



09/16/20

Gail Baranko
Xcel Energy
414 Nicollet Mall
Minneapolis, MN 55401

Re: 2019 Safety, Reliability and Service Quality Standards Report Docket No. E002/M-20-406.

Gail Baranko:

Enclosed is Public Utilities Commission Information Requests # 1 and #2. Please e-file the Company's response within ten business days. Please indicate where, if at all, your responses include trade secret information.

Respectfully submitted,

Tera Dornfeld
Public Engagement Regulatory Specialist

This question is:

Trade Secret

Public X

State of Minnesota
Public Utilities Commission
Utility Information Request

Docket Number: E002/M-20-406

Date of Request: Sept. 16, 2020

Requested From: Xcel Energy

Response Due: Sept. 30, 2020

Analyst Requesting Information: Tera Dornfeld

Type of Inquiry:

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

If you feel your responses are proprietary, please indicate.

Request
Number
1

Minnesota Administrative Rules Chapter 7826, Part 7826.1700: Reporting Call Center Response Times states that, “The annual service quality report must include a detailed report on call center response times, including calls to the business office.” More, Chapter 7826.1200: Call Center Response Time Subpart 1 states that, “On an annual basis, utilities shall answer 80 percent of calls made to the business office during regular business hours within 20 seconds. "Answer" means that an operator or representative is ready to render assistance or accept the information to handle the call. Acknowledging that the customer is waiting on the line and will be served in turn is not an answer. If the utility uses an automated call-processing system, the 20-second period begins when the customer has selected a menu option to speak to a live operator or representative.” Subpart 2 refers to calls regarding service interruptions and states, “On an annual basis, utilities shall answer 80 percent of calls directed to the telephone number for reporting service interruptions within 20 seconds.”

In Xcel Energy’s April 1, 2020 2019 Annual Report and Petition Service Quality Performance and Proposed Reliability Measures, p51-52, the Company reports that, “our Call Centers are staffed 24 hours a day, 7 days a week, and our IVR is used in the same manner across this time period, therefore, these were our “business hours.” Our performance includes call and service level information on a 24-hours-a-day, 7 days-a-week basis Table 15 below provides a summary of our 2019 call center response time performance. Details on the various call types 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 K**.

TABLE 15 – 2019 CALL CENTER RESPONSE TIME SUMMARY

Calls Included	2019 Performance	Reference to Att K
Residential, BSC, Credit, PAR, IVR handled outage calls	80.5% in 20 seconds or less	Line 27
Residential, BSC, Credit, PAR, all IVR handled calls	90.8% in 20 seconds or less	Line 26

As required by the Commission, we have included credit calls in our reported call center response time. We also provide as a comparison all service level calls offered to agents, which in addition to Residential, BSC, Credit and PAR, it includes all IVR handled calls.”

Additionally, formulas used to calculate lines 26 and 27 are explained in Attachment K,

“Line 26 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)

Line 27 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).”

	<p>REQUEST:</p> <ul style="list-style-type: none"> a. Please clarify if line 27 is used for reporting “Calls Regarding Service Interruptions” while line 26 reports “Calls the Business Office”, both described in Subpart 2 of 7826.1200. b. Please clarify why in Attachment K, calls received are separated by type (e.g. BSC, Credit, PAR, and Billing as well as Agent vs. IVR). c. Please explain why the “Service Level formula” was chosen for reporting. <p>Reporting in this way appears to imply that including IVR answered calls are included in the calculations of calls answered within the required 20 seconds. Including IVR calls in this manner does not fulfill the reporting specifications and more, may under report the time taken to answer calls. Further, if the Company were instead to report All Calls Answered by Agents within 20 seconds (990,248 calls; line 11, Attachment K) as a percent of All Calls Offered to Agents (1,288,811 calls; line 5), the percent of calls answered in 2019 within 20 seconds would be 76.83% of calls, rendering the Company out of compliance with Rule 7826.1200.</p>
<p>Request Number 2</p>	<p>In justification for reducing call center hours in docket 17-553, the Company noted a preference among customers for digital communication over a telephone call. The Company specifically stated that 55% of customer transactions are now digital (Initial Filing Customer Communication Preferences, filed 14 July 2017, p11). More, the Company notes that its customers are internet-savvy, paying bills and sharing outage information to its Storm Center page. Finally, the Company acknowledges that the Commission will retain its “transparent oversight” (p18) regarding Call Center performance. Therefore, to ensure the Company is providing customer service following a reduction in staffed hours to its Call Center, and acknowledging that customer service is now provided through means beyond telephone calls to the Call Center, we request the following:</p> <p>REQUEST:</p> <ul style="list-style-type: none"> a. Please provide monthly and yearly total page visits or logins to the Company’s mobile app, website, and Facebook page. b. Please provide monthly and yearly number of emails received (including those sent via website-based platforms). c. Please provide a statement regarding the feasibility of reporting Response Time for electronic correspondence (# emails responded to within one business day and number responded to in two or more business days). d. Please provide a statement regarding the feasibility of maintaining a log of customer electronic correspondence by type (similar to the log of customer complaints reported in 7826.2000) and then reporting the top five most common issues for which customers initiate contact.