

The Commission met on **Thursday, October 12, 2017** with Chair Lange and Commissioners Lipschultz, Schuerger, Sieben, and Tuma present.

The following matters were taken up by the Commission:

ENERGY AGENDA

E-002/M-17-553

In the Matter of the Petition of Northern States Power Company for Approval of Tariff Modifications and a Variance from Commission Rules to Implement Customer Driven Operational Changes and Other Tariff Changes

Commissioner Schuerger moved that the Commission

1. Approve the requested change to call center non-emergency hours and the associated customer bill form and tariff changes, and require the Company to submit two years annual compliance review in its annual service quality reports for 2018 and 2019.
2. Grant the requested four-year variance to Minn. R. 7826.0800, to allow for communication regarding planned outages to customers by phone, text, and/or email for those customers that choose those forms of communication.
3. Approve the request to add text messages/SMS to the Company's eBill and eBill Payment Terms of Use tariff, and require that the Company notify customers that text rates from their phone company may apply.
4. Approve the requested changes to the RDF Rider description included on customer bills and incorporated into the Company's Natural Gas and Electric Rate Books.

The motion passed 5-0.

E-999/CI-17-284

In the Matter of a Commission Inquiry into the Creation of a Commission Subcommittee under Minn. Stat. § 216A.03, Subd. 8

Commissioner Schuerger moved that the Commission

1. Direct utilities to work with Commission staff on a timeline developed by Commission staff to revise annual complaint reports under Minn. R. 7820.0500.

2. Delegate to the Executive Secretary the authority to require public utilities to include, either on bills or in a separate mailing, additional language informing prospective and/or new DG customers of the CAO as the forum for DG complaints, along with other relevant information regarding the complaint process and the Commission's jurisdiction.
3. That the Commission take the following additional actions:
 - a. Provide summaries of all applicable DG statutes, rules, and Commission orders on the Commission's website.
 - b. Provide the Commission with periodic updates regarding DG complaints at planning meetings or by report.
 - c. Direct the Executive Secretary to establish a DG stakeholder advisory group.
 - d. Allow Commission staff to expand its use of letters in the informal complaint process, as authorized by Minn. R. 7829.1600, to propose resolutions to DG customer complaints that fall under the Commission's jurisdiction.

The motion passed 5-0.

TELECOMMUNICATIONS AGENDA

P-6850/M-15-833

In the Matter of WiMacTel, Inc. d/b/a Intellicall Operator Services's Revised Tariff

Commissioner Lipschultz moved that the Commission

1. Require the Company to complete the required proper posting of consumer information on each of its payphones no later than December 31, 2017, and submit a compliance filing in the manner ordered by the Commission in its June 2 order certifying compliance.
2. If the Company fails to comply or certify compliance by December 31, 2017, the Commission authorizes the Executive Secretary to refer the matter to the Attorney General and request enforcement action in district court under Minn. Stat. §§ 237.27 and 237.461, which includes possible monetary penalties for each day of each knowing and intentional violation of a Commission order.

3. Require the Company to submit a written progress report to the Commission no later than November 15, 2017, describing the extent to which it has complied with the posting requirement.

The motion passed 3-2, with Commissioners Schuerger and Sieben opposing.

There being no further business, the meeting was adjourned.

APPROVED BY THE COMMISSION: December 13, 2017

A handwritten signature in black ink that reads "Daniel P. Wolf". The signature is written in a cursive style with a large, stylized 'D' and 'W'.

Daniel P. Wolf, Executive Secretary