	3
Northwest	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5
Southeast	3	3	3	3	3	3	3	3	3	3	3	3
Other	1	1	1	1	1	1	1	1	1	1	1	1

**C. INVOLUNTARY SERVICE DISCONNECTIONS**

We provide Attachment C in compliance with Order Point D of the August 26, 2010 Order in Docket No. G999/CI-09-409. The involuntary service disconnections data in Attachment C fully complies with the monthly data filed in the Residential Customer Status Report docket (Docket No. E,G999/CI-22-2).

**D. SERVICE EXTENSION RESPONSE TIMES**

*[P]ursuant to Minn. R. 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.*

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

As noted in our May 18, 2009 Comments in Docket No. G999/CI-09-409, for our natural gas operations, the requests for service to locations that have been previously served but are not being served at the time of the request (as required by Minn. R. 7826.1600 subp. B), are nearly all requests from customers who have had their meter locked due to credit.

The number of residential and commercial new service installations in 2022 decreased once again as compared to 2021 and 2020, most likely due to the continuing economic challenges resulting from COVID as well as significant inflationary pressures, and material and supply issues. However, it is anticipated there will be an increase in installations in future years if inflationary pressure subsides and industry supply chain issues begin to be resolved. Based on the nature of the work, installation time can vary and is dependent on several factors such as weather impacts, significant storm events, complexity of the work, and job site readiness. More recently, supply chain constraints have increased lead times for electrical materials by 30 percent. In addition, one of the processes we used to drive our efficiency and service lead-time reduction efforts was discontinued because of the manual tracking required of our field personnel. Unfortunately, the combination of the two elements have caused an increase in service lead time for commercial extensions for 2022 over 2021. To address the efficiency process improvement, we are exploring creating a new Service Lead-Time reduction process that our field personnel can utilize through more automated channels.

**E. CUSTOMER DEPOSIT DATA**

*[P]ursuant to Minn. R. 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 2022, we requested a total of 237 deposits as a condition of service for our residential customers that had filed for bankruptcy, which is inclusive of both our natural gas and electric operations.

We request these deposits upon notification from the bankruptcy court and/or customers of their bankruptcy petitions; we do not request them for reconnection of service. Once customers file for bankruptcy, we begin their service anew, and include a deposit amount on their first bills.

**F. CUSTOMER COMPLAINT DATA**

*[P]ursuant to Minn. R. 7826.500, the Company is required to provide a Report on complaints by customer class and calendar month. Item C also requires:*

*The names, addresses, and telephone numbers of personnel designated and authorized to receive and respond to the requests and directives of the Public Utilities Commission regarding customer inquiries, service requests, and complaints.*

*[P]ursuant to Minn. R. 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.*

*[I]n the Commission's January 18, 2023 Order in Docket No. G002/M-22-210, at Order Points 1 and 2, the Commission eliminated the standalone Annual Summary of Customer Complaints docket; and ordered each utility to include customer complaint data from Minnesota Rules 7820.0500 in their Annual Service Quality reports with data filed as part of Minnesota Rules 7826.2000.*

We provide the required information as Attachment E to this Annual Report. Pages 1-6 of Attachment E contains information on customer complaints handled by the Company's Customer Advocate group; page 7 provides the number of complaints forwarded to the Company by the Commission's Consumer Affairs Office (CAO); and

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pages 8-19 contain information on complaints handled upon initial inquiry in the Call Centers. The information provided is data for both natural gas and electric operations.

*Customer Complaint Categories*

Commission Staff, including the Consumer Affairs Office (CAO), convened a work group meeting on Monday, March 1, 2021 with the Department of Commerce, Xcel Energy, Minnesota Power, and Otter Tail Power to review and discuss current complaint categories used in annual Safety, Reliability, and Service Quality (“SRSQ”) reports. Minnesota Rule 7826.2000 was reviewed along with the current categories used by each of the utilities and the CAO. The group agreed to work together to further refine definitions for existing categories to allow for greater specificity and seek consistency, where possible.

Additional work group meetings were held in June 2021, January 2022, and March 2022 to further discuss and compare the complaint reporting for commonalities. In the March 2022 meeting, the utilities each brought further details regarding the practical application of complaint categories their respective organizations used. These were discussed in detail to find consensus categories and application, where possible, for reporting in annual service quality reports, including category definitions and timing for any changes determined as part of the work group process. Ultimately, parties agreed to additional detail for reporting of the category “Inadequate Service”, as listed in Minnesota Rule 7826.2000.

Inadequate Service is a broad topic and separating this category further will assist in the overall depiction of the types of complaints reported. Utilities will break out Inadequate Service into:

- Inadequate Service – Field/Operations
- Inadequate Service – Customer Service
- Inadequate Service – Programs and Services
- Inadequate Service – Cold Weather Rule Protection.

Parties in the work group generally agreed that, beginning with the 2023 SRSQ Annual Report, filed in April of 2024, the utilities would report on the customer complaint categories agreed to by consensus. Beginning with the 2023 SRSQ reports, the utilities will include a table of the agreed upon complaint categories, definitions of what falls into those categories, and count of complaints by category. We are preparing our systems and processes to accommodate this change in reporting next year.

*Distributed Energy Resources Complaint Categories*

Xcel Energy has an additional requirement to include complaint categories for Distributed Energy Resources (DER). Through the workgroup, Commission Staff and

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Xcel Energy agreed to report on three DER categories that will also generally align with the CAO's DER complaint reporting; they include: billing, interconnection, and other. As these are electric focused complaint categories, we do not include them here. The detail on these complaints and complaint categories were reported in our 2022 Electric Service Quality Annual Report filed on March 31, 2023 in Docket No. E002/M-23-73.

In Docket No. E002/22-162, the Commission's November 9, 2022 Order requires the Company to document response duration in days, beginning from the date of initial customers contact to the date of Company reply, for inquiries, complaints, or disputes related to DERs and/or the interconnection process that are received through Xcel Energy's call center, email, or otherwise. Information shall be shared via an .xlsx format in the Company's 2023 service quality filing.

We understand the intent behind the Order; however, the Company has not actively tracked these details to date. As a result, our customer call center is working to implement a process that requires documentation of each call, in order to track response time. We plan to have this capability some time in 2023 and will begin reporting on response times for inquiries to the call center in our 2023 Annual Report (filed in 2024).

However, the majority of customer inquiries related to solar are received via email and are directed to our solar program staff. We have two email inboxes for solar related inquiries: (1) Solar\*Rewards / Distributed Generation and (2) Solar\*Rewards Community ([SolarProgramMN@xcelenergy.com](mailto:SolarProgramMN@xcelenergy.com) and [SolarRewardsCommMN@xcelenergy.com](mailto:SolarRewardsCommMN@xcelenergy.com) respectively). These two email inboxes receive an estimated 500 email inquiries per week from solar installers, developers, and customers regarding various requests, usually on the status of a specific application. These emails are directed to individuals on our solar program staff who then respond to each inquiry. Unlike a call center, this group does not have the tools available to track emails and customer calls. We have discussed this challenge with the Public Utilities Commission's Consumer Affairs Office who expressed their understanding of the situation and differences between a call center and program staff email tracking and offered to help in any way they could in order to move forward.

We are actively analyzing a technical solution and its associated costs to comply with the Order's requirement to track the time between initial contact and response. At this time, our 2023 Annual Report (filed in 2024) will include a manually collected .xlsx document that shows the date we received the inquiry receipt, the date of Xcel Energy's initial response, and a calculation of the number of days in between receipt and initial response. If we can establish another technical solution to combine both the call center and the program group's initial contact tracking prior to filing the 2023 report, we will utilize that process to produce the spreadsheet instead.

## G. NATURAL GAS EMERGENCY RESPONSE

### 1. *Telephone Response*

We provide as Attachment F to this Annual Report, our Average Speed of Answer for calls from Minnesota customers either directly to our Gas Emergency phone line, or to one of our other customer service phone numbers from which customers selected a prompt to report a natural gas emergency.<sup>1</sup> In 2022, we answered 87.2 percent of gas emergency calls in 20 seconds.

### 2. *Field Emergency Response*

We provide our 2022 Natural Gas Emergency Response Time results under our QSP tariff as Attachment G to this Annual Report. Our average annual emergency response time for 2022 is 28.09 minutes. A summary of these performance results is also submitted to the Commission as part of our Annual Report – Tariff Service Quality Plan filed on April 27, 2023 in Docket Nos. E,G002/CI-02-2034 and E,G002/M-12-383. Our QSP tariff Natural Gas Emergency Response metric was developed through Docket No. E,G002/CI-02-2034, and memorialized in the Commission’s May 6, 2009 Order in that Docket. The data in Attachment G includes the following call types:

- Fire,
- Explosion,
- Blowing gas,
- Indoor and outdoor odors,
- Carbon monoxide calls, *with* and *without* symptoms,
- Ice/snow on regulator,
- No gas; and
- High pressure gas.

## H. MISLOCATES

We provide our 2022 natural gas mislocate information as Attachment H to this Annual Report. We define “mislocate” as a natural gas line that is damaged as a result of mismarking or failure to mark a line, and is calculated as follows:

Mislocate Rate =	$\frac{\text{Total Number of Mislocates}}{\text{Total Number of Locate Tickets}}$	x 1,000
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<sup>1</sup> Phone numbers included in the “all gas calls” here are our general customer service line (1-800-895-4999), our Business Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999).

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Attachment H separates mislocates due to mismarked lines from mislocates due to failure to mark lines.

**I. SYSTEM DAMAGE**

Our 2022 System Damage report is provided as Attachment I. In compliance with the August 26, 2010 Order, we provide our Natural Gas System Damage data in the following categories:

- Damage under the control of Xcel Energy employees and contractors; and
- Damage from all other causes.

**J. Service Interruptions/Event Reporting**

*1. Natural Gas Service Interruptions*

We provide our Natural Gas Service Interruption report for 2022 as Attachment J. This metric reports the number of homes that experienced an unplanned service interruption, the number of incidents, and the average outage time of those interruptions.

We have summarized our natural gas service interruption data into the following two categories of interruptions, consistent with the other Stakeholder Group utilities:

1. Outages due to utility Employees/Contractors; and
2. Outages due to all other causes.

The number of outages can vary depending on the season. There can also be an increase in outages during the warmer months when there tends to be more construction with outages caused by dig-ins. In addition, there can be a large range of variability in the number of homes impacted by one incident. The drivers to this variability include:

- Public safety: A key factor during emergency situations and decisions to interrupt the gas supply are made based on safety risks; we will always error on the side of safety when making decisions to interrupt gas in-lieu-of using an alternate method to maintain system pressure.
- Type, size, and system operating pressure are key factors that influence the number of homes involved.

*2. Major Incident Summaries*

We provide as Attachment K to this Annual Report, a Summary of the natural gas

incidents<sup>2</sup> during 2022.

Similar to our contemporaneous reporting of electric system events, our Customer Advocate group receives internal email notifications of major reportable incidents from Operations and emails completed notification forms to the Consumer Affairs Office (CAO) and Department of Commerce (Department), within a reasonably prompt time. Once the incident has been resolved, Operations notifies our Customer Advocate group who then emails a Summary to the CAO and Department to close the incident communication.

Attachment K contains “private data on individuals,” such as customer names, addresses, 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.

#### **K. CUSTOMER SERVICE-RELATED O&M EXPENSES**

We provide our customer service-related Operations and Maintenance expenses as Attachment L to this Annual Report. This information includes costs recorded in FERC accounts 901 and 903, plus payroll taxes and benefits for 2022. For 2022, these expenses totaled \$5,837,101 for our State of Minnesota, natural gas utility operations. Primary drivers of the increase from the prior year include a starting wage increase for hourly employees in Customer Service-related positions, including call center employees. These changes were made to ensure compensation for these positions remained competitive, and to reduce attrition of employees in critical customer service positions. Additionally, use of over-time labor was elevated over past years to ensure appropriate service levels were maintained for Minnesota customers as the contact centers faced staffing challenges. These challenges and response have been discussed in detail in the Company’s 2021 and 2022 Service Quality filings.

#### **L. METER EQUIPMENT MALFUNCTIONS**

In compliance with the April 7, 2014 Order in Docket No. G002/M-13-371, we provide as Attachment M meter equipment malfunction, investigation and remediation information for our natural gas and electric operations as included in our Electric Service Quality Rules Report submitted on March 31, 2023 in Docket No. E002/M-23-73.

A remediate-upon-referral work order stems from the initial visit of a contract employee to remedy a situation, and where that contract employee finds that the situation requires

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<sup>2</sup> Major reportable incidents are as defined by the Minnesota Office of Pipeline Safety.

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a higher level of occupational qualification to complete the necessary work, such as a gas meter exchange. In 2022 we performed within the field response parameters prescribed in our tariff, completing a total of 4679 natural gas orders with an average response time of 8.4 days. We continued to experience similar gas meter supply chain concerns consistent with 2021 in obtaining gas meters in a timely fashion due to supplier constraints within the United States. To provide greater context, most newly manufactured gas meters set in the NSP Minnesota service territory have a proprietary communications module attached to them, which is compatible with the Company's contractually operated automated meter reading system. Global supply chain issues have delayed the availability of these modules for final gas meter assembly. The Company is presently working to update its automated gas meter reading solution to a Company-owned/operated model, expanding upon the solution in use in the Brainerd division, and therefore migrating to a different module product. The Company expects this situation to improve over time with that change.

**M. ADDITIONAL REPORTING REQUIREMENTS**

*1. Integrity Management Plan Information*

*[I]n the Commission's November 14, 2019 Order in Docket No. G002/M-19-305, at Order Point 1a, required the Company to file:*

- a. Based on the utility's fig under 49 CFR 192.1007 (e) and the baseline information provided on May 1, 2019, an update of: integrity management plan performance measures; monitoring results and evaluation effectiveness*

*[I]n the Commission's January 7, 2020 Order in Docket No. G002/M-19-305, at Order Point 2, the Commission directed the Company to provide the following information:*

	Metric		Variants
1	Leak Count by Facility Type and Threat	a. b. c.	Total Count by Cause - Above Ground Total Count by Cause - Mains Total Count by Cause - Services
2	Leak Count on Main by Material		N/A
3	Leak Count on Service by Material		N/A

*.....to file annually, as part of their natural gas service quality reports, TIMP/DIMP data... which includes leak count by facility type and threat; leak count on main by material; and leak count on service by material.*

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***Order Point 2:***

*Xcel, MERC, GMG, and Great Plains must annually file, as part of their natural gas service quality reports, TIMP/DIMP data in categories 1–3 in the table above, which includes leak count by facility type and threat; leak count on main by material; and leak count on service by material.*

**Table 5:**  
**Leak Count by Facility Type and Threat; Total Count by Cause – Above Ground**  
**Leak Count On Main by Material; Leak Count on Service by Material**

Metric	2022 Variant
Leak Count by Facility Type and Threat	a. Total Count by Cause - Above Ground
A Corrosion Failure	11
B Natural Force Damage	8
C Excavation Damage	11
D Other Outside Force	41
E Pipe, Weld, Joint	43
F Equipment Failure	618
G Incorrect Operation	2
H Other Cause	184

Metric	2022 Variant
Leak Count by Facility Type and Threat	b. Total Count by Cause - Mains
A Corrosion Failure	0
B Natural Force Damage	7
C Excavation Damage	73
D Other Outside Force	4
E Pipe, Weld, Joint	25
F Equipment Failure	12
G Incorrect Operation	1
H Other Cause	20

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<b>Metric</b>	<b>2022 Variant</b>
<b>Leak Count by Facility Type and Threat</b>	<b>c. Total Count by Cause - Services</b>
A Corrosion Failure	21
B Natural Force Damage	27
C Excavation Damage	235
D Other Outside Force	24
E Pipe, Weld, Joint	52
F Equipment Failure	23
G Incorrect Operation	0
H Other Cause	49

<b>Metric</b>	<b>2022 Variant</b>
<b>Leak Count on Main by Material</b>	<b>b. Total Count by Material - Main</b>
Steel - Coated	37
Steel - Bare	0
PE	93
PE (Aldyl A)	8
Unknown	4

<b>Metric</b>	<b>2022 Variant</b>
<b>Leak Count on Service by Material</b>	<b>c. Total Count by Material - Services</b>
Steel - Coated	26
Steel - Bare	0
PE	304
PE (Aldyl A)	90
Copper	0
Unknown	11

Metrics i thru iv below as outlined in Title 49 CFR 192.1007(e) are included in the Company's Gas Distribution System Annual Report as required by 49 CFR 191.11. Please see Attachment N for the 2022 Report as filed with the United States Department of Transportation (DOT) on March 12, 2023 as detailed below: Attachment N and Table 6 are consistent with the baseline information previously provided on May 19, 2019 in Docket No. G002/M-19-305.

- (i) Number of hazardous leaks either eliminated or repaired as required by §192.703(c), categorized by cause can be found in Part C of the Annual Report
- (ii) Number of excavation damages can be found in Part D1 of the Annual Report

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- (iii) Number of excavation tickets can be found in Part D2 of the Annual Report
- (iv) Total number of leaks either eliminated or repaired, categorized by cause can be found in Part C
- (v) Number of hazardous leaks either eliminated or repaired as required by §192.703(c) categorized by material. In Table 4 below we have provided information for 2021.

**TABLE 6**  
**NUMBER OF HAZARDOUS LEAKS EITHER ELIMINATED OR**  
**REPAIRED AS REQUIRED BY §192.703(C) CATEGORIZED BY MATERIAL**

Material	Mains	Services
	2022	2022
Steel - Coated	18	20
Steel - Bare	0	2
Ductile Iron	0	0
Copper	0	0
Cast/Wrought Iron	0	0
Plastic - PVC	0	0
Plastic - PE	92	438
Plastic - ABS	0	0
Plastic - Other	0	0
Other	5	26
Reconditioned Cast Iron	0	0
<b>Total</b>	<b>115</b>	<b>486</b>

2. *MN Office of Pipeline Safety (MnOPS) Reports*

*[O]rder Points 2a and 2b in the Commission's April 12, 2019 Order in Docket No. G002/M-18-316 required:*

- a. A summary of any (2021) emergency response violations cited by MnOPS along with a description of the violation and remediation in each circumstance.*

The Company did not receive any emergency response violations cited by MnOPS in 2022.

- b. The number of violation letters received by the utility from MnOPS during the year in question.*

In 2022, the Company received five violation letters. Violation letters are typically triggered by a MnOPS inspection, damage that occurred in the field, or a complaint from an excavator. Upon receipt of a MnOPS violation letter, the Company is given a

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set amount of time (determined by MnOPS) to provide a response outlining a remediation plan or other steps taken to remediate the violation. MnOPS closes these items with either a letter or a verbal notification.

3. *Excess Flow Valves*

*[I]n the Commissions July 31, 2019 Order, in docket No. G999/CI-18-41, at Order Point 4, the Commission directed the Company to submit an annual compliance report no later than March 31 each year through the 2025 reporting period, listing its progress toward complying with Ordering Paragraphs 7a-c of the August 20, 2018 Order.*

*[I]n the Commission's February 23, 2021, in Docket No. G999/CI-18-41, at Order Point 6, the Commission authorized utilities to submit remaining reports required by this docket with their Annual Gas Service Quality Reports starting in 2021 rather than March 31, 2021.*

In the Company's March 30, 2020 compliance filing, the Company fully complied with Ordering Paragraphs 7a-7c by (a) identifying specific types of customers that do not have EFVs, (b) establishing a plan to meet with these customers and in fact doing so, and (c) explaining that it would not seek specific recovery of the approximately \$2,000 to implement its communication plan under these ordering points. The Commission accepted the Company's compliance with these order points in its February 23, 2021 Order in Docket No. G999/CI-18-41.

a. *Excess Flow Valves (EFV) and Manual Service Shutoff Valves*

Order point 1b of the Commission's November 14, 2019 Order in Docket No. G002/M-19-305 required the gas utilities obligated to report EFV metrics to provide recommendations for uniform reporting of annual and overall EFV and manual shutoff valve installation on their distribution systems. On December 6, 2019 the Company provided recommendations to address the Commission's Order. Below, we provide a recap of our recommendations and the associated data for 2022.

1. *Definition of number of customers suitable for EFV*

A customer is suitable for an EFV if they fall under the installation requirements of 49 CFR § 192.383, which is having a service operated at least 10 pounds per square inch gauge and serve a customer load not greater than 1,000 standard cubic feet per hour. However, we note that the actual number of customers (or services) with technical feasibility for an EFV installation may vary since an engineering analysis is required, on a case-by-case basis, to determine actual technical feasibility.

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2. *Definition of number of customers suitable for manual shut-off valves*

A customer is suitable for a manual shut-off valve if they do not meet the requirements of 49 CFR § 192.383.

3. *Metrics to address percentage of customers with valve installations and number of customers requesting a valve installation*

Tables 7 and 8 below reflect the recommended uniform metrics provided in our December 6, 2019 compliance filing and includes the percentage of customers with installations of EFVs and manual shut-off valves; and the number of customers receiving installations upon request prior to a system upgrade:

**TABLE 7: EFV INSTALLATIONS**

Customer Class	Number of Customers Suitable for EFV Installation (a)	Total Number of Installed EFVs (b)	Number of Customers Who Requested Installation (c) <sup>1</sup>	Percentage of Suitable Customers with EFVs (d)  (b)/(a)	Number of Customers Unsuitable for EFVs (e)
Residential	384,445	157,455	0	40.96%	66,560
Commercial	17,604	6,351	0	36.08%	15,885
Industrial	92	38	0	41.30%	327
Municipal	244	64	0	26.23%	327
<b>Total</b>	402,385	163,908	0	40.73%	83,099
<sup>1</sup> Number of requests during 2022					

**TABLE 8: MANUAL SHUT-OFF INSTALLATION**

<b>Customer Class</b>	<b>Number of Customers Suitable for Manual Shut-off Valves (a)</b>	<b>Total Number of Installed Manual Shut-Off Valves (b)</b>	<b>Number of Customers Who Requested Installation (c)<sup>1</sup></b> (subset of (b))	<b>Percentage of Suitable Customers with Manual Shut-Off Valves (d)</b>
Residential	65,398	191	0	0.29%
Commercial	15,820	303	0	1.92%
Industrial	327	7	0	2.14%
Municipal	327	7	0	2.14%
<b>Total</b>	81,872	441	0	0.54%
<sup>1</sup> Number of requests in 2022				

In agreeing to these metrics, the natural gas utilities noted that because of the difference in how records are maintained and can be pulled from electronic systems, each utility would describe how they count “number of customers” for the purposes of reporting metrics. For the data noted in Tables 7 and 8, multiple data bases are used to pull active customers by Premise ID. An analysis is performed on the data to determine the current status of EFV and manual shut-off valves and services available. An analysis is also performed with necessary parameters to determine if an EFV, a manual shut-off valve, or neither, would be suitable for a premise.

As noted previously, the Company does not have a program in place to install EFVs or manual shut-off valves on a standalone basis but continues to install EFVs and manual shut-off valves as new, eligible service lines are installed, existing service lines are repaired or replaced, or a customer requests installation.

## **N. INTERACTIVE MAP**

As part of our electric service quality filings, the Company was required to create an interactive map that reflects reliability, customer disconnections, and customer participation in our energy assistance and low-income Conservation Improvement Program by geography. While it wasn’t required by Commission Order Point, we created a similar interactive map of our natural gas service territory to make available a

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comprehensive view for analysis. Consistent with the electric map, the data is combined with demographic data from the US Census Bureau. Any Census Block with 15 or fewer Xcel Energy premises has been excluded to protect customer confidentiality and privacy. The gas interactive map is available and can be accessed at the link below:

[XCEL ENERGY 2022 MN GAS SERVICE QUALITY INTERACTIVE MAP](#)

**CONCLUSION**

Xcel Energy respectfully requests the Commission accept this 2022 Annual Natural Gas Service Quality Report.

Dated: May 1, 2023

Northern States Power Company

		January	February	March	April	May	June	July	August	September	October	November	December	2022
1	All <b>Residential</b> Calls offered to Agents	62,603	57,034	78,027	71,134	80,104	85,130	81,041	95,781	79,700	74,570	63,959	61,979	891,062
2	All <b>BSC</b> Calls Offered to Agents	4,600	4,187	5,143	4,646	4,582	5,271	4,627	4,884	4,687	4,718	4,740	4,440	56,525
3	All <b>Credit</b> Calls Offered to Agents	7,283	8,187	13,164	14,825	16,392	12,155	10,636	16,601	15,657	11,320	10,109	8,366	144,695
4	All <b>PAR</b> Calls Offered to Agents	1,951	1,924	2,512	2,395	2,546	2,373	2,084	2,325	1,931	1,467	1,545	1,662	24,715
5	All Calls Offered to Agents	76,437	71,332	98,846	93,000	103,624	104,929	98,388	119,591	101,975	92,075	80,353	76,447	1,116,997
6	All <b>Residential</b> Calls Answered by Agents within 20 seconds	32,046	41,323	40,725	23,281	28,453	23,941	29,436	52,561	55,109	59,936	57,752	50,814	495,377
7	All <b>BSC</b> Calls Answered by Agents within 20 seconds	2,675	2,533	2,673	2,614	2,955	3,599	3,161	3,329	3,100	2,911	3,236	2,505	35,291
8	All <b>Credit</b> Calls Answered by Agents within 20 seconds	6,009	7,351	10,765	10,317	10,992	8,327	7,619	12,436	12,708	9,739	8,884	5,772	110,919
9	All <b>PAR</b> Calls Answered by Agents within 20 seconds	1,545	1,413	1,842	1,565	1,468	1,472	1,213	1,433	1,314	1,001	1,045	1,285	16,596
10	All Calls Answered by Agents within 20 seconds	42,275	52,620	56,005	37,777	43,868	37,339	41,429	69,759	72,231	73,587	70,917	60,376	658,183
11	Non-Billing and Non-Outage Calls Completed in IVR	20,970	18,406	40,677	27,324	28,967	29,070	24,607	25,109	24,500	26,581	20,885	26,208	313,304
12	Billing Calls Handled by IVR	102,749	100,466	116,421	111,285	109,595	114,840	107,437	112,940	105,008	97,544	93,205	93,364	1,264,854
13	Outage Calls Handled by IVR	13,064	10,627	13,051	18,269	55,546	33,785	26,311	48,893	15,103	15,276	12,627	19,585	282,137
14	Outage Calls Offered to Agents	8,907	7,498	10,722	11,488	24,002	20,249	17,155	21,791	12,359	12,872	10,170	11,675	168,888
15	Total Outage Calls	21,971	18,125	23,773	29,757	79,548	54,034	43,466	70,684	27,462	28,148	22,797	31,260	451,025
16	All Calls Offered to Agents + Outage Calls Handled by IVR	89,501	81,959	111,897	111,269	159,170	138,714	124,699	168,484	117,078	107,351	92,980	96,032	1,399,134
17	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	55,339	63,247	69,056	56,046	99,414	71,124	67,740	118,652	87,334	88,863	83,544	79,961	940,320
18	All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	192,250	182,425	228,318	222,554	268,765	253,554	232,136	281,424	222,086	204,895	186,185	189,396	2,663,988
19	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	158,088	163,713	185,477	167,331	209,009	185,964	175,177	231,592	192,342	186,407	176,749	173,325	2,205,174

		January	February	March	April	May	June	July	August	September	October	November	December	2022
20	Service Level All Calls (Residential, BSC, Credit and PAR and all calls handled by IVR)	84.0%	90.7%	84.1%	77.9%	79.9%	76.1%	77.8%	83.7%	87.9%	92.0%	95.4%	92.5%	84.6%
21	Service Level All Calls (Residential, BSC, Credit and PAR) and IVR Handled Outage Calls	61.8%	77.2%	61.7%	50.4%	62.5%	51.3%	54.3%	70.4%	74.6%	82.8%	89.9%	83.3%	67.2%
22	Service Level (agent only)	55.3%	73.8%	56.7%	40.6%	42.3%	35.6%	42.1%	58.3%	70.8%	79.9%	88.3%	79.0%	58.9%
23	Average Speed of Answer - ASA (Agent only Residential, BSC, Credit and PAR)	108	43	78	181	192	364	267	112	61	35	18	28	127
	ASA Residential	124	44	89	229	244	461	327	134	72	36	15	23	153
	ASA BSC	103	88	111	115	79	57	53	62	59	79	54	99	80
	ASA Credit	12	13	15	21	27	22	22	21	17	14	15	23	19
	ASA PAR	26	39	40	51	71	50	62	53	47	44	46	28	47

Notes:

11	IVR handled calls are answered immediately with an average speed to answer calls calculated using 0 seconds and includes non-billing and non-outage IVR calls that did not route to an agent. These calls may have been offered messaging that can answer many upfront questions, including but not limited to billing credits, scam information, call before you dig information, the hold time length, or will direct the caller to other resources.
20	The service level formula is: (All Calls Answered by Agents within 20 seconds + All IVR Handled calls) / (All Calls Offered to Agents + All IVR Handled Calls)
21	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)
	Agent call volumes includes calls offered and handled at both company offices and at remote locations where agents work at home.
	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).
	BSC = Builders Call Line
	PAR = Personal Account Representative

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

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A÷B Percent Read by Utility (Company)
<b>JANUARY</b>	1514116	162639	13366	3795	1693916	1846251	91.75%
<b>FEBRUARY</b>	1516017	162726	13360	3797	1695900	1847486	91.80%
<b>MARCH</b>	1518215	162718	13354	3793	1698080	1849712	91.80%
<b>APRIL</b>	1519980	162710	13336	3791	1699817	1850929	91.84%
<b>MAY</b>	1526076	162767	13345	3785	1705973	1852264	92.10%
<b>JUNE</b>	1536076	162779	13341	3777	1715973	1853894	92.56%
<b>JULY</b>	1545850	162851	13342	3781	1725824	1855366	93.02%
<b>AUGUST</b>	1561064	163014	13332	3776	1741186	1857387	93.74%
<b>SEPTEMBER</b>	1585323	163237	13333	3773	1765666	1859255	94.97%
<b>OCTOBER</b>	1619037	163771	13334	3773	1799915	1861147	96.71%
<b>NOVEMBER</b>	1638723	164463	13329	3772	1820287	1863602	97.68%
<b>DECEMBER</b>	1659698	164342	13287	3762	1841089	1865681	98.68%

\*The number of reads per month is based on the meter read schedule for the month. Example January 2022 runs from December 31 to February 4 2022 to capture all meter read routes.

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

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A÷B Percent Read by Customer
<b>JANUARY</b>	5				5	1846251	0.0003%
<b>FEBRUARY</b>	9				9	1847486	0.0005%
<b>MARCH</b>	6				6	1849712	0.0003%
<b>APRIL</b>	2				2	1850929	0.0001%
<b>MAY</b>	6				6	1852264	0.0003%
<b>JUNE</b>	14				14	1853894	0.0008%
<b>JULY</b>	20				20	1855366	0.0011%
<b>AUGUST</b>	7				7	1857387	0.0004%
<b>SEPTEMBER</b>	6	1			7	1859255	0.0004%
<b>OCTOBER</b>	9				9	1861147	0.0005%
<b>NOVEMBER</b>	9				9	1863602	0.0005%
<b>DECEMBER</b>	15				15	1865681	0.0008%

C-1. The number and percentage of residential 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	889	902	1236	1033	981	840	509	461	451	509	613	887	9311	79.14%
OC Meter Maint	40	42	65	53	52	128	92	56	43	48	61	50	730	6.20%
DEAD REGISTER	12	49	46	55	54	51	63	53	24	31	54	60	552	4.69%
BAD KEY OR CODE	3	12	8	12	18	23	37	33	20	11	19	17	213	1.81%
NO ANSWER	8	16	7	15	21	20	29	23	20	15	15	16	205	1.74%
NEED KEY OR CODE	8	33	12	10	16	16	21	26	6	6	11	13	178	1.51%
METER OFF	8	23	5	6	6	4	5	6	5	6	7	8	89	0.77%
GATE PROBLEM	2	18	4	12	5	8	7	4	5	2	4	8	79	0.67%
KEY NOT AVAILABLE	1	3	0	14	10	10	12	12	7	2	0	6	77	0.65%
METER REMOVED	2	5	8	10	9	12	6	6	5	0	4	7	74	0.63%
NO ACCESS BACK YARD	1	7	4	11	3	8	10	4	2	1	4	4	59	0.50%
DOOR LOCKED	2	3	3	9	2	2	6	5	3	4	6	2	47	0.40%
SERVICE CUT AT POLE	1	2	4	3	5	4	1	1	0	4	3	3	31	0.26%
DOG	0	3	2	2	3	3	2	3	2	0	3	1	24	0.20%
Non-Energized	17	0	0	1	0	1	1	0	0	0	0	0	20	0.17%
METER BLOCKED	0	0	1	1	1	3	3	2	2	3	2	1	19	0.16%
OC CellNet New: no premise ID	2	2	1	0	0	1	1	0	0	0	0	0	7	0.06%
VACANT	0	4	0	0	0	0	0	0	3	0	0	0	7	0.06%
SPS DEAD REGISTER	0	1	0	1	1	2	1	0	0	0	0	0	6	0.05%
BUSINESS CLOSED	0	0	0	0	0	2	0	2	0	0	0	1	5	0.04%
CUSTOMER READING	1	0	0	0	0	0	0	0	1	1	1	1	5	0.04%
BAD ROAD	1	1	0	0	0	0	0	0	0	0	0	1	3	0.03%
EMED Meter Maint	0	0	0	0	0	0	0	0	0	0	0	4	4	0.03%
REPLACE GLASS	0	0	0	0	0	2	0	0	0	0	1	0	3	0.03%
SNOW/MUD	0	0	1	1	0	0	0	0	0	0	0	2	4	0.03%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	1	1	0	0	0	2	0.02%
GARAGE LOCKED	0	1	1	0	0	0	0	0	0	0	0	0	2	0.02%
PAINTED OVER	0	0	0	0	0	0	0	0	0	0	1	1	2	0.02%
REFUSED ADMITTANCE	0	0	0	0	0	1	0	1	0	0	0	0	2	0.02%
ABS MCC Calc Reading	0	0	0	0	0	0	0	0	1	0	0	0	1	0.01%
Bad Ert	0	0	0	0	0	1	0	0	0	0	0	0	1	0.01%
HANDHELD ESTIMATE	0	0	0	0	0	0	0	0	1	0	0	0	1	0.01%
OC Record Mismatch	0	0	1	0	0	0	0	0	0	0	0	0	1	0.01%
UNSAFE CONDITION	0	0	0	0	0	0	1	0	0	0	0	0	1	0.01%
TOTAL	998	1127	1409	1249	1187	1142	807	699	602	643	809	1093	11765	100.00%

C-1. The number and percentage of commercial 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	84	96	106	92	51	60	34	34	38	51	67	74	787	65.80%
DEAD REGISTER	4	8	12	14	19	6	12	4	5	4	7	8	103	8.61%
METER OFF	6	8	10	12	18	11	4	5	3	3	0	1	81	6.77%
METER REMOVED	2	4	6	0	8	2	1	3	1	2	2	7	38	3.18%
OC Meter Maint	2	2	1	4	1	7	4	4	3	1	2	3	34	2.84%
BAD KEY OR CODE	0	2	2	4	1	2	4	1	2	3	2	1	24	2.01%
SERVICE CUT AT POLE	5	5	2	2	1	1	2	1	0	1	0	1	21	1.76%
NO ANSWER	0	1	0	0	2	2	1	3	2	3	2	1	17	1.42%
NEED KEY OR CODE	0	3	2	2	1	2	1	0	1	0	0	3	15	1.25%
BUSINESS CLOSED	0	0	0	1	1	0	0	2	3	0	1	0	8	0.67%
DOOR LOCKED	0	0	2	0	0	0	2	1	1	2	0	0	8	0.67%
GATE PROBLEM	1	2	1	2	1	1	0	0	0	0	0	0	8	0.67%
VACANT	2	1	0	1	0	0	0	1	2	0	0	1	8	0.67%
KEY NOT AVAILABLE	1	0	0	0	2	0	1	2	0	0	0	1	7	0.59%
Non-Energized	0	1	0	1	0	0	2	0	0	0	0	0	4	0.33%
SEASONAL	1	1	1	0	1	0	0	0	0	0	0	0	4	0.33%
SPS DEAD REGISTER	1	0	0	0	0	0	1	0	1	0	1	0	4	0.33%
REFUSED ADMITTANCE	0	0	0	1	1	0	0	0	0	1	0	0	3	0.25%
ABS Data Corrupt - MCC	0	0	0	0	0	0	1	0	0	0	1	0	2	0.17%
Bad Ert	0	0	1	0	0	1	0	0	0	0	0	0	2	0.17%
CANNOT LOCATE	0	1	0	0	0	0	0	0	0	1	0	0	2	0.17%
HANDHELD ESTIMATE	1	0	0	0	1	0	0	0	0	0	0	0	2	0.17%
UNSAFE CONDITION	0	0	0	0	0	0	0	0	1	0	0	1	2	0.17%
ABS MCC Calc Reading	0	0	1	0	0	0	0	0	0	0	0	0	1	0.08%
ABS Stale Reads - MCC	0	0	0	0	0	0	0	0	1	0	0	0	1	0.08%
BAD ROAD	0	1	0	0	0	0	0	0	0	0	0	0	1	0.08%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	0	1	0	0	0	1	0.08%
GARAGE LOCKED	0	1	0	0	0	0	0	0	0	0	0	0	1	0.08%
INCLEMENT WEATHER	0	0	0	0	0	0	0	0	0	0	0	1	1	0.08%
METER BLOCKED	0	0	1	0	0	0	0	0	0	0	0	0	1	0.08%
METER TOO HIGH	0	0	0	0	1	0	0	0	0	0	0	0	1	0.08%
OC Stale Reads	0	1	0	0	0	0	0	0	0	0	0	0	1	0.08%
PAINTED OVER	1	0	0	0	0	0	0	0	0	0	0	0	1	0.08%
REPLACE GLASS	0	0	0	1	0	0	0	0	0	0	0	0	1	0.08%
WRONG ROUTE	1	0	0	0	0	0	0	0	0	0	0	0	1	0.08%
TOTAL	112	138	148	137	110	95	70	61	65	72	85	103	1196	100.00%

**Account Class :Industrial**

C-1. The number and percentage of other 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.

[illegible]

C-2. The number and percentage of residential 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	41	43	60	85	110	147	123	157	182	206	203	202	1559	73.82%
DEAD REGISTER	0	1	0	10	20	23	13	15	7	9	18	14	130	6.16%
NO ANSWER	1	2	3	1	3	8	17	20	12	11	7	5	90	4.26%
BAD KEY OR CODE	1	2	0	3	1	10	16	13	8	7	10	7	78	3.69%
OC Meter Maint	6	6	7	6	4	1	1	1	2	11	14	11	70	3.31%
METER OFF	3	4	3	5	3	3	4	4	7	5	3	2	46	2.18%
NEED KEY OR CODE	1	0	1	1	1	2	8	3	5	6	2	2	32	1.52%
METER REMOVED	1	0	0	1	2	6	0	5	3	1	1	2	22	1.04%
SERVICE CUT AT POLE	4	5	5	2	2	0	0	4	0	0	0	0	22	1.04%
KEY NOT AVAILABLE	0	0	0	0	1	1	1	3	4	2	1	2	15	0.71%
GATE PROBLEM	0	0	0	1	1	0	3	2	2	0	1	1	11	0.52%
DOOR LOCKED	0	0	0	0	1	2	2	2	1	1	0	0	9	0.43%
NO ACCESS BACK YARD	0	0	0	0	0	0	2	0	1	3	0	0	6	0.28%
METER BLOCKED	0	0	0	0	0	0	1	1	0	1	0	1	4	0.19%
SPS DEAD REGISTER	0	0	0	0	0	1	0	1	0	1	1	0	4	0.19%
VACANT	0	0	0	0	0	0	0	1	1	1	1	0	4	0.19%
BUSINESS CLOSED	0	0	0	0	0	1	0	1	0	0	0	0	2	0.09%
DOG	0	0	0	0	0	0	0	0	0	2	0	0	2	0.09%
UNSAFE CONDITION	0	0	0	0	0	0	2	0	0	0	0	0	2	0.09%
CUST REQUESTS SKIP	0	0	0	0	0	0	0	1	0	0	0	0	1	0.05%
EMED Meter Maint	0	0	0	0	0	0	0	0	0	0	0	1	1	0.05%
OC CellNet New: no premise ID	0	0	0	0	0	0	0	0	0	1	0	0	1	0.05%
SNOW/MUD	0	0	0	0	0	0	0	0	0	0	0	1	1	0.05%
TOTAL	58	63	79	115	149	205	193	234	235	268	262	251	2112	100.00%

C-2. The number and percentage of commercial 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	46	33	36	38	31	34	39	35	40	32	41	38	443	56.51%
METER OFF	16	10	13	11	21	12	7	7	5	8	2	4	116	14.80%
DEAD REGISTER	2	10	10	11	14	8	8	10	9	8	8	4	102	13.01%
NO ANSWER	0	3	2	6	1	7	5	5	2	6	1	0	38	4.85%
OC Meter Maint	0	1	0	1	1	1	0	2	3	4	4	4	21	2.68%
Non-Energized	0	1	0	1	0	0	0	1	3	4	1	0	11	1.40%
VACANT	0	5	0	1	0	0	1	1	0	0	0	0	8	1.02%
KEY NOT AVAILABLE	0	0	5	0	0	0	0	1	0	0	0	0	6	0.77%
SEASONAL	1	1	1	0	1	1	1	0	0	0	0	0	6	0.77%
SERVICE CUT AT POLE	0	2	1	0	2	0	0	0	0	0	0	0	5	0.64%
METER REMOVED	2	0	0	0	0	1	1	0	0	0	0	0	4	0.51%
NEED KEY OR CODE	0	0	0	0	1	0	0	1	0	1	1	0	4	0.51%
PAINTED OVER	0	0	1	0	1	0	0	1	0	0	1	0	4	0.51%
BUSINESS CLOSED	0	0	0	0	1	1	0	1	0	0	0	0	3	0.38%
BAD KEY OR CODE	0	0	0	0	0	0	0	1	0	1	0	0	2	0.26%
CANNOT LOCATE	2	0	0	0	0	0	0	0	0	0	0	0	2	0.26%
DOOR LOCKED	0	0	0	0	0	0	0	0	2	0	0	0	2	0.26%
GATE PROBLEM	0	0	1	0	0	1	0	0	0	0	0	0	2	0.26%
METER TOO HIGH	0	0	0	0	0	0	0	0	0	0	1	0	1	0.13%
REFUSED ADMITTANCE	0	0	0	0	0	1	0	0	0	0	0	0	1	0.13%
SNOW/MUD	0	0	0	0	0	0	0	0	0	0	1	0	1	0.13%
SPS DEAD REGISTER	0	0	0	0	0	0	1	0	0	0	0	0	1	0.13%
UNSAFE CONDITION	0	0	0	0	1	0	0	0	0	0	0	0	1	0.13%
TOTAL	69	66	70	69	75	67	63	66	64	64	61	50	784	100.00%

C-2. The number and percentage of industrial 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	57	54	56	51	53	51	47	50	48	42	43	15	567	95.94%
METER OFF	2	1	1	0	1	1	0	1	1	2	1	1	12	2.03%
KEY NOT AVAILABLE	1	0	0	1	1	0	1	0	0	0	0	0	4	0.68%
Non-Energized	0	0	0	1	0	0	1	0	1	0	0	1	4	0.68%
NEED KEY OR CODE	0	0	1	0	0	0	0	0	0	0	0	1	2	0.34%
GATE PROBLEM	0	0	0	0	0	1	0	0	0	0	0	0	1	0.17%
SEASONAL	0	1	0	0	0	0	0	0	0	0	0	0	1	0.17%
TOTAL	60	56	58	53	55	53	49	51	50	44	44	18	591	100.00%

C-2. The number and percentage of other 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	2	2	3	3	3	2	1	2	1	2	1	1	23	92.00%
DEAD REGISTER	0	0	0	0	0	0	1	0	0	0	1	0	2	8.00%
TOTAL	2	2	3	3	3	2	2	2	1	2	2	1	25	100.00%

D. Total number of meters installed by month.\*\*

	Residential	Commercial	Industrial	Other	Total
JANUARY	1662893	165808	13416	4134	1846251
FEBRUARY	1664036	165903	13411	4136	1847486
MARCH	1666272	165901	13404	4135	1849712
APRIL	1667509	165894	13393	4133	1850929
MAY	1668827	165917	13393	4127	1852264
JUNE	1670421	165962	13386	4125	1853894
JULY	1671828	166032	13386	4120	1855366
AUGUST	1673668	166218	13383	4118	1857387
SEPTEMBER	1675340	166418	13382	4115	1859255
OCTOBER	1677006	166642	13383	4116	1861147
NOVEMBER	1679166	166940	13382	4114	1863602
DECEMBER	1681095	167086	13384	4116	1865681

\*\*We have removed “deleted meters” from the total number of meters installed per month. The “deleted meters” designation is given to meters that were incorrectly entered into the system and were never truly installed at a premise. This ensures our data is representative of meters in the field.

		January	February	March	April	May	June	July	August	September	October	November	December
1	Number of Residential Customer Accounts	1,294,421	1,296,207	1,296,143	1,299,304	1,299,999	1,300,116	1,301,578	1,301,919	1,303,436	1,305,088	1,307,636	1,308,782
2	Number of Past Due Residential Customer Accounts	167,356	172,773	182,921	177,405	177,866	168,742	167,107	181,293	168,646	184,990	180,378	183,216
3	Number of Cold Weather Protection Requests	15,407	15,244	17,769	23,145	n/a	n/a	n/a	n/a	n/a	21,311	18,344	15,690
RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS													
4	Number of "Right to Appeal" notices mailed to customers	0	0	0	0	n/a	n/a	n/a	n/a	n/a	0	0	0
5	<i>Intentionally Blank</i>												
6	Number of customer accounts granted reconnection request	0	0	0	0	n/a	n/a	n/a	n/a	n/a	0	0	0
PAYMENT SCHEDULE (PS)													
16	Number of "Right to Appeal" notices mailed to customers:	0	0	0	0	n/a	n/a	n/a	n/a	n/a	0	0	0
a)	Number of PS requests received	15,407	15,244	17,769	23,145	n/a	n/a	n/a	n/a	n/a	21,311	18,344	15,690
17	<i>Intentionally Blank</i>												
18	Number of PS negotiations mutually agreed upon:	15,407	15,244	17,769	23,145	n/a	n/a	n/a	n/a	n/a	21,311	18,344	15,690
19	<i>Intentionally Blank</i>												
DISCONNECTIONS													
20	Number of disconnection notices mailed to customers	52,965	43,711	68,846	64,520	51,677	38,789	38,921	68,781	66,239	65,826	57,322	61,067
21	Number of customer accounts disconnected who did not seek protection												
	April 1-15 and October 1-15												
a)	# Electric - heat affected	0	0	0	0	1,461	942	793	949	924	1	0	0
b)	# Electric - heat not affected	408	307	418	252	25	65	56	37	90	547	535	340
c)	# Gas - heat affected	0	0	0	0	143	66	44	37	43	0	0	0
d)	# Gas - heat not affected	0	0	0	0	1	0	0	1	1	0	0	0
e)	Total # disconnected	408	307	418	252	1,630	1,073	893	1,024	1,058	548	535	340
	April 16-30 and October 16-31												
a)	# Electric - heat affected												
b)	# Electric - heat not affected												
c)	# Gas - heat affected												
d)	# Gas - heat not affected												
e)	Total # disconnected												
22	Number of customer accounts disconnected seeking protection:												
a)	# Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0
c)	# Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected (See Note)	0	0	0	0	0	0	0	0	0	0	0	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):	408	307	418	252	1,630	1,073	893	1,024	1,058	548	535	340

		January	February	March	April	May	June	July	August	September	October	November	December	
DOLLAR VALUE														
24	Total	dollars past due on all residential accounts:	\$85,099,724	\$93,413,258	\$99,460,666	\$95,596,798	\$88,592,715	\$81,343,417	\$81,671,271	\$89,339,844	\$81,834,920	\$86,520,917	\$86,628,651	\$92,283,583
25	Average	past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$508	\$541	\$544	\$539	\$498	\$482	\$489	\$493	\$485	\$468	\$480	\$504
26	Total	dollars received from energy assistance programs:	\$5,320,024	\$4,848,296	\$6,230,659	\$7,460,412	\$7,147,565	\$7,630,600	\$2,966,883	\$332,961	\$15,568,942	\$4,877	\$3,743,568	\$1,917,401
27	Total	dollars received from other sources (private organizations):	\$2,025,855	\$2,051,438	\$2,700,662	\$1,231,209	\$789,858	\$463,661	\$388,726	\$496,720	\$398,784	\$243,860	\$175,456	\$153,399
28	Total	Revenue from sales to residential accounts:	\$205,143,013	\$184,272,951	\$198,296,407	\$140,440,113	\$121,562,530	\$127,090,232	\$170,410,641	\$175,971,586	\$149,594,896	\$122,079,328	\$118,020,528	\$168,262,921
29	Average	monthly residential bill: (auto-calculation of #28 ÷ #1)	\$158	\$142	\$153	\$108	\$94	\$98	\$131	\$135	\$115	\$94	\$90	\$129
30	Intentionally Blank													
31	Total	residential account write-offs due to uncollectible:	\$1,045,764	\$1,237,217	\$1,443,899	\$1,406,342	\$1,819,061	\$2,636,105	\$1,339,550	\$1,735,892	\$930,500	\$1,165,171	\$1,439,486	\$1,312,430
DISCONNECTION DURATION														
32	Number of customer accounts disconnected 24 hours or more:													
a)	# Electric - heat affected	0	0	0	0	1,032	579	513	600	526	1	0	0	
b)	# Electric - heat not affected	254	180	301	165	17	42	47	34	1	285	276	145	
c)	# Gas - heat affected	0	0	0	0	130	60	36	35	35	0	0	0	
d)	# Gas - heat not affected	0	0	0	0	1	0	0	1	1	0	0	0	
e)	Total # disconnected	254	180	301	165	1,180	681	596	670	563	286	276	145	
33	Intentionally Blank													
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).													
		0	0	0	0	1,162	639	549	635	561	1	0	0	
35	Intentionally Blank													
36	Intentionally Blank													
RECONNECTION DATA														
37	# Accounts reconnected	316	264	344	243	1,235	1,065	874	719	1,044	446	534	353	
38	# Accounts remaining disconnected	298	319	269	233	796	820	918	986	611	409	312	230	
a)	1-30 days	119	140	107	84	584	358	398	470	186	129	105	54	
b)	31-60 days	47	60	68	53	108	333	198	202	156	88	67	50	
c)	61+ days	132	119	94	96	104	129	322	314	269	192	140	126	

Gas													
Residential	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2022
# of Installations	123	172	197	182	258	306	267	409	339	397	298	207	3,155
Avg. days to complete from customer and site ready	14.3	-3.5	3.7	-0.4	4	0.3	2.3	2.1	2.1	5.5	4.2	9.5	3.3

Gas													
Commercial	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total 2022
# of Installations	5	4	5	2	3	15	15	16	16	23	15	28	147
Avg. days to complete from customer and site ready	18.6	27.8	25.2	4.5	1.7	31.1	11.9	31.7	28.1	13.1	14.7	14.4	19.5

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

**ANNUAL SUMMARY OF CUSTOMER COMPLAINTS**

For the period of January 01, 2022 to December 31, 2022  
filed in accordance with Minn. R. 7820.0500

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

	<u>RESIDENTIAL</u>			<u>COMMERCIAL</u>			<u>INDUSTRIAL</u>			<u>GOVERNMENT</u>		
	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
I. Complaint Type												
A. Billing Error	140	136	4	6	5	1	0	0	0	0	0	0
B. High Bill	35	34	1	0	0	0	0	0	0	0	0	0
C. Inaccurate Metering	30	29	1	0	0	0	0	0	0	0	0	0
D. Inadequate Service	314	307	7	12	9	3	1	1	0	1	1	0
E. Service Ext Interval	18	17	1	5	5	0	0	0	0	0	0	0
F. Service Rest Interval	38	37	1	6	6	0	0	0	0	0	0	0
G. Wrongful Disconnect	28	28	0	2	2	0	0	0	0	0	0	0
<b>Total Complaints</b>	<b>603</b>	<b>588</b>	<b>15</b>	<b>31</b>	<b>27</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

II. Number of Customers	<u>Electric</u>			<u>Gas</u>		
	<u>2021</u>	<u>2022</u>	<u>Net Change</u>	<u>2021</u>	<u>2022</u>	<u>Net Change</u>
Residential	1,186,195	1,199,122	12,927	438,247	444,425	6,178
Commercial/ Industria	136,105	136,293	188	35,631	35,835	204
<u>Other</u>	<u>7,090</u>	<u>7,227</u>	<u>137</u>	<u>476</u>	<u>451</u>	<u>-25</u>
<b>Total</b>	<b>1,329,390</b>	<b>1,342,642</b>	<b>13,252</b>	<b>474,354</b>	<b>480,711</b>	<b>6,357</b>

Note: A customer that has both gas and electric service from Xcel Energy will be included in both gas and electric counts

\*In 2022, 21 complaints were received from OAG or Commission and a Other source. . 11 of these are OAG/Commission complaints

\*\*In 2022 we had approximately 59 complaints from all sources related to Distributed Generation (DG).

<b>MPUC</b>		<b>RESIDENTIAL</b>			<b>COMMERCIAL</b>			<b>INDUSTRIAL</b>			<b>GOVERNMENT</b>		
		<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
I	Complaint Type												
	A. Billing Error	69	66	3	4	3	1	0	0	0	0	0	0
	B. High Bill	11	10	1	0	0	0	0	0	0	0	0	0
	C. Inaccurate Metering	17	16	1	0	0	0	0	0	0	0	0	0
	D. Inadequate Service	160	153	7	4	2	2	0	0	0	0	0	0
	E. Service Ext Interval	12	11	1	3	3	0	0	0	0	0	0	0
	F. Serv Rest Interval	24	24	0	6	6	0	0	0	0	0	0	0
	G. Wrongful Disconnect	18	18	0	1	1	0	0	0	0	0	0	0
	<b>Total Complaints</b>	<b>311</b>	<b>298</b>	<b>13</b>	<b>18</b>	<b>15</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

In 2022, 11 complaints were assigned with the source of Commission and OAG.

\*\*In 2022 we had approximately 41 complaints from the Commission related to Distributed Generation (DG).

<b>OAG</b>		<b>RESIDENTIAL</b>			<b>COMMERCIAL</b>			<b>INDUSTRIAL</b>			<b>GOVERNMENT</b>		
		<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
II	Complaint Type												
	A. Billing Error	29	29	0	0	0	0	0	0	0	0	0	0
	B. High Bill	11	11	0	0	0	0	0	0	0	0	0	0
	C. Inaccurate Metering	6	5	1	0	0	0	0	0	0	0	0	0
	D. Inadequate Service	45	45	0	1	1	0	0	0	0	0	0	0
	E. Service Ext Interval	1	1	0	0	0	0	0	0	0	0	0	0
	F. Serv Rest Interval	7	7	0	0	0	0	0	0	0	0	0	0
	G. Wrongful Disconnect	7	7	0	0	0	0	0	0	0	0	0	0
	<b>Total Complaints</b>	<b>106</b>	<b>105</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*In 2022, 15 complaints were received from OAG and an Other source. . 11 of these are OAG/Commission complaints

In 2022 we had approximately 10 complaints from the OAG related to Distributed Generation (DG).

<b>OTHER</b>		<b>RESIDENTIAL</b>			<b>COMMERCIAL</b>			<b>INDUSTRIAL</b>			<b>GOVERNMENT</b>		
		<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
III	Complaint Type												
	A. Billing Error	47	46	1	2	2	0	0	0	0	0	0	0
	B. High Bill	13	13	0	0	0	0	0	0	0	0	0	0
	C. Inaccurate Metering	9	9	0	0	0	0	0	0	0	0	0	0
	D. Inadequate Service	113	113	0	7	6	1	1	1	0	1	1	0
	E. Service Ext Interval	5	5	0	2	2	0	0	0	0	0	0	0
	F. Serv Rest Interval	8	7	1	0	0	0	0	0	0	0	0	0
	G. Wrongful Disconnect	3	3	0	1	1	0	0	0	0	0	0	0
	<b>Total Complaints</b>	<b>198</b>	<b>196</b>	<b>2</b>	<b>12</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

\*In 2022, 21 complaints were received from OAG or Commission and a Other source. . 11 of these are OAG/Commission complaints

In 2022 we had approximately 10 complaints from the Other source related to Distributed Generation (DG).

A. The Number of Complaints Received															
Count of Incident ID	Month														
Customer Type	Source	1	2	3	4	5	6	7	8	9	10	11	12	Grand Total	
Commercial	Commission	1	0	4	0	0	1	1	4	3	1	2	0	17	
	Direct Customer Contact	0	0	0	0	0	0	0	0	0	0	0	1	1	
	Informational	0	0	0	0	0	0	0	1	0	0	0	0	1	
	Internal	0	0	0	3	0	0	0	0	1	0	1	2	7	
	OAG	0	0	0	0	0	0	0	1	0	0	0	0	1	
	Officer	0	0	0	0	0	1	0	0	0	0	0	0	1	
	Repeat Customer	0	0	0	0	0	0	1	0	0	0	0	0	1	
	Commission/BBB	0	0	0	0	0	0	0	0	1	0	0	0	1	
	Summons	0	0	0	1	0	0	0	0	0	0	0	0	1	
Commercial Total		1	0	4	4	0	2	2	6	5	1	3	3	31	
Government	Informational	0	0	0	0	0	1	0	0	0	0	0	0	1	
Government Total		0	0	0	0	0	1	0	0	0	0	0	0	1	
Residential	BBB	5	8	2	5	8	9	7	3	5	1	2	3	58	
	Commission	15	13	28	19	24	23	26	40	40	21	25	20	294	
	Commission/Internal	0	1	0	0	0	0	0	0	0	0	0	0	1	
	Commission/OAG	1	0	2	1	1	0	1	1	1	1	1	2	12	
	Direct Customer Contact	0	0	0	0	0	0	2	0	1	2	0	1	6	
	Informational	5	6	1	4	7	2	1	4	2	3	5	6	46	
	Internal	5	4	7	7	5	8	7	15	3	4	3	2	70	
	OAG	4	8	5	9	9	11	12	8	9	8	4	3	90	
	Officer	2	2	1	0	1	0	0	0	0	0	1	0	7	
	Repeat Customer	0	1	0	2	0	0	0	1	0	1	0	1	6	
	Commission/BBB	0	0	0	1	0	0	0	1	0	0	0	1	3	
	Officer/BBB	0	1	0	0	0	0	0	0	0	0	0	0	1	
	OAG/Informational	0	1	0	0	0	0	0	0	0	0	0	0	1	
	OAG/BBB	0	0	1	0	0	0	0	0	0	2	0	0	3	
	Commission/Officer	0	0	0	1	0	0	1	0	0	0	0	0	2	
	Summons	0	0	0	0	0	0	0	0	0	0	0	1	1	
	Media Relations	0	0	0	0	0	0	0	0	1	0	0	0	1	
Residential Total		37	45	47	49	55	53	57	73	62	43	41	40	602	
Industrial	Direct Customer Contact	0	0	0	0	0	0	0	0	0	1	0	0	1	
Industrial Total		0	0	0	0	0	0	0	0	0	1	0	0	1	
Grand Total		38	45	51	53	55	56	59	79	67	45	44	43	635	

Totals

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[illegible]

C. The Number and Percentage of Complaints Resolved upon:													
CustomerType	DTR Status	Month											
		1	2	3	4	5	6	7	8	9	10	11	12
		Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Commercial	Immediate	0	0	0	0	0	1	1	1	0	0	0	0
Commercial	10 Days or Less	1	0	4	3	0	1	0	4	3	1	3	3
Commercial	Greater Than 10 Days	0	0	0	1	0	0	1	1	2	0	0	0
Commercial Total		1	0	4	4	0	2	2	6	5	1	3	3
Industrial	Immediate	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	10 Days or Less	0	0	0	0	0	0	0	0	0	1	0	0
Industrial	Greater Than 10 Days	0	0	0	0	0	0	0	0	0	0	0	0
Industrial Total		0	0	0	0	0	0	0	0	0	1	0	0
Residential	Immediate	5	2	2	6	5	11	6	8	5	4	0	1
Residential	10 Days or Less	31	43	43	42	47	41	49	52	49	38	36	34
Residential	Greater Than 10 Days	1	0	2	1	3	1	1	13	8	1	5	6
Residential Total		37	45	47	49	55	53	56	73	62	43	41	41
Government	Immediate	0	0	0	0	0	0	0	0	0	0	0	0
Government	10 Days or Less	0	0	0	0	0	1	0	0	0	0	0	0
Government	Greater Than 10 Days	0	0	0	0	0	0	0	0	0	0	0	0
Government Total		0	0	0	0	0	1	0	0	0	0	0	0
Grand Total	Immediate	5	2	2	6	5	12	7	9	5	4	0	1
	10 Days or Less	32	43	47	45	47	43	49	56	52	40	39	37
	Greater Than 10 Days	1	0	2	2	3	1	2	14	10	1	5	6
Grand Total		38	45	51	53	55	56	58	79	67	45	44	44
Commercial	Immediate	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Commercial	10 Days or Less	100.0%	0.0%	100.0%	75.0%	0.0%	50.0%	0.0%	66.7%	60.0%	100.0%	100.0%	74.2%
Commercial	Greater Than 10 Days	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	50.0%	16.7%	40.0%	0.0%	0.0%	0.0%
Industrial	Immediate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Industrial	10 Days or Less	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Industrial	Greater Than 10 Days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Residential	Immediate	13.5%	4.4%	4.3%	12.2%	9.1%	20.8%	10.7%	11.0%	8.1%	9.3%	0.0%	2.4%
Residential	10 Days or Less	83.8%	95.6%	91.5%	85.7%	85.5%	77.4%	87.5%	71.2%	79.0%	88.4%	87.8%	82.9%
Residential	Greater Than 10 Days	2.7%	0.0%	4.3%	2.0%	5.5%	1.9%	1.8%	17.8%	12.9%	2.3%	12.2%	14.6%
Government	Immediate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government	10 Days or Less	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government	Greater Than 10 Days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Grand Total	Immediate	13.2%	4.4%	3.9%	11.3%	9.1%	21.4%	12.1%	11.4%	7.5%	8.9%	0.0%	2.3%
	10 Days or Less	84.2%	95.6%	92.2%	84.9%	85.5%	76.8%	84.5%	70.9%	77.6%	88.9%	88.6%	84.1%
	Greater Than 10 Days	2.6%	0.0%	3.9%	3.8%	5.5%	1.8%	3.4%	17.7%	14.9%	2.2%	11.4%	13.6%
D. The Number and Percentage of Complaints Resolved by taking the following actions:													
CustomerType	MN_Action	Month											
		Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Commercial	Action not in Control of Utility	0	0	0	0	0	0	1	1	0	0	1	0
Commercial	Refuse Action Cust Requested	0	0	0	1	0	0	0	0	2	0	0	0
Commercial	Take Action Cust and Utility Agree Upon	0	0	3	3	0	2	1	4	3	1	0	2
Commercial	Take Action Cust Request	1	0	1	0	0	0	0	0	0	0	1	1
Commercial Total		1	0	4	4	0	2	2	5	5	1	2	3
Industrial	Action not in Control of Utility	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	Refuse Action Cust Requested	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	Take Action Cust and Utility Agree Upon	0	0	0	0	0	0	0	0	0	0	0	0
Industrial	Take Action Cust Request	0	0	0	0	0	0	0	0	0	1	0	0
Industrial Total		0	0	0	0	0	0	0	0	0	1	0	0
Residential	Action not in Control of Utility	9	13	3	4	11	7	8	13	11	7	8	6
Residential	Refuse Action Cust Requested	6	4	4	7	5	9	7	8	4	4	2	6
Residential	Take Action Cust and Utility Agree Upon	10	12	17	27	21	20	16	28	24	18	23	20
Residential	Take Action Cust Request	12	16	23	11	18	17	26	23	23	13	8	8
Residential Total		37	45	47	49	55	53	57	72	62	42	41	40
Government	Action not in Control of Utility	0	0	0	0	0	1	0	0	0	0	0	0
Government	Refuse Action Cust Requested	0	0	0	0	0	0	0	0	0	0	0	0
Government	Take Action Cust and Utility Agree Upon	0	0	0	0	0	0	0	0	0	0	0	0
Government	Take Action Cust Request	0	0	0	0	0	0	0	0	0	0	0	0
Government Total		0	0	0	0	0	1	0	0	0	0	0	0
Grand Total	Action not in Control of Utility	9	13	3	4	11	8	9	14	11	7	9	6
	Refuse Action Cust Requested	6	4	4	8	5	9	7	8	6	4	2	6
	Take Action Cust and Utility Agree Upon	10	12	20	30	21	22	17	32	27	19	23	22
	Take Action Cust Request	13	16	24	11	18	17	26	23	23	14	9	9
Grand Total		38	45	51	53	55	56	59	77	67	44	43	43
CustomerType	MN_Action	Month											
		Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Commercial	Action not in Control of Utility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	20.0%	0.0%	0.0%	50.0%	0.0%
Commercial	Refuse Action Cust Requested	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%
Commercial	Take Action Cust and Utility Agree Upon	0.0%	0.0%	75.0%	75.0%	0.0%	100.0%	50.0%	80.0%	60.0%	100.0%	0.0%	66.7%
Commercial	Take Action Cust Request	100.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	33.3%
Industrial	Action not in Control of Utility	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Industrial	Refuse Action Cust Requested	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Industrial	Take Action Cust and Utility Agree Upon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Industrial	Take Action Cust Request	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Residential	Action not in Control of Utility	24.3%	28.9%	6.4%	8.2%	20.0%	13.2%	14.0%	18.1%	17.7%	16.7%	19.5%	15.0%
Residential	Refuse Action Cust Requested	16.2%	8.9%	8.5%	14.3%	9.1%	17.0%	12.3%	11.1%	6.5%	9.5%	4.9%	15.0%

Residential	Take Action Cust and Utility Agree Upon	27.0%	26.7%	36.2%	55.1%	38.2%	37.7%	28.1%	38.9%	38.7%	42.9%	56.1%	50.0%	39.3%
Residential	Take Action Cust Request	32.4%	35.6%	48.9%	22.4%	32.7%	32.1%	45.6%	31.9%	37.1%	31.0%	19.5%	20.0%	33.0%
Government	Action not in Control of Utility	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Government	Refuse Action Cust Requested	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government	Take Action Cust and Utility Agree Upon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government	Take Action Cust Request	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	Action not in Control of Utility	23.7%	28.9%	5.9%	7.5%	20.0%	14.3%	15.3%	18.2%	16.4%	15.9%	20.9%	14.0%	16.5%
	Refuse Action Cust Requested	15.8%	8.9%	7.8%	15.1%	9.1%	16.1%	11.9%	10.4%	9.0%	9.1%	4.7%	14.0%	10.9%
	Take Action Cust and Utility Agree Upon	26.3%	26.7%	39.2%	56.6%	38.2%	39.3%	28.8%	41.6%	40.3%	43.2%	53.5%	51.2%	40.4%
	Take Action Cust Request	34.2%	35.6%	47.1%	20.8%	32.7%	30.4%	44.1%	29.9%	34.3%	31.8%	20.9%	20.9%	32.2%

<b>E. The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action</b>															
Commission		Commission													
Count of Incident ID		Month													
Customer Type	Source	1	2	3	4	5	6	7	8	9	10	11	12	Grand Total	
<b>Commercial</b>	Commission	1	0	4	0	0	1	1	4	3	1	2	0	17	
	Commission/BBB	0	0	0	0	0	0	0	0	1	0	0	0	1	
<b>Commercial Total</b>		<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>18</b>	
<b>Residential</b>	Commission	15	13	28	19	24	23	26	40	40	21	25	20	294	
	Commission/Internal	0	1	0	0	0	0	0	0	0	0	0	0	1	
	Commission/OAG	1	0	2	1	1	0	1	1	1	1	1	2	12	
	Commission/BBB	0	0	0	1	0	0	0	1	0	0	0	1	3	
	Commission/Officer	0	0	0	1	0	0	1	0	0	0	0	0	2	
<b>Residential Total</b>		<b>16</b>	<b>14</b>	<b>30</b>	<b>22</b>	<b>25</b>	<b>23</b>	<b>28</b>	<b>42</b>	<b>41</b>	<b>22</b>	<b>26</b>	<b>23</b>	<b>312</b>	
<b>Grand Total</b>		<b>17</b>	<b>14</b>	<b>34</b>	<b>22</b>	<b>25</b>	<b>24</b>	<b>29</b>	<b>46</b>	<b>45</b>	<b>23</b>	<b>28</b>	<b>23</b>	<b>330</b>	

**Customer Complaint Report  
JANUARY, 2022**

						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	400	1	3	0	404	54.37%	399	5	0
Inaccurate Metering	22	0	11	0	33	4.44%	33	0	0
Wrongful Disconnect	28	0	0	0	28	3.77%	28	0	0
High Bill*	95	1	2	0	98	13.19%	98	0	0
Inadequate Service	174	1	0	0	175	23.55%	175	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	5	0	0	0	5	0.67%	5	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	724	3	16	0	743		738	5	0
Total Commercial Percentage	97.44%	0.40%	2.15%	0.00%					
<b>Industrial</b>									
Billing errors	91	0	0	0	91	71.65%	89	2	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	5	0	0	0	5	3.94%	5	0	0
High Bill*	3	0	0	0	3	2.36%	3	0	0
Inadequate Service	26	0	0	0	26	20.47%	26	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	1.57%	2	0	0
Total Industrial	127	0	0	0	127		125	2	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
<b>Residential</b>									
Billing errors	432	4	12	2	450	31.34%	449	1	0
Inaccurate Metering	24	0	25	0	49	3.41%	49	0	0
Wrongful Disconnect	39	0	1	0	40	2.79%	40	0	0
High Bill*	12	1	0	1	14	0.97%	14	0	0
Inadequate Service	807	5	38	3	853	59.40%	853	0	0
Service Extension	3	0	0	0	3	0.21%	3	0	0
Service Restoration	22	0	2	0	24	1.67%	24	0	0
MR-Special Call Cntr	1	0	0	0	1	0.07%	0	1	0
Complaint	1	0	1	0	2	0.14%	0	2	0
Total Residential	1,341	10	79	6	1,436		1,432	4	0
Total Residential Percentage	93.38%	0.70%	5.50%	0.42%					
<b>Total State of Minnesota</b>	<b>2,192</b>	<b>13</b>	<b>95</b>	<b>6</b>	<b>2,306</b>		<b>2,295</b>	<b>11</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>95.06%</b>	<b>0.56%</b>	<b>4.12%</b>	<b>0.26%</b>					

\* Includes all decoupling calls, complaints of which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
FEBRUARY, 2022**

						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	357	0	1	0	358	57.01%	355	3	0
Inaccurate Metering	3	0	4	0	7	1.11%	7	0	0
Wrongful Disconnect	39	0	0	0	39	6.21%	39	0	0
High Bill*	109	1	0	0	110	17.52%	108	2	0
Inadequate Service	110	0	2	0	112	17.83%	112	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	0.32%	2	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	620	1	7	0	628		623	5	0
Total Commercial Percentage	98.73%	0.16%	1.11%	0.00%					
<b>Industrial</b>									
Billing errors	76	0	0	0	76	58.46%	73	3	0
Inaccurate Metering	0	0	1	0	1	0.77%	1	0	0
Wrongful Disconnect	12	0	0	0	12	9.23%	12	0	0
High Bill*	5	0	0	0	5	3.85%	5	0	0
Inadequate Service	35	0	0	0	35	26.92%	35	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.77%	1	0	0
Total Industrial	129	0	1	0	130		127	3	0
Total Industrial Percentage	99.23%	0.00%	0.77%	0.00%					
<b>Residential</b>									
Billing errors	300	2	4	1	307	27.14%	307	0	0
Inaccurate Metering	10	0	2	0	12	1.06%	12	0	0
Wrongful Disconnect	44	1	0	1	46	4.07%	46	0	0
High Bill*	6	2	0	1	9	0.80%	9	0	0
Inadequate Service	705	8	37	1	751	66.40%	749	2	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	0.53%	6	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	1,071	13	43	4	1,131		1,129	2	0
Total Residential Percentage	94.69%	1.15%	3.80%	0.35%					
<b>Total State of Minnesota</b>	<b>1,820</b>	<b>14</b>	<b>51</b>	<b>4</b>	<b>1,889</b>		<b>1,879</b>	<b>10</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>96.35%</b>	<b>0.74%</b>	<b>2.70%</b>	<b>0.21%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
MARCH, 2022**

							Turnaround Days for Closing a Complaint Longer		
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	than 10 days
<b>Commercial</b>									
Billing errors	460	0	2	0	462	60.87%	452	9	1
Inaccurate Metering	18	0	23	0	41	5.40%	41	0	0
Wrongful Disconnect	37	2	0	0	39	5.14%	39	4	0
High Bill*	72	0	0	0	72	9.49%	68	1	0
Inadequate Service	139	1	1	0	141	18.58%	140	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	0	0	4	0.53%	4	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	730	3	26	0	759		744	14	1
Total Commercial Percentage	96.18%	0.40%	3.43%	0.00%					
<b>Industrial</b>									
Billing errors	118	0	0	0	118	67.05%	117	1	0
Inaccurate Metering	6	0	2	0	8	4.55%	8	0	0
Wrongful Disconnect	9	0	0	0	9	5.11%	9	0	0
High Bill*	5	0	0	0	5	2.84%	5	0	0
Inadequate Service	36	0	0	0	36	20.45%	36	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	0	0	0	0	0	0.00%	0	0	0
Total Industrial	174	0	2	0	176		175	1	0
Total Industrial Percentage	98.86%	0.00%	1.14%	0.00%					
<b>Residential</b>									
Billing errors	359	1	11	0	371	29.66%	369	2	0
Inaccurate Metering	48	0	49	0	97	7.75%	95	1	1
Wrongful Disconnect	46	0	0	0	46	3.68%	46	0	0
High Bill*	7	0	1	0	8	0.64%	8	0	0
Inadequate Service	661	16	33	0	710	56.75%	709	1	0
Service Extension	1	0	0	0	1	0.08%	1	0	0
Service Restoration	18	0	0	0	18	1.44%	18	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	1,140	17	94	0	1,251		1,246	4	1
Total Residential Percentage	91.13%	1.36%	7.51%	0.00%					
<b>Total State of Minnesota</b>	<b>2,044</b>	<b>20</b>	<b>122</b>	<b>0</b>	<b>2,186</b>		<b>53,064</b>	<b>19</b>	<b>2</b>
<b>Total ST of MN Percentage</b>	<b>93.50%</b>	<b>0.91%</b>	<b>5.58%</b>	<b>0.00%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
APRIL, 2022**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	376	0	1	1	378	64.95%	375	3	0
Inaccurate Metering	4	0	8	0	12	2.06%	12	0	0
Wrongful Disconnect	25	0	0	0	25	4.30%	25	0	0
High Bill*	31	0	0	0	31	5.33%	31	0	0
Inadequate Service	130	1	0	0	131	22.51%	130	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	5	0	0	0	5	0.86%	5	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	571	1	9	1	582		578	4	0
Total Commercial Percentage	98.11%	0.17%	1.55%	0.17%					
<b>Industrial</b>									
Billing errors	111	0	0	0	111	71.15%	111	0	0
Inaccurate Metering	3	0	2	0	5	3.21%	5	0	0
Wrongful Disconnect	2	0	0	0	2	1.28%	2	0	0
High Bill*	1	0	0	0	1	0.64%	1	0	0
Inadequate Service	37	0	0	0	37	23.72%	37	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	0	0	0	0	0	0.00%	0	0	0
Total Industrial	154	0	2	0	156		156	0	0
Total Industrial Percentage	98.72%	0.00%	1.28%	0.00%					
<b>Residential</b>									
Billing errors	508	0	12	1	521	39.77%	521	0	0
Inaccurate Metering	16	0	18	0	34	2.60%	34	0	0
Wrongful Disconnect	66	0	0	0	66	5.04%	66	0	0
High Bill*	2	0	1	0	3	0.23%	3	0	0
Inadequate Service	588	15	55	2	660	50.38%	659	1	0
Service Extension	0	0	1	0	1	0.08%	1	0	0
Service Restoration	23	0	1	0	24	1.83%	24	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	1	0	0	0	1	0.08%	1	0	0
Total Residential	1,204	15	88	3	1,310		1,309	1	0
Total Residential Percentage	91.91%	1.15%	6.72%	0.23%					
<b>Total State of Minnesota</b>	<b>1,929</b>	<b>16</b>	<b>99</b>	<b>4</b>	<b>2,048</b>		<b>2,043</b>	<b>5</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>94.19%</b>	<b>0.78%</b>	<b>4.83%</b>	<b>0.20%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
MAY, 2022**

**Turnaround Days for  
Closing a Complaint  
Longer**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	than 10 days
<b>Commercial</b>									
Billing errors	362	1	6	0	369	65.89%	368	1	0
Inaccurate Metering	14	0	15	0	29	5.18%	29	0	0
Wrongful Disconnect	13	0	1	0	14	2.50%	14	0	0
High Bill*	20	0	0	0	20	3.57%	20	0	0
Inadequate Service	119	0	0	1	120	21.43%	120	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	7	0	1	0	8	1.43%	8	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	535	1	23	1	560		559	1	0
Total Commercial Percentage	95.54%	0.18%	4.11%	0.18%					
<b>Industrial</b>									
Billing errors	101	0	1	0	102	69.86%	101	1	0
Inaccurate Metering	0	0	1	0	1	0.68%	0	1	0
Wrongful Disconnect	5	0	0	0	5	3.42%	5	0	0
High Bill*	2	0	0	0	2	1.37%	2	0	0
Inadequate Service	31	1	0	0	32	21.92%	32	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	0	0	4	2.74%	4	0	0
Total Industrial	143	1	2	0	146		144	2	0
Total Industrial Percentage	97.95%	0.68%	1.37%	0.00%					
<b>Residential</b>									
Billing errors	336	1	5	0	342	28.79%	340	2	0
Inaccurate Metering	13	0	11	1	25	2.10%	25	0	0
Wrongful Disconnect	115	5	3	2	125	10.52%	125	0	0
High Bill*	2	0	0	0	2	0.17%	2	0	0
Inadequate Service	589	10	57	1	657	55.30%	657	0	0
Service Extension	0	0	1	0	1	0.08%	1	0	0
Service Restoration	31	1	3	0	35	2.95%	35	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	1	0	0	0	1	0.08%	0	0	1
Total Residential	1,087	17	80	4	1,188		1,185	2	1
Total Residential Percentage	91.50%	1.43%	6.73%	0.34%					
<b>Total State of Minnesota</b>	<b>1,765</b>	<b>19</b>	<b>105</b>	<b>5</b>	<b>1,894</b>		<b>1,888</b>	<b>5</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>93.19%</b>	<b>1.00%</b>	<b>5.54%</b>	<b>0.26%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
JUNE, 2022**

						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	370	0	1	0	371	70.00%	366	4	1
Inaccurate Metering	20	0	17	0	37	6.98%	36	1	0
Wrongful Disconnect	10	0	0	0	10	1.89%	10	0	0
High Bill*	12	0	0	0	12	2.26%	11	1	0
Inadequate Service	88	0	3	1	92	17.36%	89	3	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	7	0	1	0	8	1.51%	7	1	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	507	0	22	1	530		519	10	1
Total Commercial Percentage	95.66%	0.00%	4.15%	0.19%					
<b>Industrial</b>									
Billing errors	121	0	0	0	121	75.63%	120	1	0
Inaccurate Metering	4	0	0	0	4	2.50%	4	0	0
Wrongful Disconnect	2	0	0	0	2	1.25%	2	0	0
High Bill*	3	0	0	0	3	1.88%	3	0	0
Inadequate Service	29	0	0	0	29	18.13%	29	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.63%	1	0	0
Total Industrial	160	0	0	0	160		159	1	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
<b>Residential</b>									
Billing errors	328	3	14	1	346	32.40%	345	1	0
Inaccurate Metering	19	1	16	0	36	3.37%	35	1	0
Wrongful Disconnect	81	2	1	0	84	7.87%	84	0	0
High Bill*	2	0	0	0	2	0.19%	2	0	0
Inadequate Service	491	7	55	0	553	51.78%	553	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	30	6	5	0	41	3.84%	41	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	4	0	2	0	6	0.56%	2	4	0
Total Residential	955	19	93	1	1,068		1,062	6	0
Total Residential Percentage	89.42%	1.78%	8.71%	0.09%					
<b>Total State of Minnesota</b>	<b>1,622</b>	<b>19</b>	<b>115</b>	<b>2</b>	<b>1,758</b>		<b>1,740</b>	<b>17</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>92.26%</b>	<b>1.08%</b>	<b>6.54%</b>	<b>0.11%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
JULY, 2022**

							Turnaround Days for Closing a Complaint		
							Initial	within	Longer
	Agree	Compromise	Demonstrate	Refuse	Total	%	Inquiry	10 days	than 10 days
<b>Commercial</b>									
Billing errors	386	0	1	0	387	72.47%	370	8	9
Inaccurate Metering	14	0	9	0	23	4.31%	23	0	0
Wrongful Disconnect	8	0	0	0	8	1.50%	8	0	0
High Bill*	40	0	0	0	40	7.49%	40	0	0
Inadequate Service	73	0	0	0	73	13.67%	71	2	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	3	0	0	0	3	0.56%	3	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	524	0	10	0	534		515	10	9
Total Commercial Percentage	98.13%	0.00%	1.87%	0.00%					
<b>Industrial</b>									
Billing errors	120	0	0	0	120	71.43%	116	3	1
Inaccurate Metering	0	0	2	0	2	1.19%	2	0	0
Wrongful Disconnect	3	0	0	0	3	1.79%	3	0	0
High Bill*	7	0	0	0	7	4.17%	7	0	0
Inadequate Service	30	0	0	0	30	17.86%	30	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	3.57%	6	0	0
Total Industrial	166	0	2	0	168		164	3	1
Total Industrial Percentage	98.81%	0.00%	1.19%	0.00%					
<b>Residential</b>									
Billing errors	342	8	8	1	359	34.85%	358	1	0
Inaccurate Metering	28	0	23	0	51	4.95%	51	0	0
Wrongful Disconnect	64	0	6	0	70	6.80%	70	0	0
High Bill*	8	1	0	0	9	0.87%	9	0	0
Inadequate Service	464	5	40	0	509	49.42%	508	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	22	5	2	0	29	2.82%	29	0	0
MR-Special Call Cntr	2	0	0	0	2	0.19%	0	2	0
Complaint	1	0	0	0	1	0.10%	0	1	0
Total Residential	931	19	79	1	1,030		1,025	5	0
Total Residential Percentage	90.39%	1.84%	7.67%	0.10%					
<b>Total State of Minnesota</b>	<b>1,621</b>	<b>19</b>	<b>91</b>	<b>1</b>	<b>1,732</b>		<b>1,704</b>	<b>18</b>	<b>10</b>
<b>Total ST of MN Percentage</b>	<b>93.59%</b>	<b>1.10%</b>	<b>5.25%</b>	<b>0.06%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
AUGUST, 2022**

						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	326	0	1	0	327	60.78%	327	0	0
Inaccurate Metering	18	0	23	0	41	7.62%	41	0	0
Wrongful Disconnect	19	1	0	0	20	3.72%	20	0	0
High Bill*	39	1	0	0	40	7.43%	40	0	0
Inadequate Service	92	0	3	0	95	17.66%	95	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	14	0	0	0	14	2.60%	14	0	0
Complaint	1	0	0	0	1	0.19%	0	1	0
Total Commercial	509	2	27	0	538		537	1	0
Total Commercial Percentage	94.61%	0.37%	5.02%	0.00%					
<b>Industrial</b>									
Billing errors	101	0	0	0	101	78.91%	100	1	0
Inaccurate Metering	6	0	1	0	7	5.47%	7	0	0
Wrongful Disconnect	1	0	0	0	1	0.78%	1	0	0
High Bill*	2	0	0	0	2	1.56%	2	0	0
Inadequate Service	13	0	2	0	15	11.72%	15	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	2	0	0	0	2	1.56%	2	0	0
Total Industrial	125	0	3	0	128		127	1	0
Total Industrial Percentage	97.66%	0.00%	2.34%	0.00%					
<b>Residential</b>									
Billing errors	362	6	8	3	379	29.75%	377	2	0
Inaccurate Metering	37	0	48	0	85	6.67%	85	0	0
Wrongful Disconnect	65	0	1	0	66	5.18%	66	0	0
High Bill*	9	0	0	0	9	0.71%	9	0	0
Inadequate Service	647	12	25	2	686	53.85%	685	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	28	4	4	0	36	2.83%	36	0	0
MR-Special Call Cntr	8	0	0	1	9	0.71%	1	8	0
Complaint	4	0	0	0	4	0.31%	1	3	0
Total Residential	1,160	22	86	6	1,274		1,260	14	0
Total Residential Percentage	91.05%	1.73%	6.75%	0.47%					
<b>Total State of Minnesota</b>	<b>1,794</b>	<b>24</b>	<b>116</b>	<b>6</b>	<b>1,940</b>		<b>1,924</b>	<b>16</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>92.47%</b>	<b>1.24%</b>	<b>5.98%</b>	<b>0.31%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
SEPTEMBER, 2022**

						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	280	5	1	0	286	65.90%	283	2	1
Inaccurate Metering	14	0	2	0	16	3.69%	16	0	0
Wrongful Disconnect	12	0	0	0	12	2.76%	12	0	0
High Bill*	28	0	0	0	28	6.45%	28	0	0
Inadequate Service	82	1	0	0	83	19.12%	83	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	9	0	0	0	9	2.07%	9	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	425	6	3	0	434		431	2	1
Total Commercial Percentage	97.93%	1.38%	0.69%	0.00%					
<b>Industrial</b>									
Billing errors	95	0	0	0	95	75.40%	95	0	0
Inaccurate Metering	3	0	1	0	4	3.17%	4	0	0
Wrongful Disconnect	1	0	0	0	1	0.79%	1	0	0
High Bill*	2	0	0	0	2	1.59%	2	0	0
Inadequate Service	24	0	0	0	24	19.05%	24	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	0	0	0	0	0	0.00%	0	0	0
Total Industrial	125	0	1	0	126		126	0	0
Total Industrial Percentage	99.21%	0.00%	0.79%	0.00%					
<b>Residential</b>									
Billing errors	311	1	8	3	323	31.98%	322	1	0
Inaccurate Metering	23	0	14	1	38	3.76%	38	0	0
Wrongful Disconnect	63	2	1	0	66	6.53%	66	0	0
High Bill*	3	0	1	0	4	0.40%	4	0	0
Inadequate Service	529	8	34	1	572	56.63%	572	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	3	0	1	0	4	0.40%	4	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	3	0	0	0	3	0.30%	0	3	0
Total Residential	935	11	59	5	1,010		1,006	4	0
Total Residential Percentage	92.57%	1.09%	5.84%	0.50%					
<b>Total State of Minnesota</b>	<b>1,485</b>	<b>17</b>	<b>63</b>	<b>5</b>	<b>1,570</b>		<b>1,563</b>	<b>6</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>94.59%</b>	<b>1.08%</b>	<b>4.01%</b>	<b>0.32%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
OCTOBER, 2022**

						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	331	2	0	1	334	66.40%	330	4	0
Inaccurate Metering	12	0	3	0	15	2.98%	15	0	0
Wrongful Disconnect	19	0	1	0	20	3.98%	20	0	0
High Bill*	17	1	0	0	18	3.58%	18	0	0
Inadequate Service	107	1	2	0	110	21.87%	110	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	1.19%	6	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	492	4	6	1	503		499	4	0
Total Commercial Percentage	97.81%	0.80%	1.19%	0.20%					
<b>Industrial</b>									
Billing errors	83	0	0	0	83	65.35%	82	1	0
Inaccurate Metering	1	0	1	0	2	1.57%	2	0	0
Wrongful Disconnect	6	0	0	0	6	4.72%	6	0	0
High Bill*	3	0	0	0	3	2.36%	3	0	0
Inadequate Service	32	0	0	0	32	25.20%	32	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.79%	1	0	0
Total Industrial	126	0	1	0	127		126	1	0
Total Industrial Percentage	99.21%	0.00%	0.79%	0.00%					
<b>Residential</b>									
Billing errors	249	4	4	3	260	23.11%	259	1	0
Inaccurate Metering	35	0	19	0	54	4.80%	53	1	0
Wrongful Disconnect	38	0	0	0	38	3.38%	38	0	0
High Bill*	5	1	1	0	7	0.62%	7	0	0
Inadequate Service	720	11	13	2	746	66.31%	744	2	0
Service Extension	0	0	1	0	1	0.09%	1	0	0
Service Restoration	12	0	2	0	14	1.24%	14	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	5	0	0	0	5	0.44%	0	4	1
		0							
Total Residential	1,064	16	40	5	1,125		1,116	8	1
Total Residential Percentage	94.58%	1.42%	3.56%	0.44%					
<b>Total State of Minnesota</b>	<b>1,682</b>	<b>20</b>	<b>47</b>	<b>6</b>	<b>1,755</b>		<b>1,741</b>	<b>13</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>95.84%</b>	<b>1.14%</b>	<b>2.68%</b>	<b>0.34%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
NOVEMBER, 2022**

						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	374	4	1	0	379	70.45%	376	3	0
Inaccurate Metering	18	0	4	0	22	4.09%	22	0	0
Wrongful Disconnect	14	1	0	0	15	2.79%	15	0	0
High Bill*	15	2	0	0	17	3.16%	17	0	0
Inadequate Service	99	0	0	0	99	18.40%	99	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	6	0	0	0	6	1.12%	6	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	526	7	5	0	538		535	3	0
Total Commercial Percentage	97.77%	1.30%	0.93%	0.00%					
<b>Industrial</b>									
Billing errors	101	1	0	0	102	78.46%	100	1	1
Inaccurate Metering	1	0	0	0	1	0.77%	1	0	0
Wrongful Disconnect	4	0	0	0	4	3.08%	4	0	0
High Bill*	3	0	0	0	3	2.31%	3	0	0
Inadequate Service	18	0	0	0	18	13.85%	18	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	1	0	0	2	1.54%	2	0	
Total Industrial	128	2	0	0	130		128	1	1
Total Industrial Percentage	98.46%	1.54%	0.00%	0.00%					
<b>Residential</b>									
Billing errors	239	6	6	2	253	20.69%	253	0	0
Inaccurate Metering	35	0	30	0	65	5.31%	65	0	0
Wrongful Disconnect	47	0	0	0	47	3.84%	47	0	0
High Bill*	1	0	0	0	1	0.08%	1	0	0
Inadequate Service	810	10	23	0	843	68.93%	842	0	1
Service Extension	1	0	0	0	1	0.08%	1	0	0
Service Restoration	7	0	2	1	10	0.82%	10	0	0
MR-Special Call Cntr	2	0	0	0	2	0.16%	2	0	0
Complaint	1	0	0	0	1	0.08%	0	1	0
Total Residential	1,143	16	61	3	1,223		1,221	1	1
Total Residential Percentage	93.46%	1.31%	4.99%	0.25%					
<b>Total State of Minnesota</b>	<b>1,797</b>	<b>25</b>	<b>66</b>	<b>3</b>	<b>1,891</b>		<b>1,884</b>	<b>5</b>	<b>2</b>
<b>Total ST of MN Percentage</b>	<b>95.03%</b>	<b>1.32%</b>	<b>3.49%</b>	<b>0.16%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

**Customer Complaint Report  
DECEMBER, 2022**

**Turnaround Days for  
Closing a Complaint  
Longer**

	<b>Agree</b>	<b>Compromise</b>	<b>Demonstrate</b>	<b>Refuse</b>	<b>Total</b>	<b>%</b>	<b>Initial Inquiry</b>	<b>within 10 days</b>	<b>than 10 days</b>
<b>Commercial</b>									
Billing errors	421	6	2	1	430	77.62%	429	1	0
Inaccurate Metering	9	0	0	0	9	1.62%	9	0	0
Wrongful Disconnect	10	0	0	0	10	1.81%	10	0	0
High Bill*	13	0	0	0	13	2.35%	13	0	0
Inadequate Service	87	1	0	0	88	15.88%	88	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	4	0	0	0	4	0.72%	4	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Commercial	544	7	2	1	554		553	1	0
Total Commercial Percentage	98.19%	1.26%	0.36%	0.18%					
<b>Industrial</b>									
Billing errors	91	0	0	0	91	79.82%	91	0	0
Inaccurate Metering	1	0	0	0	1	0.88%	1	0	0
Wrongful Disconnect	4	0	0	0	4	3.51%	4	0	0
High Bill*	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	17	0	0	0	17	14.91%	17	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	1	0	0	0	1	0.88%	1	0	0
Total Industrial	114	0	0	0	114		114	0	0
Total Industrial Percentage	100.00%	0.00%	0.00%	0.00%					
<b>Residential</b>									
Billing errors	210	4	8	2	224	19.39%	223	1	0
Inaccurate Metering	23	0	0	0	23	1.99%	23	0	0
Wrongful Disconnect	32	0	0	0	32	2.77%	32	0	0
High Bill*	1	0	0	1	2	0.17%	2	0	0
Inadequate Service	820	14	24	5	863	74.72%	862	1	0
Service Extension	1	0	0	0	1	0.09%	1	0	0
Service Restoration	9	0	1	0	10	0.87%	10	0	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	1,096	18	33	8	1,155		1,153	2	0
Total Residential Percentage	94.89%	1.56%	2.86%	0.69%					
<b>Total State of Minnesota</b>	<b>1,754</b>	<b>25</b>	<b>35</b>	<b>9</b>	<b>1,823</b>		<b>1,820</b>	<b>3</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>96.22%</b>	<b>1.37%</b>	<b>1.92%</b>	<b>0.49%</b>					

\* Includes Decoupling Complaints which are reported annually in separate filing on February 1st.

Xcel Energy  
Service Quality Report 2022  
Emergency Calls Average Speed of Answer

Docket No. G002/M-23-77  
Attachment F  
Page 1 of 1

**All Natural Gas Emergency Calls\***

	January	February	March	April	May	June	July	August	September	October	November	December	2022 Average
<b>Average Speed of Answer (in Seconds)</b>	6	4	4	6	9	11	12	10	9	7	5	6	7
<b>Agent Offered Call Volume</b>	3,198	2,633	2,553	2,550	3,297	3,419	3,158	3,428	3,287	3,768	3,024	3,042	37,357

**Natural Gas Emergency Line Only (1-800-895-2999)**

	January	February	March	April	May	June	July	August	September	October	November	December	2022 Average
<b>Average Speed of Answer (in Seconds)</b>	12	8	7	10	13	16	17	14	12	10	9	9	11
<b>Agent Offered Call Volume</b>	544	401	461	359	454	438	410	487	532	840	583	686	6,195

\*Phone numbers included here are our general phone customer service line (1-800-895-4999), our Business Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999)

JANUARY

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	11	41	4	308	28	10	91%	1	9%
ECO	CO CHECK/ALARM	128	472	4	3,232	27	125	97%	3	2%
EFI	GAS FIRE	21	77	4	571	29	20	95%	1	5
EIR	ICE REGULATOR	1	4	4	33	33	1	100%	0	0
EOI	SMELLS GAS INSIDE	566	2,089	4	15,770	29	533	94%	33	6
EOO	SMELLS GAS OUTSIDE	322	1,188	4	9,322	31	309	96%	13	4
EPR	HIGH / LOW PRESSURE	88	325	4	2,574	32	81	92%	7	8
ETX	CO EMERGENCY	24	89	4	659	30	23	96%	1	4
NOGAS	CUSTOMER REPORTS NO GAS	102	376	4	3,009	31	96	94%	6	6
All Gas Emergency Calls for January 2022		1,263	4,660.47	3.69	35,478.59	28.09	1,198	95%	65	5%

FEBRUARY

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	9	33.66	3.74	250.56	27.84	9	100%	0	0%
ECO	CO CHECK/ALARM	96	359.04	3.74	2,788.44	29.05	91	94%	5	5%
EFI	GAS FIRE	24	89.76	3.74	531.31	22.14	23	96%	1	4%
EIR	ICE REGULATOR	5	18.70	3.74	179.40	35.88	4	80%	1	20%
EOI	SMELLS GAS INSIDE	466	1,742.84	3.74	13,322.47	28.59	454	97%	12	3%
EOO	SMELLS GAS OUTSIDE	254	949.96	3.74	7,401.03	29.14	246	96%	8	3%
EPR	HIGH / LOW PRESSURE	53	198.22	3.74	1,541.30	29.08	52	98%	1	2%
ETX	CO EMERGENCY	23	86.02	3.74	601.51	26.15	23	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	58	216.92	3.74	1,742.80	30.05	56	97%	2	3%
All Gas Emergency Calls for February 2022		988	3,695	3.74	28,358.82	28.70	958	97%	30	3%

MARCH

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	15	51.75	3.45	330.84	22.06	15	100%	0	0%
ECO	CO CHECK/ALARM	91	313.95	3.45	2,321.17	25.51	88	96%	3	3%
EFI	GAS FIRE	19	65.55	3.45	466.59	24.56	18	94%	1	5%
EOI	SMELLS GAS INSIDE	428	1,476.60	3.45	11,292.54	26.38	423	98%	5	1%
EOO	SMELLS GAS OUTSIDE	210	724.50	3.45	5,862.27	27.92	204	97%	6	3%
EPR	HIGH / LOW PRESSURE	40	138.00	3.45	1,220.30	30.51	38	95%	2	5%
ETX	CO EMERGENCY	22	75.90	3.45	531.70	24.17	22	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	46	158.70	3.45	1,257.88	27.35	42	91%	4	9%
All Gas Emergency Calls for March 2022		871	3,005	3.45	23,283.29	26.73	850	98%	21	2%

APRIL

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	26	99.58	3.83	689.88	26.53	25	96%	1	3%
ECO	CO CHECK/ALARM	81	310.23	3.83	2,248.10	27.75	80	98%	1	1%
EFI	GAS FIRE	19	72.77	3.83	456.47	24.02	19	100%	0	0%
EIR	ICE REGULATOR	1	3.83	3.83	30.13	30.13	1	100%	0	0%
EOI	SMELLS GAS INSIDE	416	1,593.28	3.83	10,946.34	26.31	410	99%	6	1%
EOO	SMELLS GAS OUTSIDE	193	739.19	3.83	5,533.46	28.67	187	97%	6	3%
EPR	HIGH / LOW PRESSURE	16	61.28	3.83	425.48	26.59	16	100%	0	0%
ETX	CO EMERGENCY	19	72.77	3.83	558.86	29.41	19	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	19	72.77	3.83	545.76	28.72	19	100%	0	0%
All Gas Emergency Calls for April 2022		790	3,026	3.83	21,434.48	27.13	776	98%	14	2%

MAY

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	44	181.72	4.13	1,246.70	28.33	42	95%	2	5%
ECO	CO CHECK/ALARM	82	338.66	4.13	2,139.42	26.09	82	100%	0	0%
EFI	GAS FIRE	17	70.21	4.13	414.51	24.38	17	100%	0	0%
EOI	SMELLS GAS INSIDE	481	1,986.53	4.13	14,355.07	29.84	463	96%	18	4%
EOO	SMELLS GAS OUTSIDE	240	991.20	4.13	7,117.46	29.66	234	97%	6	2%
EPR	HIGH / LOW PRESSURE	23	94.99	4.13	633.58	27.55	23	100%	0	0%
ETX	CO EMERGENCY	13	53.69	4.13	371.29	28.56	13	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	68	280.84	4.13	1,733.01	25.49	67	99%	1	1%
All Gas Emergency Calls for May 2022		968	3,998	4.13	28,011.04	28.94	941	97%	27	3%

JUNE

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	45	196.20	4.36	1,133.27	25.18	45	100%	0	0%
ECO	CO CHECK/ALARM	102	444.72	4.36	2,786.40	27.32	101	99%	1	1%
EFI	GAS FIRE	26	113.36	4.36	631.10	24.27	25	96%	1	3%
EOI	SMELLS GAS INSIDE	459	2,001.24	4.36	12,947.11	28.21	450	98%	9	2%
EOO	SMELLS GAS OUTSIDE	213	928.68	4.36	6,556.60	30.78	204	96%	9	4%
EPR	HIGH / LOW PRESSURE	15	65.40	4.36	482.39	32.16	15	100%	0	0%
ETX	CO EMERGENCY	18	78.48	4.36	485.97	27.00	18	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	49	213.64	4.36	1,438.93	29.37	46	93%	3	6%
All Gas Emergency Calls for June 2022		927	4,042	4.36	26,461.77	28.55	904	98%	23	2%

JULY

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	75	316.50	4.22	2,160.44	28.81	72	96%	3	4%
ECO	CO CHECK/ALARM	117	493.74	4.22	3,173.89	27.13	115	98%	2	2%
EFI	GAS FIRE	23	97.06	4.22	514.46	22.37	23	100%	0	0%
EIR	ICE REGULATOR	1	4.22	4.22	48.71	48.71	1	100%	0	0%
EOI	SMELLS GAS INSIDE	445	1,877.90	4.22	12,245.57	27.52	436	97%	9	2%
EOO	SMELLS GAS OUTSIDE	202	852.44	4.22	6,362.06	31.50	192	95%	10	5%
EPR	HIGH / LOW PRESSURE	13	54.86	4.22	346.86	26.68	12	92%	1	8%
ETX	CO EMERGENCY	10	42.20	4.22	291.50	29.15	10	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	45	189.90	4.22	1,246.67	27.70	44	97%	1	2%
All Gas Emergency Calls for July 2022		931	3,928.82	4.22	26,390.16	28.35	905	97%	26	3%

AUGUST

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	60	253.80	4.23	1,637.26	29.77	58	96%	2	3%
ECO	CO CHECK/ALARM	112	473.76	4.23	2,735.76	26.56	110	98%	2	2%
EFI	GAS FIRE	11	46.53	4.23	277.73	25.25	11	100%	0	0%
EOI	SMELLS GAS INSIDE	501	2,119.23	4.23	13,176.62	27.74	493	98%	8	2%
EOO	SMELLS GAS OUTSIDE	240	1,015.20	4.23	6,449.76	29.05	234	98%	6	3%
EPR	HIGH / LOW PRESSURE	9	38.07	4.23	225.24	28.16	9	100%	0	0%
ETX	CO EMERGENCY	11	46.53	4.23	300.07	33.34	10	91%	1	9%
NOGAS	CUSTOMER REPORTS NO GAS	32	135.36	4.23	875.03	28.23	31	97%	1	3%
All Gas Emergency Calls for August 2022		976	4,128.48	4.23	25,677.47	26.31	956	98%	20	2%

SEPTEMBER

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	65	256.10	3.94	1,590.70	24.47	65	100%	0	0%
ECO	CO CHECK/ALARM	98	386.12	3.94	2,492.20	25.43	97	99%	1	1%
EFI	GAS FIRE	21	82.74	3.94	560.03	26.67	20	95%	1	5%
EOI	SMELLS GAS INSIDE	583	2,297.02	3.94	15,404.32	26.42	565	97%	18	3%
EOO	SMELLS GAS OUTSIDE	275	1,083.50	3.94	8,207.71	29.85	264	96%	11	4%
EPR	HIGH / LOW PRESSURE	23	90.62	3.94	611.17	26.57	23	100%	0	0%
ETX	CO EMERGENCY	9	35.46	3.94	215.46	23.94	9	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	50	197.00	3.94	1,647.94	32.96	47	94%	3	6%
All Gas Emergency Calls for September 2022		1,124	4,428.56	3.94	30,729.53	27.34	1,090	97%	34	3%

OCTOBER

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	42	163.80	3.90	1,229.49	29.27	40	95%	2	5%
ECO	CO CHECK/ALARM	111	432.90	3.90	3,086.15	27.80	104	94%	7	6%
EFI	GAS FIRE	31	120.90	3.90	810.59	26.15	31	100%	0	0%
EOI	SMELLS GAS INSIDE	898	3,502.20	3.90	24,553.87	27.34	862	96%	36	4%
EOO	SMELLS GAS OUTSIDE	422	1,645.80	3.90	12,917.03	30.61	393	93%	29	7%
EPR	HIGH / LOW PRESSURE	42	163.80	3.90	1,243.54	29.61	41	98%	1	2%
ETX	CO EMERGENCY	17	66.30	3.90	497.70	29.28	17	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	128	499.20	3.90	3,384.68	26.44	122	95%	6	5%
All Gas Emergency Calls for October 2022		1,691	6,594.90	3.90	47,723.05	28.22	1,610	95%	81	5%

NOVEMBER

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	28	102.48	3.66	1,001.05	35.75	26	93%	2	7%
ECO	CO CHECK/ALARM	115	420.90	3.66	3,850.15	33.48	114	99%	1	0%
EFI	GAS FIRE	20	73.20	3.66	489.00	24.45	20	100%	0	0%
EOI	SMELLS GAS INSIDE	538	1,969.08	3.66	15,595.01	28.99	526	98%	12	2%
EOO	SMELLS GAS OUTSIDE	309	1,130.94	3.66	8,709.86	28.19	299	97%	10	3%
EPR	HIGH / LOW PRESSURE	59	215.94	3.66	1,686.97	28.59	55	93%	4	7%
ETX	CO EMERGENCY	22	80.52	3.66	602.51	27.39	22	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	100	366.00	3.66	2,810.03	28.10	96	96%	4	4%
All Gas Emergency Calls for November 2022		1,191	4,359.06	3.66	34,744.58	29.17	1,158	97%	33	3%

DECEMBER

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Total Response Time	Avg Response Time	# of Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# of Orders Responded to in >60 Minutes	% of Orders Responded to in >60 Minutes
EBG	BROKEN/HIT GAS LINE	9	33.03	3.67	201.68	22.41	9	100%	0	0%
ECO	CO CHECK/ALARM	139	510.13	3.67	3,918.31	28.60	134	96%	4	3%
EEX	GAS EXPLOSION	1	3.67	3.67			1	100%	0	0%
EFI	GAS FIRE	28	102.76	3.67	814.83	29.10	28	100%	0	0%
EIR	ICE REGULATOR	8	29.36	3.67	356.85	44.61	7	87%	1	13%
EOI	SMELLS GAS INSIDE	537	1,970.79	3.67	15,356.43	28.60	517	96%	20	4%
EOO	SMELLS GAS OUTSIDE	381	1,398.27	3.67	10,943.06	28.72	370	97%	11	3%
EPR	HIGH / LOW PRESSURE	82	300.94	3.67	2,440.12	29.76	77	93%	5	6%
ETX	CO EMERGENCY	26	95.42	3.67	679.82	26.15	26	100%	0	0%
NOGAS	CUSTOMER REPORTS NO GAS	132	484.44	3.67	3,912.13	29.64	129	97%	3	2%
All Gas Emergency Calls for December 2022		1,343	4,928.81	3.67	38,623.23	28.76	1,298	97%	44	3%

	2022 Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Failure to mark a line	32	1	0	2	3	3	3	7	4	6	2	1	0
Mismarked Lines	18	1	1	1	1	2	3	1	4	1	1	2	0
Total Number of Mislocates	50	2	1	3	4	5	6	8	8	7	3	3	0
Number of Locate tickets	193,202	4069	4143	7478	20018	27536	25606	22202	24453	21728	21423	10349	4197
Number of Mislocates Per 1000 Locate Tickets	0.26	0.49	0.24	0.40	0.20	0.18	0.23	0.36	0.33	0.32	0.14	0.29	0.00

	Total 2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Damage Under the Control of Xcel Energy's Employees and Contractors	72	2	1	4	5	7	8	15	10	13	4	3	0
Damage Caused by All Others	237	3	2	6	15	18	27	44	36	34	31	20	1
Total Damages	309	5	3	10	20	25	35	59	46	47	35	23	1
MN Miles of Distribution and Transmission Main as of December 31, 2022	9,802	9,802	9,802	9,802	9,802	9,802	9,802	9,802	9,802	9,802	9,802	9,802	9,802
Damage Per 100 Miles of Main:													
Damage Under the Control of	0.73	0.02	0.01	0.04	0.05	0.07	0.08	0.15	0.10	0.13	0.04	0.03	0.00
Damage Caused by All Others	2.42	0.03	0.02	0.06	0.15	0.18	0.28	0.45	0.37	0.35	0.32	0.20	0.01
Total Damage Rate	3.15	0.05	0.03	0.10	0.20	0.26	0.36	0.60	0.47	0.48	0.36	0.23	0.01

[illegible]

Address	City	Date	Number of Customers Affected	How Xcel Became Aware	Root Cause	Actions to Fix	Actions to Contact Public	Were There Public Relations Issues	Customer or Company Relight?	Gas off	Gas on	Duration	Gas Explosion?	Commission Notified
[PROTECTED DATA BEGINS...														
	Saint Paul	03/04/22	1	Vehicle Damage	Vehicle damage to gas facilities	Responders secured the area and evacuated nearby buildings	N/A	N/A	Xcel	7:01 PM	10:39 PM	3.5 hrs	No	Yes
	Woodbury	03/21/22	0	Routine mobile survey	Grade 1	Secured the area and repaired the main	N/A	N/A	N/A	10:49 PM	N/A - no outage	N/A	No	Yes
	Saint Paul	04/07/22	0	Routine Survey	Grade 1	Secured the area and repaired the main	N/A	N/A	N/A	8:00 PM	N/A - no outage	N/A	No	Yes
	Roseville	05/17/22	361	No Gas call	Outage occurred while performing maintenance on the gas system	Turned off gas to impacted area, turned off all meters, pressurized the system	Door to door communication, local media, and outbound calls	Xcel Community Relations Mgrs were engaged	Xcel Energy	3:00 PM	9:21 PM	6.5 hrs	No	Yes
	Foley	06/07/22	60	Hit gas line	Hit gas line call	Secured the area and repaired the main	N/A	No	Xcel	4:44 PM	8:42 PM	4 hrs	No	Yes
	St Paul	06/11/22	1	Inside odor	Gas Leak	Responders ventilated the building and found the root cause of the leak on customer owned equipment.	N/A	No	N/A	2:30 PM	N/A	Tagged equipment	No	Yes - though it was not reportable. Reported when we found out the street was closed. Customer equipment.
	Mahtomedi	06/14/22	2	Hit gas main	Hit gas line call	Secured the area and repaired the main	N/A	No	Xcel	11:17 AM	4:50 PM	5.5 hrs	No	Yes
	Faribault	07/06/22	61	Hit Gas Main	Hit gas line call	Secured the area and repaired the main	N/A	No	Xcel	1:40 PM	9:29 PM	7.5 hrs	No	Yes
	Clear Lake	07/08/22	79	Hit Gas Main	Hit gas line call	Secured the area and repaired the main	Call out	No	Xcel	1:06 PM	6:32 PM	5.5 hrs	No	Yes

Address	City	Date	Number of Customers Affected	How Xcel Became Aware	Root Cause	Actions to Fix	Actions to Contact Public	Were There Public Relations Issues	Customer or Company Relight?	Gas off	Gas on	Duration	Gas Explosion?	Commission Notified
	Cross Lake	07/20/22	177	Hit Gas Main	Hit gas line call	Secured the area and repaired the main	Call out	No	Xcel	2:22 PM	7:06 PM	4.5 hrs	No	Yes
	Maplewood	08/01/22	57	Hit Gas Main	Hit gas line call	Secured the area and repaired the main	Call out	No	Xcel	12:57 PM	3:28 PM	2.5 hrs	No	Yes
	St Paul	08/06/22	2	Fire Call	lightning strike	Secured the area and repaired the main	NA	NA	Xcel	11:32 AM	1:30 PM	2 hrs	No	Yes
	Arden Hills	08/31/22	2	Hit Gas Main	Hit Gas Line Call	Secured the area and repaired the main	NA	NA	Xcel	9:43 AM	1:57 PM	4 hrs	No	Yes
	Little Canada	09/16/22	120	Hit Gas Meter	Hit Gas Meter	Secured the area and cut and capped the service	Evacuation	NA	Xcel	10:27 PM	Monday 9/19/22	Over the weekend. Waiting for city inspection	No	Yes
	South St Paul	09/26/22	1	Hit Gas Main	Hit Gas Main	Secured the area and repaired the main	NA	NA	Xcel	12:00 PM	4:28 PM	4.5 hrs	No	Yes
	St Paul	09/29/22	1	Fire near meter	Fire near meter	Secured area and shut of meter	NA	NA	Xcel	3:06 PM	4:10 PM	1 hr	No	Yes
	Maplewood	10/12/22	381	Various calls of no gas	System procedure work	Secured the area and turned gas back on, Xcel to relight customers	NA	NA	Xcel	4:45 PM	3:30 AM	11 hrs	No	Yes
	St Paul MN	11/10/2022	1	Structure Fire	Fire damage to meter	Construction crews cut and capped service	NA	NA	NA	4:37 PM	NA	NA	No	Yes

...PROTECTED DATA  
ENDS]

Customer Service Related Operations and Maintenance Expenses

	2022 Actuals	
	NSPM Company Gas Utility	State of MN Jurisdiction
FERC Account 901 & 903	\$ 6,147,078	\$ 5,443,453
Associated Payroll Taxes & Benefits	\$ 444,514	\$ 393,648
<b>Total Customer Service Related O&amp;M Expenses</b>	<b>\$ 6,591,592</b>	<b>\$ 5,837,101</b>


Utility	Work Resolution	Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total			
Electric	INVESTIGATE AND REMEDIATE	Order Count	385	439	408	479	434	376	344	243	392	398	278	297	4473			
		Average Days	2.99	2.80	3.12	2.55	3.70	3.39	2.99	4.32	4.38	3.95	3.30	5.57	3.51			
		Min Days	1	1	1	1	1	0	0	1	1	1	1	1	0			
		Max of Days	12	29	62	38	170	107	33	160	189	253	7	183	253			
		StdDev of Days	1.42	1.83	5.73	2.10	10.57	6.73	2.32	11.06	14.27	12.61	1.49	15.48	8.61			
	INVESTIGATE AND REFER	Order Count	20	22	10	11	16	14	18	9	17	14	29	39	219			
		Average Days	3.55	2.59	2.90	2.36	12.06	3.07	2.67	3.44	3.18	3.43	3.86	4.08	3.98			
		Min Days	1	2	2	1	1	1	1	1	2	2	2	1	1			
		Max of Days	6	4	4	4	127	13	7	5	5	5	7	32	127			
		StdDev of Days	1.70	0.91	0.99	0.81	31.02	2.95	1.50	1.42	1.19	0.85	1.66	5.04	8.82			
	REMEDIATE UPON REFERRAL	Order Count	1													3	5	
		Average Days	9.00													27.00	5.33	10.40
		Min Days	9													27	5	5
		Max of Days	9													27	6	27
		StdDev of Days	0.00													0.00	0.58	9.42
Electric Order Count			405	461	418	490	450	390	363	252	410	412	310	336	4697			
Electric Average Days			3.01	2.79	3.11	2.54	4.00	3.38	2.99	4.29	4.38	3.93	3.37	5.40	3.54			
Electric Min Days			1	1	1	1	1	0	0	1	1	1	1	1	0			
Electric Max of Days			12	29	62	38	170	107	33	160	189	253	7	183	253			
Electric StdDev of Days			1.43	1.79	5.66	2.08	11.93	6.63	2.30	10.86	14.00	12.39	1.52	14.66	8.62			

Gas	INVESTIGATE AND REMEDIATE	Order Count	182	251	240	281	235	290	212	128	923	857	165	119	3883
		Average Days	4.74	4.28	3.56	4.32	4.56	4.47	4.86	7.06	6.15	10.62	6.22	9.45	6.50
		Min Days	0	0	1	0	1	1	0	1	1	1	1	1	0
		Max of Days	15	12	10	16	36	15	11	101	13	27	14	22	101
		StdDev of Days	2.36	2.19	1.68	2.11	2.95	2.50	2.55	8.68	2.70	3.50	2.64	3.04	4.00
	INVESTIGATE AND REFER	Order Count	36	66	81	54	47	46	32	10	31	23	42	36	504
		Average Days	4.17	4.09	3.20	4.11	4.68	4.13	4.47	7.50	7.58	10.04	6.19	9.42	5.15
		Min Days	2	2	0	2	2	2	1	2	2	5	2	4	0
		Max of Days	11	9	9	11	12	8	11	12	12	14	12	13	14
		StdDev of Days	2.30	2.05	1.58	2.16	2.29	1.78	2.61	3.03	2.96	3.44	1.88	2.55	3.00
	REMEDIATE UPON REFERRAL	Order Count	7	24	56	19	47	45	16	7	14	17	18	22	292
		Average Days	46.00	21.42	16.86	20.00	23.49	57.04	38.06	53.86	37.71	64.94	117.00	49.36	39.87
		Min Days	1	1	0	1	0	1	1	1	3	4	3	1	0
		Max of Days	161	139	138	100	121	210	134	131	156	148	298	253	298
		StdDev of Days	66.91	32.82	23.91	23.85	34.43	61.00	54.05	58.81	57.17	61.38	96.93	58.40	55.70
Gas Order Count			225	341	377	354	329	381	260	145	968	897	225	177	4679
Gas Average Days			5.93	5.45	5.46	5.13	7.28	10.64	6.86	9.35	6.65	11.64	15.08	14.41	8.44
Gas Min Days			0	0	0	0	0	1	0	1	1	1	1	1	0
Gas Max of Days			161	139	138	100	121	210	134	131	156	148	298	253	298
Gas StdDev of Days			13.31	9.83	10.43	6.77	14.73	26.93	15.47	17.67	8.09	11.59	40.32	24.27	16.53
Total E & G Order Count			630	802	795	844	779	771	623	397	1378	1309	535	513	9376
Total E & G Average Days			4.06	3.92	4.22	3.63	5.39	6.97	4.60	6.14	5.97	9.21	8.30	8.50	5.98
Total E & G Days Min			0	0	0	0	0	0	0	1	1	1	1	1	0
Total E & G Days Max			161	139	138	100	170	210	134	160	189	253	298	253	298
Total E & G Days Std Dev			8.14	6.68	8.35	4.83	13.28	19.83	10.32	13.94	10.26	12.37	26.78	19.01	13.40

[illegible]

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629  
EXPIRATION DATE: 5/31/2024

 U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration	<b>ANNUAL REPORT FOR CALENDAR YEAR 2022 GAS DISTRIBUTION SYSTEM</b>	Initial Date Submitted:	03/12/2023
		Report Submission Type	INITIAL
		Date Submitted:	

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2137-0629. Public reporting for this collection of information is estimated to be approximately 16 hours per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are mandatory. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, PHMSA, Office of Pipeline Safety (PHP-30) 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

**Important:** Please read the separate instructions for completing this form before you begin. They clarify the information requested and provide specific examples. If you do not have a copy of the instructions, you can obtain one from the PHMSA Pipeline Safety Community Web Page at <http://www.phmsa.dot.gov/pipeline/library/forms>.

<b>PART A - OPERATOR INFORMATION</b>		(DOT use only)	20230905-51423	
1. Name of Operator		NORTHERN STATES POWER CO OF MINNESOTA		
2. LOCATION OF OFFICE (WHERE ADDITIONAL INFORMATION MAY BE OBTAINED)				
2a. Street Address		825 RICE ST		
2b. City and County		ST PAUL		
2c. State		MN		
2d. Zip Code		55117		
3. OPERATOR'S 5 DIGIT IDENTIFICATION NUMBER		31636		
4. HEADQUARTERS NAME & ADDRESS				
4a. Street Address		414 NICOLLET MALL		
4b. City and County		MINNEAPOLIS		
4c. State		MN		
4d. Zip Code		55402		
5. STATE IN WHICH SYSTEM OPERATES		MN		
6. THIS REPORT PERTAINS TO THE FOLLOWING COMMODITY GROUP (Select Commodity Group based on the predominant gas carried and complete the report for that Commodity Group. File a separate report for each Commodity Group included in this OPID.)				
Natural Gas				
7. THIS REPORT PERTAINS TO THE FOLLOWING TYPE OF OPERATOR (Select Type of Operator based on the structure of the company included in this OPID for which this report is being submitted.):				
Investor Owned				

<b>PART B - SYSTEM DESCRIPTION</b>											
<b>1.GENERAL</b>											
	STEEL				PLASTIC	CAST/ WROUGHT IRON	DUCTILE IRON	COPPER	OTHER	RECONDITION ED CAST IRON	SYSTEM TOTAL
	UNPROTECTED		CATHODICALLY PROTECTED								
	BARE	COATED	BARE	COATED							
MILES OF MAIN	0.5	55.4	0	748.9	8915.9	0	0	0	14.4	0	9735.1
NO. OF SERVICES	45	2043	17	5181	446177	0	0	404	4735	0	458602

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629  
EXPIRATION DATE: 5/31/2024

2. MILES OF MAINS IN SYSTEM AT END OF YEAR												
MATERIAL	UNKNOWN	2" OR LESS	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8" THRU 12"	OVER 12"	SYSTEM TOTALS					
STEEL	0.1	180.9	210.9	268.5	99.9	44.6	804.9					
DUCTILE IRON	0	0	0	0	0	0	0					
COPPER	0	0	0	0	0	0	0					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	0	0	0	0	0	0					
PLASTIC PE	0.1	6600.8	1851.5	463.5	0	0	8915.9					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	0.2	7.3	5.8	0.3	0.8	0	14.4					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	0.4	6789	2068.2	732.3	100.7	44.6	9735.2					
Describe Other Material:		unknown										
3. NUMBER OF SERVICES IN SYSTEM AT END OF YEAR				AVERAGE SERVICE LENGTH: 95								
MATERIAL	UNKNOWN	1" OR LESS	OVER 1" THRU 2"	OVER 2" THRU 4"	OVER 4" THRU 8"	OVER 8"	SYSTEM TOTALS					
STEEL	346	5936	884	100	16	4	7286					
DUCTILE IRON	0	0	0	0	0	0	0					
COOPER	1	401	2	0	0	0	404					
CAST/WROUGHT IRON	0	0	0	0	0	0	0					
PLASTIC PVC	0	0	0	0	0	0	0					
PLASTIC PE	151	388546	57122	316	42	0	446177					
PLASTIC ABS	0	0	0	0	0	0	0					
PLASTIC OTHER	0	0	0	0	0	0	0					
OTHER	3383	897	436	19	0	0	4735					
RECONDITIONED CAST IRON	0	0	0	0	0	0	0					
TOTAL	3881	395780	58444	435	58	4	458602					
Describe Other Material:			unknown									
4. MILES OF MAIN AND NUMBER OF SERVICES BY DECADE OF INSTALLATION												
	UNKNOWN	PRE-1940	1940-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1999	2000-2009	2010-2019	2020-2029	TOTAL
MILES OF MAIN	396.4	8.3	4.7	50.7	226.1	448.2	1222.9	3337.9	2153.2	1400.9	485.7	9735
NUMBER OF SERVICES	22199	388	178	1400	8312	23071	72252	133941	110899	67027	18935	458602
PART C - TOTAL LEAKS AND HAZARDOUS LEAKS ELIMINATED/REPAIRED DURING THE YEAR												

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629  
EXPIRATION DATE: 5/31/2024

CAUSE OF LEAK	MAINS		SERVICES	
	TOTAL	HAZARDOUS	TOTAL	HAZARDOUS
CORROSION FAILURE	1	0	31	22
NATURAL FORCE DAMAGE	8	5	34	27
EXCAVATION DAMAGE	76	74	243	238
OTHER OUTSIDE FORCE DAMAGE	7	5	62	48
PIPE, WELD OR JOINT FAILURE	30	16	92	40
EQUIPMENT FAILURE	63	9	589	62
INCORRECT OPERATIONS	1	1	2	0
OTHER CAUSE	25	5	227	49
<b>NUMBER OF KNOWN SYSTEM LEAKS AT END OF YEAR SCHEDULED FOR REPAIR : 625</b> <b>NUMBER OF HAZARDOUS LEAKS INVOLVING A MECHANICAL JOINT FAILURE : 29</b>				

PART D - EXCAVATION DAMAGE	PART E - EXCESS FLOW VALUE (EFV) AND SERVICE VALUE DATA
<p>1. TOTAL NUMBER OF EXCAVATION DAMAGES BY APPARENT ROOT CAUSE: <u>323</u></p> <p>a. One-Call Notification Practices Not Sufficient: <u>93</u></p> <p>b. Locating Practices Not Sufficient: <u>71</u></p> <p>c. Excavation Practices Not Sufficient: <u>159</u></p> <p>d. Other: <u>0</u></p>	<p>Total Number Of Services with EFV Installed During Year : <u>4198</u></p> <p>Estimated Number Of Services with EFV In the System At End Of Year: <u>164534</u></p> <p>* Total Number of Manual Service Line Shut-off Valves Installed During Year: <u>132</u></p> <p>* Estimated Number of Services with Manual Service Line Shut-off Valves Installed in the System at End of Year: <u>1209</u></p> <p><i>*These questions were added to the report in 2017.</i></p>
2. NUBMER OF EXCAVATION TICKETS <u>193202</u>	
PART F - LEAKS ON FEDERAL LAND	PART G - PERCENT OF UNACCOUNTED FOR GAS
<p>TOTAL NUMBER OF LEAKS ON FEDERAL LAND REPAIRED OR SCHEDULED TO REPAIR: <u>0</u></p>	<p>UNACCOUNTED FOR GAS AS A PERCENT OF TOTAL CONSUMPTION FOR THE 12 MONTHS ENDING JUNE 30 OF THE REPORTING YEAR.</p> <p>[(PURCHASED GAS + PRODUCED GAS) MINUS (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS)] DIVIDED BY (CUSTOMER USE + COMPANY USE + APPROPRIATE ADJUSTMENTS) TIMES 100 EQUALS PERCENT UNACCOUNTED FOR.</p> <p>FOR YEAR ENDING 6/30: <u>1.99%</u></p>

NOTICE: This report is required by 49 CFR Part 191. Failure to report may result in a civil penalty OMB No. 2137-0629 as provided in 49 USC 60122.

OMB NO: 2137-0629  
EXPIRATION DATE: 5/31/2024

PART H - ADDITIONAL INFORMATION	
PART I - PREPARER	
<u>Elisabeth Kallberg Principal Compliance Consultan</u> (Preparer's Name and Title)	<u>(651) 229-2282</u> (Area Code and Telephone Number)
<u>elisabeth.m.kallberg@xcelenergy.com</u> (Preparer's email address)	<u>(000) 000-0000</u> (Area Code and Facsimile Number)

## CERTIFICATE OF SERVICE

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

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

xx electronic filing

**DOCKET NOS.      G002/M-23-77**  
**Miscellaneous Natural Gas Service List**

Dated this 1st day of May 2023

/s/

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Marie Horner  
Regulatory Administrator

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400  St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_23-77_M-23-77
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_23-77_M-23-77
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_23-77_M-23-77
Christine	Schwartz	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7  Minneapolis, MN 554011993	Electronic Service	No	OFF_SL_23-77_M-23-77
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th Pl E Ste 350  Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_23-77_M-23-77

[illegible]

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Sarah	Johnson Phillips	sarah.phillips@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Peder	Larson	plarson@larkinhoffman.co m	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Andrew	Moratzka	andrew.moratzka@stoel.co m	Stoel Rives LLP	33 South Sixth St Ste 4200  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
David	Niles	david.niles@avantenergy.c om	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, Minnesota 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Generic Notice	Residential Utilities Division	residential.utilities@ag.stat e.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Christine	Schwartz	Regulatory.records@xcele nergy.com	Xcel Energy	414 Nicollet Mall FL 7  Minneapolis, MN 554011993	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350  Saint Paul, MN 55101	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
James M	Strommen	jstrommen@kennedy- graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700  Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas