



414 Nicollet Mall  
Minneapolis, MN 55401

**PUBLIC DOCUMENT  
NOT PUBLIC DATA EXCISED**

April 1, 2022

**—VIA ELECTRONIC FILING—**

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

RE: 2021 ANNUAL REPORT AND PETITION  
SERVICE QUALITY PERFORMANCE AND PROPOSED RELIABILITY MEASURES  
DOCKET NO. E002/M-22-\_\_\_\_

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, submits the enclosed 2021 Electric Annual Service Quality Performance Report and Petition of Northern States Power Company, requesting the Commission accept our 2021 report and approve our proposed reliability standards for 2022.

For ease of review by Parties, we present our Annual report in two parts as noted below.

- Part I: Service Quality and Reporting standards
- Part II: Safety and Reliability metrics

In addition, our Annual Report includes two attachments in live Excel format:

- Attachment K – Outage Cause Codes for Graphs 1A-1D
- Attachment L – Circuit Table

Finally, our interactive map which provides certain reliability and service quality data is available on XcelEnergy.com at the following link:

[Xcel Energy 2021 MN Electric Service Quality Interactive Map](#)

## **Security, Trade Secret, and Private Data on Individuals Justification**

This submission contains information regarding the Company's feeders and other system components, and associated customers served. This information is "security information" as defined by Minn. Stat. § 13.37, subd. 1(a). As we have explained in past filings related to our treatment of customer data, we take our responsibility for all of the data we maintain in order to provide our customers with reliable and safe service very seriously.

Nearly daily, we hear about data breaches impacting individuals and organizations. Responsible access to sensitive data must be balanced with accountability for third parties to demonstrate their actions with the data will be in the public interest before gaining access. Additionally, as we have pointed out in the past with respect to utility release of customer data, once released by the utility, the Commission will have no jurisdiction over third parties – and the utilities lose any ability to control its use, sale, or other dissemination.

Our company principles are:

- Maintain customer privacy, confidentiality, and security in terms of their usage and how they are connected to the grid
- Avoid revealing details that would give a bad actor information to target an attack for maximum impact (ex. Peak load, equipment capacities, number of customers, how critical infrastructure is connected to the grid, etc.)

Attachment L to this filing contains information that the Company believes could be manipulated to reveal the location and size of facilities serving our customers. The public disclosure or use of this information creates a risk because those who want to disrupt the electrical grid for political or other reasons may learn which facilities to target to create the greatest disruption. For this reason, pursuant to Minn. Stat. § 13.37, subd. 2, we have excised this data from the public version of our filing.

Finally, our report includes customer satisfaction survey data from external sources. The external customer survey data has been marked Non-Public as defined by Minn. Stat. § 13.37, subd. 1(b). This data came from a subscription with J.D. Power, and the subscription requires the Company to keep some of the data confidential. In addition, because this information derives independent economic value from not being generally known to, and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use, Xcel Energy maintains this information as a trade secret pursuant to Minn. Rule 7829.0500, subp 3.

We have electronically filed this document with the Minnesota Public Utilities Commission and notice of the filing has been served on the parties on the attached service list.

Please contact Pamela Gibbs at [pamela.k.gibbs@xcelenergy.com](mailto:pamela.k.gibbs@xcelenergy.com) or (612) 330-2889 or me at [bridget.dockter@xcelenergy.com](mailto:bridget.dockter@xcelenergy.com) or (612) 337-2096 if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET DOCKTER  
MANAGER, POLICY & OUTREACH

Enclosures  
c: Service List

STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

|                   |              |
|-------------------|--------------|
| Katie J. Sieben   | Chair        |
| Joe Sullivan      | Vice Chair   |
| Valerie Means     | Commissioner |
| Matthew Schuerger | Commissioner |
| John Tuma         | Commissioner |

IN THE MATTER OF NORTHERN STATES  
POWER COMPANY’S ANNUAL REPORT ON  
SAFETY, RELIABILITY, AND SERVICE  
QUALITY FOR 2021; AND PETITION FOR  
APPROVAL OF ELECTRIC RELIABILITY  
STANDARDS FOR 2022

DOCKET NO. E002/M-22-\_\_\_\_

**ANNUAL REPORT AND  
PETITION**

**INTRODUCTION**

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission the attached Annual Report on our safety, reliability, and service quality performance for 2021. We make this filing pursuant to Minn. R. 7826.0400, 7826.0500, and 7826.1300. This filing also includes our Petition for approval of the Company’s proposed reliability standards for the year 2022, as required under Minn. R. 7826.0600. In addition, the Annual Report contains several compliance items from various dockets.

We respectfully request that the Commission accept our annual report for 2021, approve our proposed reliability standards for 2022.

**I. SUMMARY OF FILING**

A one-paragraph summary of this filing accompanies this Petition pursuant to Minn. R. 7829.1300, subp. 1.

## **II. SERVICE ON OTHER PARTIES**

Xcel Energy has filed this document in eDockets and served a summary of the filing on all parties on Xcel Energy's miscellaneous electric service list, pursuant to Minn. R. 7829.1300, subp. 2.

## **III. GENERAL FILING INFORMATION**

Xcel Energy provides the following required information pursuant to Minn. R. 7829.1300, subp. 3.

### **A. Name, Address, and Telephone Number of Utility**

Northern States Power Company, doing business as Xcel Energy  
414 Nicollet Mall  
Minneapolis, MN 55401  
(612) 330-5500

### **B. Name, Address, and Telephone Number of Utility Attorney**

Shubha M. Harris  
Senior Attorney  
Xcel Energy  
414 Nicollet Mall – 401 8<sup>th</sup> Floor  
Minneapolis, MN 55401  
(612) 215-4517

### **C. Date of Filing and Date Standards Take Effect**

The date of this filing is April 1, 2022. Xcel Energy requests that the Commission accept the attached annual report on the Company's performance for 2021. Additionally, we request that our proposed reliability standards be approved for the year 2022.

Our report on reliability performance for 2022, subject to the standards approved by the Commission, will be filed on or before April 1, 2023, as required under Minn. R. 7826.0500, subp. 1, for the January 1 through December 31, 2022 period with a supplemental filing being submitted in August / September 2023 timeframe when IEEE data becomes available.

**D. Statute Controlling Schedule for Processing the Filing**

No specific statute imposes a schedule controlling the processing of this filing. Pursuant to Minn. R. 7826.1300, this report is to be filed as a miscellaneous filing under Minn. R. 7829.0100, subp. 11. Under Minn. R. 7829.1400 governing miscellaneous filings, initial comments are due within 30 days of filing, with reply comments due ten days thereafter.

**E. Utility Employee Responsible for Filing**

Bridget Dockter  
 Manager, Policy and Outreach  
 Xcel Energy  
 414 Nicollet Mall – 401 7<sup>th</sup> Floor  
 Minneapolis, MN 55401  
 (612) 337-2096

**IV. DESCRIPTION AND PURPOSE OF FILING**

Legislation passed in 2001 required that the Commission establish safety, reliability, and service quality standards for electric distribution utilities. After a rulemaking process, the Commission adopted rules that became effective on January 28, 2003. These rules contain both performance standards and reporting requirements. Additionally, the rules require individual utilities to propose electric reliability standards each year for approval by the Commission. Over time, the Commission added additional compliance obligations through various Order Points.

Previously, we separated the Annual Report from our Petition and reorganized the Report to put similar information together. This year, we have gone one step further and separated the Annual Report, as laid out in Minnesota Rules, Chapter 7826, Electric Utility Standards, into two parts as Commission Staff did in 2018. Part I contains Service Quality and Reporting standards; Part II contains the Safety and Reliability metrics.

In this Petition, we request the Commission take two actions on the two items listed below:

- Accept the Company's Annual Report for 2021, and
- Approve our proposed reliability standards for 2022.

Each of these are discussed in more detail below.

**A. Accept the Company's Annual Report for 2021**

Attached to this Petition is the Company's Annual Report, detailing the Company's safety, reliability and service quality performance for 2021. The Company's Annual Report, and its attachments, is consistent with the Minnesota service quality reporting rules found in Minn. R. Ch. 7826, as well as the various Commission Order Points adopted over the years. In addition to responding to the new compliance obligations ordered from the 2017 through 2021 Annual Reports, the Company has included a compliance matrix to assist our stakeholders to find the information they are looking for within the Annual Report. We respectfully request the Commission accept the Company's Annual Report for 2021.

**B. Approve Proposed Reliability Standards for 2022**

Minn. R. 7826.0600, subp. 1, requires the Company to propose 2022 standards for SAIFI, SAIDI, and CAIDI. The Company proposed setting the 2022 standards based on the 2022 IEEE benchmarking results as follows:

- Statewide reliability: IEEE second quartile for large utilities
- Metro East and Metro West work centers: IEEE second quartile for large utilities
- Southeast and Northwest work centers: IEEE second quartile for medium utilities

Our proposal is consistent with the 2021 standards established in the Commission's March 2, 2022 Order in Docket No. E002/M-21-237, Order Point 8. Because the IEEE benchmarking data for the previous year is not available until third quarter of the following year, the 2022 benchmarking data will not be available until the summer of 2023. The Company proposes filing to supplement to its 2022 Annual Report providing the 2022 benchmarking information compared to our 2022 results along with an explanation and action plan for any standards not met for 2022.

**V. EFFECT OF CHANGE UPON XCEL ENERGY REVENUE**

Approval of our Annual Report and the reliability performance standards proposed in this Petition will not result in any changes to Xcel Energy's revenue.

## **CONCLUSION**

Xcel Energy is committed to providing our customers with safe, reliable and quality customer service. We appreciate this opportunity to report our performance to the Commission, and respectfully request that the Commission accept our Annual Report on safety, reliability, and service quality. We also request that the Commission approve our proposed reliability standards for 2022 as detailed in this Petition.

Dated: April 1, 2022

Northern States Power Company



STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

Katie J. Sieben  
Joe Sullivan  
Valerie Means  
Matthew Schuerger  
John Tuma

Chair  
Vice Chair  
Commissioner  
Commissioner  
Commissioner

IN THE MATTER OF NORTHERN STATES  
POWER COMPANY'S ANNUAL REPORT ON  
SAFETY, RELIABILITY, AND SERVICE  
QUALITY FOR 2021; AND PETITION FOR  
APPROVAL OF ELECTRIC RELIABILITY  
STANDARDS FOR 2022

DOCKET NO. E002/M-22-\_\_\_\_

**ANNUAL REPORT AND  
PETITION**

**SUMMARY OF FILING**

Please take notice that on April 1, 2022, Northern States Power Company, doing business as Xcel Energy, filed with the Minnesota Public Utilities Commission its Annual Report on safety, reliability, and service quality as required under Minn. R. 7826.0400, 7826.0500, and 7826.1300. This filing also includes a Petition for approval of the Company's proposed electric reliability standards for 2022 as required under Minn. R. 7826.0600.

# **Xcel Energy's Service Quality Annual Report Part I**

Safety, Reliability Standards, and Service Quality for 2021

April 1, 2022  
Docket No. E-002/M-22-\_\_\_\_

## TABLE OF CONTENTS

### PART I – SERVICE QUALITY AND REPORTING STANDARDS

|      |   |    |
|------|---|----|
| I.   | Filing Requirement.....   | 1  |
| II.  | Annual Safety Report for 2021 .....   | 1  |
|      | A. Reports to OSHA and the Minnesota Department of Labor & Industry .....                                   | 2  |
|      | B. Incidents Resulting in Compensation because of Downed Wires or Other<br>Electrical System Failures ..... | 2  |
| III. | Service Quality Performance for 2021 .....  | 2  |
|      | A. Meter Reading.....   | 6  |
|      | B. Meter Equipment Malfunctions .....   | 6  |
|      | C. Involuntary Disconnections.....  | 7  |
|      | D. Service Extension Response Times.....  | 7  |
|      | E. Call Center Response Times.....  | 9  |
|      | F. Emergency Medical Account .....  | 11 |
|      | G. Customer Deposits .....  | 13 |
|      | H. Customer Complaints.....   | 13 |
|      | I. Electronic Customer Contacts.....  | 16 |
|      | J. Customer Satisfaction .....  | 18 |

### PART II – SAFETY AND RELIABILITY METRICS

|     |   |    |
|-----|---|----|
| IV. | Reliability Performance Report 2021 .....                           | 22 |
|     | A. Overview of 2021 Reliability Performance.....                    | 22 |
|     | B. Reliability Metrics Contemplated by the Commission's Rules ..... | 24 |
|     | 1. SAIDI, SAIFI, and CAIDI Metrics .....                            | 24 |
|     | a. Overview of Company's SAIDI, SAIFI, and CAIDI Performance.....   | 24 |
|     | b. More Detailed Looks at Company's SAIDI, SAIFI, and CAIDI .....   | 27 |
|     | c. Benchmarking SAIDI, SAIFI, and CAIDI Performance with IEEE ..    | 33 |
|     | d. Additional Contemplated SAIDI, SAIFI, and CAIDI Metrics .....    | 36 |
|     | 2. Action Plan for Failures to Comply by Work Center.....           | 38 |
|     | a. Reliability Performance as Compared to Standards .....           | 38 |
|     | b. Worst Performing Feeders.....                                    | 55 |
|     | 3. Bulk Power Interruptions .....                                   | 57 |
|     | 4. Outage Communications .....                                      | 58 |
|     | a. Outage Communications to the CAO.....                            | 58 |
|     | b. Outage Communications to Customers.....                          | 60 |
|     | 5. Voltage Fluctuations.....  | 63 |

|  |    |
|--|----|
| 6. Staffing .....  | 64 |
| C. Other Reliability Metrics Requested by the Commission ..... | 66 |
| 1. MAIFI .....   | 66 |
| 2. CEMI.....   | 72 |
| 3. CELI.....   | 74 |
| V. PROPOSED ELECTRIC RELIABILITY STANDARDS FOR 2022 .....      | 76 |
| A. Recommendation for 2022 Standards.....                      | 77 |
| VI. CONCLUSION .....   | 83 |

## **ATTACHMENTS**

|   |                                   |
|---|-----------------------------------|
| A | OSHA SAFETY REPORT                |
| B | Claims Report                     |
| C | Meter Reading Report              |
| D | Meter Equipment Malfunctions      |
| E | Involuntary Disconnections        |
| F | Call Center Response Times        |
| G | Customer Complaints               |
| H | Infographic                       |
| I | 2021 Southeast 4th Quarter Report |
| J | Distribution Performance          |
| K | Outage Cause Codes                |
| L | Circuit Table                     |
| M | Feeder Outage Information         |
| N | Bulk Power Supply Interruption    |
| O | Major Service Interruption        |
| P | MAIFI Reporting                   |

**LIST OF TABLES**

| <b>Number</b> |   | <b>Page #</b> |
|---------------|---|---------------|
| Table 1       | Meter Reading Staff Levels                              | 6             |
| Table 2       | Service Extension Installations                         | 8             |
| Table 3       | 2021 Call Center Response Time Summary                  | 9             |
| Table 4       | 2021 Monthly Emergency Medical Account Status           | 12            |
| Table 5       | Distributed Energy Resource Complaint Categories        | 16            |
| Table 6       | Electronic Access                                       | 17            |
| Table 7       | Categorization of Email                                 | 18            |
| Table 8       | Customer Satisfaction Goals                             | 19            |
| Table 9       | 2021 J.D. Power Residential Electric Satisfaction       | 21            |
| Table 10      | 2021 J.D. Power Small/Medium Business Elec Satisfaction | 21            |
| Table 11      | 2021 Reliability Performance Results                    | 25            |
| Table 12      | Historical Reliability Indices & Storm Day Exclusions   | 28            |
| Table 13      | Metro East Impact Events / Days                         | 43            |
| Table 14      | Metro West Impact Events / Days                         | 47            |
| Table 15      | Northwest Impact Events / Days                          | 51            |
| Table 16      | Southeast Impact Events / Days                          | 55            |
| Table 17      | Estimated Restoration Time -90 - +0                     | 61            |
| Table 18      | Estimated Restoration Time +1 - +30                     | 61            |
| Table 19      | Estimated Restoration Time +1 - +90                     | 62            |
| Table 20      | Voltage Fluctuations                                    | 64            |
| Table 21      | Staffing Levels by Work Center                          | 65            |
| Table 22      | 2021 MAIFI Results                                      | 66            |
| Table 23      | 2010 - 2011 MAIFI Normalized                            | 67            |

**LIST OF GRAPHS**

| <b>Number</b> | <b>Title</b>                                      | <b>Page #</b> |
|---------------|---|---------------|
| Graph 1       | MN Major Causes of Outages                        | 29            |
| Graph 1A      | Metro East Workregion Outage Causes               | 30            |
| Graph 1B      | Metro West Workregion Outage Causes               | 30            |
| Graph 1C      | Northwest Workregion Outage Causes                | 31            |
| Graph 1D      | Southeast Workregion Outage Causes                | 31            |
| Graph 2       | NSPM SAIDI  | 34            |
| Graph 3       | NSPM SAIFI  | 35            |
| Graph 4       | NSPM CAIDI  | 36            |
| Graph 5       | Metro East Work Center 5 Year Actuals - 2017-2021 | 40            |
| Graph 6       | Metro East Work Center - 2021 Delta to 5 Year Avg | 41            |
| Graph 7       | Metro East Work Center - 2021 Delta to 5 Year Avg | 42            |
| Graph 8       | Metro West Work Center 5 Year Actuals             | 44            |
| Graph 9       | Metro West Work Center - 2021 Delta to 5 Year Avg | 45            |
| Graph 10      | Metro West Work Center - 2021 Delta to 5 Year Avg | 46            |
| Graph 11      | Northwest Work Center 5 Year Actuals              | 48            |
| Graph 12      | Northwest Work Center - 2021 Delta to 5 Year Avg  | 49            |
| Graph 13      | Northwest Work Center - 2021 Delta to 5 Year Avg  | 50            |
| Graph 14      | Southeast Work Center 5 Year Actuals              | 52            |
| Graph 15      | Southeast Work Center - 2021 Delta to 5 Year Avg  | 53            |
| Graph 16      | South East Work Center - 2021 Delta to 5 Year Avg | 54            |
| Graph 17      | Minnesota MAIFI - 5 Year Historical               | 69            |
| Graph 18      | Minnesota MAIFI - 3 Year                          | 70            |
| Graph 19      | Minnesota MAIFI - 5 Year Historical               | 71            |
| Graph 20      | 2011 - 2021 MN CEMI 4, 5, 6+ Normalized           | 73            |
| Graph 21      | 2011 - 2021 MN CEMI 4, 5, 6+ All Days             | 73            |
| Graph 22      | 2011 - 2021 MN CELI Normalized                    | 75            |
| Graph 23      | 2011 - 2021 MN CELI All Days                      | 75            |
| Graph 24      | IEEE DRWG Benchmark SAIDI                         | 78            |
| Graph 25      | IEEE DRWG Benchmark SAIFI                         | 79            |
| Graph 26      | IEEE DRWG Benchmark CAIDI                         | 80            |
| Graph 27      | IEEE DRWG Benchmark SAIDI                         | 81            |
| Graph 28      | IEEE DRWG Benchmark SAIFI                         | 82            |
| Graph 29      | IEEE DRWG Benchmark CAIDI                         | 83            |

| Requirement   | Item   | Location         |
|---|--|------------------|
| <b>7826.0400 ANNUAL SAFETY REPORT.</b>                  |  |                  |
|   | A. summaries of all reports filed with the United States Occupational Safety and Health Administration and the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry during the calendar year  | Section II.A     |
|   | B. a description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electrical system failures and all remedial action taken as a result of any injuries or property damage described.  | Section II.B     |
| <b>7826.0500 RELIABILITY REPORTING REQUIREMENTS.</b>    |  |                  |
|   | A. the utility's SAIDI for the calendar year, by work center and for its assigned service area as a whole;<br>B. the utility's SAIFI for the calendar year, by work center and for its assigned service area as a whole;<br>C. the utility's CAIDI for the calendar year, by work center and for its assigned service area as a whole;<br>D. an explanation of how the utility normalize its reliability data to account for major storms  | Section IV.B.1.a |
|   | E. an action plan for remedying any failure to comply with the reliability standards set forth in part 7826.0600 or an explanation as to why noncompliance was unavoidable under the circumstances;  | Section IV.B.2.a |
|   | F. to the extent feasible, a report on each interruption of a bulk power supply facility during the calendar year, including the reasons for interruption, duration of interruption, and any remedial steps that have been taken or will be taken to prevent future interruption;  | Section IV.B.3   |
|   | G. a copy of each report filed under part 7826.0700;   | Section IV.B.4.a |
|   | H. to the extent technically feasible, circuit interruption data, including identifying the worst performing circuit in each work center, stating the criteria the utility used to identify the worst performing circuit, stating the circuit's SAIDI, SAIFI, and CAIDI, explaining the reasons that the circuit's performance is in last place, and describing any operational changes the utility has made, is considering, or intends to make to improve its performance;   | Section IV.B.2.b |
|   | I. data on all known instances in which nominal electric service voltages on the utility's side of the meter did not meet the standards of the American National Standards Institute for nominal system voltages greater or less than voltage range B;   | Section IV.B.5   |
|   | J. data on staffing levels at each work center, including the number of full-time equivalent positions held by field employees responsible for responding to trouble and for the operation and maintenance of distribution lines;  | Section IV.B.6   |
|   | K. Any other information the utility considers relevant in evaluating its reliability performance  |                  |
| <b>7826.0600 RELIABILITY STANDARDS.</b>                 |  |                  |
|   | Subpart 1. Annually proposed individual reliability standards. On or before April 1 of each year, each utility shall file proposed reliability performance standards in the form of proposed numerical values for the SAIDI, SAIFI, and CAIDI for each of its work centers. These filings shall be treated as "miscellaneous tariff filings" under the commission's rules of practice and procedure, part 7829.0100, subpart 11.   | Section IV       |
| <b>7826.0700 REPORTING MAJOR SERVICE INTERRUPTIONS.</b> |  |                  |
|   | Subpart 1. Contemporaneous reporting. A utility shall promptly inform the commission's Consumer Affairs Office of any major service interruption. At that time, the utility shall provide the following information, to the extent known:<br>A. the location and cause of the interruption;<br>B. the number of customers affected;<br>C. the expected duration of the interruption; and<br>D. the utility's best estimate of when service will be restored, by geographical area.                                       | Section IV.B.4.a |
|   | Subp. 2. Written report. Within 30 days, a utility shall file a written report on any major service interruption in which ten percent or more of its Minnesota customers were out of service for 24 hours or more. This report must include at least a description of:<br>A. the steps the utility took to restore service; and<br>B. any operational changes the utility has made, is considering, or intends to make, to prevent similar interruptions in the future or to restore service more quickly in the future. | Section IV.B.4.a |

|  |   |                 |
|--|---|-----------------|
| <b>7826.1200 CALL CENTER RESPONSE TIME.</b>                          |   |                 |
|  | Subpart 1. Calls to business office. 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. Utilities using automatic call-processing systems must provide that option, and they must not delay connecting the caller to a live operator or representative for purposes of playing promotional announcements. | Section III.E   |
|  | Subp. 2. Calls regarding service interruptions. On an annual basis, utilities shall answer 80 percent of calls directed to the telephone number for reporting service interruptions within 20 seconds. "Answer" may mean connecting the caller to a recording providing, to the extent practicable, at least the following information:<br>A. the number of customers affected by the interruption;<br>B. the cause of the interruption;<br>C. the location of the interruption; and<br>D. the utility's best estimate of when service will be restored, by geographical area.  | Section III.E   |
| <b>7826.1400 REPORTING METER-READING PERFORMANCE.</b>                |   |                 |
|  | 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:<br>A. the number and percentage of customer meters read by utility personnel;<br>B. the number and percentage of customer meters self-read by customers;<br>C. the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read; and<br>D. data on monthly meter-reading staffing levels, by work center or geographical area  | Section III.A.1 |
| <b>7826.1500 REPORTING INVOLUNTARY DISCONNECTIONS.</b>               |   |                 |
|  | The annual service quality report must include a detailed report on involuntary disconnections of service, including, for each customer class and each calendar month:<br>A. the number of customers who received disconnection notices;<br>B. the number of customers who sought cold weather rule protection under Minnesota Statutes, sections 216B.096 and 216B.097, and the number who were granted cold weather rule protection;<br>C. the total number of customers whose service was disconnected involuntarily and the number of these customers restored to service within 24 hours; and<br>D. the number of disconnected customers restored to service by entering into a payment plan   | Section III.C   |
| <b>7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.</b> |   |                 |
|  | The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:<br>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; and<br>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.  | Section III.D   |
| <b>7826.1700 REPORTING CALL CENTER RESPONSE TIMES.</b>               |   |                 |
|  | The annual service quality report must include a detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information.   | Section III.E   |
| <b>7826.1800 REPORTING EMERGENCY MEDICAL ACCOUNT STATUS.</b>         |   |                 |
|  | The annual service quality report must include the number of customers who requested emergency medical account status under Minnesota Statutes, section 216B.098, subdivision 5, the number whose applications were granted, and the number whose applications were denied and the reasons for each denial.   | Section III.F   |
| <b>7826.1900 REPORTING CUSTOMER DEPOSITS.</b>                        |   |                 |
|  | The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.   | Section III.G   |



| <b>7826.2000 REPORTING CUSTOMER COMPLAINTS.</b>              |   |                              |
|--|---|------------------------------|
|  | <p>The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:</p> <p>A. the number of complaints received;</p> <p>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;</p> <p>C. the number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days;</p> <p>D. the number and percentage of all complaints resolved by taking any of the following actions:</p> <p>(1) taking the action the customer requested;</p> <p>(2) taking an action the customer and the utility agree is an acceptable compromise;</p> <p>(3) providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility; or</p> <p>(4) refusing to take the action the customer requested; and</p> <p>E. the number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.</p> | Section III.H                |
| <b>COMMISSION ORDERS</b>                                     |   |                              |
| <b>DOCKET E002/M-21-237<br/>March 2, 2022</b>                | <p>8. The Commission sets XE's 2021 statewide reliability standard at the IEEE benchmarking second quartile for large utilities; set XE's SE and NW work center reliability standards at the IEEE benchmarking second quartile for medium utilities; and sets XE's ME and MW work center reliability standards at the IEEE benchmarking second quartile for large utilities.</p> <p>9. Xcel must file a supplemental filing to its 2021 safety, service quality, and reliability report 30 days after IEEE publishes the 2021 benchmarking results. The supplemental filing must include an explanation for any standards the utility did not meet.</p>   | Section IV.B.1.a             |
| <b>DOCKET E002/M-21-237<br/>December 2, 2021</b>             | <p>2. Required Xcel, MP, OTP to provide the following new information regarding electronic utility-customer interaction beginning with the reports filed in April 2023</p> <p>Percentage Uptime to second decimal:</p> <p>General Website xx.xx%</p> <p>Payment Services xx.xx%</p> <p>Outage map &amp;/or Outage Info page xx.xx%</p> <p>Error Rate Percentage to the third decimal</p> <p>Payment Services* xx.xxx%</p> <p>*if more granular data is available, please break down the error rate for unexpected errors, errors outside of the customer's control (i.e. how often to online payments fail for reasons other than insufficient funds or expired payment methods), and/or some other meaningful categorization."</p> <p>3. XE, MP and OTP provide percentage uptime and error rate percentage information in their annual reports for the next three reporting cycles, to build baselines for web-based service metrics (for 2021, 2022, 2023 annual reports)</p>  | STARTS 2023                  |
|  | <p>4. XE, MP and OTP continue to provide information on electronic utility-customer interaction such that baseline data are collected:</p> <p>a. Yearly total number of website visits</p> <p>b. Yearly total number of logins via electronic customer communication platforms;</p> <p>c. Yearly total number of emails or other customer service electronic communications received; and</p> <p>d. Categorization of email subject, and electronic customer service communications by subject, including categories for communications related to assistance programs and disconnections as part of reporting under Minn. R. 7826.1700</p>   | Starts 2023<br>Section III.I |
|  | 5. Xcel to provide additional information in its 2022 filing on the progress it has made regarding hiring new call center representatives in 2021 and the effects of those new employees on its agent only metrics  | Section III.E                |
|  | 6. Xcel to add in the upcoming and subsequent reports a "DER Complaint" reporting subcategory, following discussion with an input from the Complaint working group  | Section III.H                |
|  | 7. XE, MP and OTP to file public facing summaries with their annual Safety, Reliability, and Service Quality reports. Utilities shall work with Executive Secretary to publish those summaries in locations visible to consumers.   | Section IV.A                 |
| <b>Docket E002/M-20-406;<br/>December 18, 2020<br/>Order</b> | 3. Continue filing quarterly status reports on efforts to improve reliability in the Southeast Work Center through fourth quarter 2021.   | Section IV.B.2.a             |

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|  | 4. The Commission grants a variance to Minn. R. 7826.0500, subp.1, item G, applicable to MP, OTP and Xcel. The utilities must file a summary table that includes the information contained in the reports, similar to Att G of Xcel's filing  | Section IV.B.4.a  |
|  | 5. Utilities must file the reliability (SAIDI, SAIFI, CAIDI, MAIFI, normalized/non-normalized) for feeders with grid modernization investments such as Advanced Metering Infrastructure or Fault Location Isolation and Service Restoration to the historic five-year average reliability for the same feeders before grid modernization investments.   | Section IV B.1.d  |
|  | 14. Each utility must report over the next two reporting cycles, to the extent feasible, the following:<br>a. Yearly total number of website visits;<br>b. Yearly total number of logins via electronic customer communication platforms;<br>c. Yearly total number of emails or other customer service electronic communications received; and<br>d. Categorization of email subject, and electronic customer service communications by subject, including categories for communications related to assistance programs and disconnections as part of reporting under Minn. R. 7826.1700<br>If a utility is unable to report the information, the utility must provide an explanation as to why the information is not filed and the plans for reporting the information in the future.  | Section III.I     |
|  | 16. After consultation with Department and Commission staff, each utility must file revised categories for reporting complaint data. The Commission hereby delegates authority to the Executive Secretary to approve additional reporting categories, with the goal of establishing them by April 1, 2021 reporting deadline.   | Section III.H     |
|  | 17. The Commission hereby delegates to the Executive Secretary the authority to approve Xcel's public-facing summaries. The Executive Secretary may work with the utilities to refine the language and content in the summaries as needed.  | Section IV.A      |
|  | 18. Xcel must file the information listed in the revised Attachment A with its Safety, Service Quality, and Reliability report due April 1, 2021.<br>Xcel shall provide the following information, as a downloadable .csv or .xlsx file, by feeder, for the calendar year. Xcel may exclude feeders that meet the 15/15 aggregation standard.<br>a. Reliability reporting region where the feeder is located<br>b. The substation the feeder is on, with its full name<br>c. The zip code in which the feeder is primarily located<br>d. The number of customers on the feeder, including the proportion of residential to commercial and industrial<br>e. Whether the feeder is overhead or underground<br>f. SAIDI, SAIFI, and CAIDI, normalized (IEEE 1366 Standard) and with Major Event Days<br>g. Number of outages, total customer outages, and total customer-minutes-out for the following situations:<br>i. All levels, All Causes included<br>ii. Bulk Power Supply - All causes, distribution, substation, transmission substation, and transmission line levels;<br>iii. All levels, no "planned" cause, includes bulk power supply<br>iv. All levels, "planned" cause only, includes bulk power supply<br>(cont'd on next line) | Section IV.B.1.b  |
|  | 18. Cont'd<br>h. Number of outages, total customer outages, and total customer-minutes-out in the following primary outage cause categories, normalized and non-normalized<br>i. Equipment - OH<br>ii. Equipment - UG<br>III. Lightning<br>iv. Other<br>v. Power Supply<br>vi. Planned<br>vii. Public<br>viii. Unknown<br>ix. Vegetation<br>x. Weather - non-lightning<br>xi. Wildlife  | Section IV.B.1.b' |
| <b>Docket E002/M-19-261<br/>Order Date: January 28, 2020</b> | 2. Attachment B, item 1: Non-normalized SAIDI, SAIFI and CAIDI values   | Section IV.B.1.b  |
|  | 2. Attachment B, item 2: SAIDI, SAIFI, and CAIDI, MAIFI, CEMI, and CELI normalized values calculated using the IEEE 1366 Standard.  | Section IV.B.1.b  |
|  | 2. Attachment B, item 3: MAIFI – normalized and non-normalized.   | Section IV.C.1    |
|  | 2. Attachment B, item 4: CEMI – at normalized and non-normalized outage levels of 4, 5, and 6 interruptions.  | Section IV.C.2    |

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|   | 2. Attachment B, item 5: The highest number of interruptions experienced by any one customer (or feeder, if customer level is not available).   | Section IV.C.2   |
|   | 2. Attachment B, item 6: CELI – at normalized and non-normalized intervals of greater than 6 hours, 12 hours, and 24 hours.   | Section IV.C.3   |
|   | 2. Attachment B, item 7: The longest experienced interruption by any one customer (or feeder, if customer level is not available).  | Section IV.C.3   |
|   | 2. Attachment B, item 8: A breakdown of field versus office staff as required Minn. Rules 7826.0500 Subp. 1, J, including separate information on the number of contractors for each work center.   | Section IV.B.6   |
|   | 2. Attachment B, item 9: Estimated restoration time accuracy, using the following windows:<br>a. Within -90 minutes to 0 of estimated restoration time<br>b. Within 0 to +30 minutes of estimated restoration time  | Section IV.B.4.b |
|   | 2. Attachment B, item 10: IEEE benchmarking results for SAIDI, SAIFI, CAIDI, and MAIFI from the IEEE benchmarking working group   | Section IV.B.1.c |
|   | 2. Attachment B, item 11: Performance by customer class, If reporting by class is not yet possible, an explanation of when the utility will have this capability.   | Section IV.B.1.b |
|   | 2. Attachment B, item 12: Causes of sustained customer outages, by work center.   | Section IV.B.2.a |
| <b>Docket E002/M-19-261<br/>January 29, 2020</b>  | 12. Utilities shall consult with Commission staff to draft a brief summary of their annual service-quality and reliability metrics that is digestible and useable for general audiences and file it as an attachment to their next annual report due April 1, 2020. | Section IV.A     |
| <b>Docket E002/M-18-239<br/>Order Date: May 14, 2019</b>  | 2. Utilities shall consult with Commission Staff to draft a brief summary of their annual service-quality and reliability metrics that is digestible and useable for general audiences.   | Section IV.A     |
|   | 6. Xcel shall provide refreshed information responsive to the Commission's February 9, 2018 order in Docket Nos. E-002/M-16-281 and E-002/M-17-249 in future annual service-quality reports.  | Various Sections |
| <b>Docket E002/M-18-239<br/>March 19, 2019</b>  | 3. In future annual reports, Xcel must file the following:<br>(a) Non-normalized SAIDI, SAIFI, and CAIDI values.<br>(b) SAIDI, SAIFI, and CAIDI values calculated using the IEEE 2.5 beta method.   | Section IV.B.1.b |
|   | (c) CEMI – at normalized and non-normalized outage levels of 4, 5, and 6.   | Section IV.C.2   |
|   | (d) CELI – at intervals of greater than 6 hours, 12 hours, and 24 hours.<br>(e) CELI.   | Section IV.C.3   |
|   | (f) Estimated restoration times.  | Section IV.B.4.b |
|   | (g) IEEE benchmarking.  | Section IV.B.1.c |
|   | (h) Performance by customer class.  | Section IV.B.1.d |
|   | (i) More discussion of leading causes of outages and mitigation strategies.   | Section IV.a     |
| <b>Dockets E002/M-17-249<br/>and E002/M-16-281<br/>February 9, 2018<br/>Referenced in Docket 18-239<br/>Refers to Dockets: 16-281</b> | 3. (a) The Company's data on benchmarking with national IEEE Reliability Standards;   | Section IV.B.1.c |
|   | 3. (b) A qualitative discussion of ways the Commission looks at increased granularity;  | Section IV.B.1.a |
|   | 3. (c) An assessment of MAIFI data;   | Section IV.C.1   |
|   | 3. (d) A summary of the Company's estimated response time to customers and steps the Company is taking to measure and communicate more accurately the Company's estimated response time to customers;   | Section IV.B.4.b |
|   | 3. (e) The Company's internal customer satisfaction goals and a comparison of the Company's actual performance to those goals, as well as an explanation of the basis for those customer satisfaction goals;  | Section III.J    |
|   | 3. (f) With respect to the distribution feeder table identification provided in the report, Xcel shall include the appropriate locational labels, applicable substation name, and region to which the information relates;  | Section IV.B.4.b |
|   | 3. (h) Data on the number of applicants and participants in the Company's emergency medical accounts.   | Section III.F    |

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| <b>Docket E002/M-14-131</b><br><b>December 12, 2014</b>                                   | <p>3. Required Xcel to augment its next filing to include a description of the policies, procedures and actions that it has implemented, and plans to implement, to assure reliability, including information on how it is demonstrating pro-active management of the system as a whole, increased reliability, and active contingency planning.</p> <p>4. Required Xcel to incorporate into its next filing a summary table that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability.</p> <p>5. Required Xcel to report on the major causes of outages for major event days.</p> <p>6. Required Xcel to consider other factors, in addition to historical data, on which to base its reliability indices for 2014 in an effort to demonstrate its commitment toward improving reliability performance.</p> <p>7. Required Xcel to continue reporting major service interruptions to the Commission's Consumer Affairs Office.</p>           | Section IV.A<br>Section IV.B.1.b |
| <b>Docket E002/GR-12-961</b><br><b>November 19, 2013</b>                                  | <p>In Schedule 11 of its Compliance Filing, the Company provided its proposal for additional reporting of MAIFI data. Xcel provided an example of the following five additional MAIFI reports that will be filed in the April 1, 2014 service quality report:</p> <ol style="list-style-type: none"> <li>1. A table with annual MAIFI results for Minnesota and our four work centers using three different normalization methodologies;</li> <li>2. A table with the MAIFI results and Customer Interruptions by month and by work center;</li> <li>3. A five-year historical look for Minnesota MAIFI that shows the three different normalization methodologies and their associated trend lines;</li> <li>4. A pareto chart showing the top causes for interruptions for the current year; and</li> <li>5. A pareto chart showing the top causes for interruptions for the past five years.</li> </ol>   | Section IV.C.1                   |
| <b>Order: Docket E002/M-10-310</b><br><b>Order Date: September 30, 2010</b>               | <p>2. For reports due April 1, 2011, the Commission requires Xcel to augment their next filing to include a description of the policies, procedures and actions that it has implemented, and plans to implement, to assure reliability. Xcel should include information on how it is demonstrating pro-active management of the system as a whole, increased reliability and active contingency planning;</p> <p>3. For reports due April 1, 2011, the Commission continues to require Xcel to incorporate into its next filing a summary table (or summary information in some other format) that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability;</p> <p>5. For reports due April 1, 2011, the Commission requires Xcel to report on the major causes of outages for major event</p>   | Section IV.A<br>Section IV.B.1.b |
| <b>Order: Docket E002/M-09-343</b><br><b>Order Date: August 11, 2009</b>                  | <p>4. Regarding additional issues for reports due April 1, 2010, Xcel shall:</p> <ol style="list-style-type: none"> <li>(a) augment its next filing to include a description of the policies, procedures and actions that it has implemented, and plans to implement, to assure reliability. Xcel shall include information on how it is demonstrating pro-active management of the system as a whole, increased reliability and active contingency planning, including a specific discussion of the status and actions of its strategic initiatives as set forth in Ordering Paragraph 4a of its Order Accepting Annual Reports, Setting Reliability Standards, and Setting Additional Filing Requirements, Docket No. E-002/M-08-393 (October 24, 2008);</li> <li>(b) incorporate into its next filing a summary, table (or summary information in some other format) that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability;</li> </ol> | Section IV.A<br>Section IV.B.1.b |
| <b>Docket G002/CI-08-871</b><br><b>Docket E,G002/M-09-224</b><br><b>November 30, 2010</b> | <p>Direct Xcel to file the following information with its annual electric service quality reports filed pursuant to Minn. Rules, Part 7826.0500 and its annual gas service quality reports established in Docket No. G-999/CI-09-409 starting in 2013:</p> <ul style="list-style-type: none"> <li>• Volume of Investigate and Remediate Field orders;</li> <li>• Volume of Investigate and Refer Field orders;</li> <li>• Volume of Remediate Upon Referral Field orders;</li> <li>• Average response time for each of the above categories by month and year;</li> <li>• Minimum days, maximum days, and standard deviations for each category; and</li> <li>• Volume of excluded field orders.</li> </ul>  | Section III.B                    |
| <b>Docket E002/M-05-551</b><br><b>April 7,2006</b>  | <p>3. In its annual safety, reliability, and service quality report due on or before April 1, 2007, Xcel Energy shall report on the 25 worst performing circuits in each of its four work centers.</p>   | Section IV.B.2.b                 |
| <b>Docket E002/M-04-511</b><br><b>November 3, 2004</b>                                    | <p>5. Xcel shall file, on a going forward basis, a copy of every notification of an outage event sent to the Consumer Affairs Office which meets the standards set forth in Minn Rules part 7826 0700, subp 1, i e affecting 500 or more customers for one or more hours</p>   | Section IV.B.4.a                 |
|   | <p>6. Xcel shall include, on a going forward basis, data regarding credit calls but not calls from C&amp;I customers in its calculation of call center response times</p>  | Section III.E                    |

## **I. FILING REQUIREMENT**

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report on our safety, reliability, and service quality performance for 2021.

We submit this report pursuant to Minn. R. 7826.0400, 7826.0500, and 7826.1300. This Annual Report also contains additional items ordered by the Commission and stemming from previous Annual Service Quality Report dockets. For ease of use, we provide a compliance matrix starting on page vi detailing the various rule requirements and Order Points, along with page references to this report.

In compliance with the rules, this report is organized into the following sections:

- I.** Safety Performance for 2021
- II.** Service Quality Performance for 2021
- III.** Reliability Performance for 2021
- IV.** Proposed Electric Reliability Standards for 2022
- V.** Conclusion

## **II. ANNUAL SAFETY REPORT FOR 2021**

Minn. R. 7826.0400 requires the Company to provide an Annual Safety Report on or before April 1 of each year on its safety performance during the last calendar year. The Annual Safety Report has two elements required by Minnesota Rules.

### **A. REPORTS TO OSHA AND THE MINNESOTA DEPARTMENT OF LABOR & INDUSTRY**

*[P]ursuant to Minn. R. 7826.0400, subpart A, the Company must provide “summaries of all reports filed with the United States Occupational Safety and Health Administration and the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry during the calendar year.”*

Throughout 2021, we continued our commitment to provide our employees with a safe work environment and to promote awareness of safe work practices. Each year, the U.S. Department of Labor, Bureau of Labor Statistics Survey of Occupational Injuries and Illnesses requests information on randomly selected

plants and facilities operated by Xcel Energy. Attachment A provides a summary of the data requested by the U.S. Department of Labor for 2021. This attachment includes the required information from the U.S. Occupational Safety and Health Administration Form 300.

We did not file any reports with the occupational Safety and Health Division of the Minnesota Department of Labor and Industry.

## **B. INCIDENTS RESULTING IN COMPENSATION BECAUSE OF DOWNED WIRES OR OTHER ELECTRICAL SYSTEM FAILURES**

*[P]ursuant to Minn. R. 7826.0400, subpart B, the Company must provide “[a] description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electrical system failures and all remedial action taken as a result of any inquiries or property damage described.”*

Attachment B to this Annual Report includes the required information regarding claims paid in 2021 related to property damage resulting from downed wires, other electrical system failures, or claim types that have been historically reported to the Commission. The Rule requires a description of incidents that occurred during the calendar year (i.e., 2021), but this summary also reflects payments made in 2021 for any qualifying events that happened in a prior year. In general, when an incident occurs from a downed wire or failed equipment, the Company takes the necessary action to replace, repair, or otherwise fix its equipment.

## **III. SERVICE QUALITY PERFORMANCE FOR 2021**

### **A. METER READING**

#### **1. Reporting Under Commission Rules**

*[P]ursuant to Minn. R. 7826.1400, Subparts A-C, the Company must provide various metrics on its meter-reading performance, including for each customer class and for each calendar month:*

- “The number and percentage of customer meters read by utility personnel.*
- The number and percentage of customer meters self-read by customers.*
- 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.”*

We provide the required meter reading information as Attachment C to this report.

Customer meters are 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. If everything works 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, they will attempt to obtain a meter reading, and 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.

If field personnel had access to the meter and discovered that the reason for not transmitting data was a meter equipment problem (e.g., malfunctioning meter), the field personnel 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 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 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 within a three-day window. Even though the Company is attempting to read all meters that are not transmitting data once a month, there are good reasons why we are not always able to do this monthly manual attempt, such as prioritizing resources and weather conditions. 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 provides the number of actual attempts to read meters (with a reason why this was not successful, 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.

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

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 premise has 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 Maintenance*: Meter communication malfunction (generates a work order).

In general, the number of meters that go unread fluctuates annually, and is highly dependent 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.

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, the Company begins to investigate the issue more deeply. We call and email the customer; we also try different avenues to locate property owners, such as asking neighbors or tenants, or searching available public records (e.g., property tax). The Company is allowed to disconnect the customer after a meter goes unread for 18 months due to access issues (after 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 can and will remove them with customer permission, which stops the automated AMR read requests.

In 2021, we experienced a decrease in automated read performance due to supply chain issues that impacted our ability to receive and exchange meters/modules that were not transmitting. The inability to exchange the meters/modules led to an



increased number of manual read requests that we are not staffed to cover, resulting in a significant increase in No Read Return estimates.

For the industrial class, the increase in meters not read for over 12 months is predominantly due to an interval systems issue that impacts 2-Way Load Profile meters (interval meters). Sometimes our internal system does not record all intervals that are received from the meter, although we, in fact, have received them all. As a result, our billing department will issue a special re-read request to obtain the data from the internal system, which will simultaneously create a read request for our meter readers. If the data come back with 100 percent intervals, a site visit is not necessary. In 2021, there were 722 instances on record as being an estimated reading; however, 562 of those were a result of the issuance of a re-read request from billing as stated above. Only 160 instances are truly estimated where we were unable to obtain a reading.

Attachment C 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 more representative of meters in the field.

*[P]ursuant to Minn. R. 7826.1400, Subpart D, the Company must provide various metrics on its meter-reading performance, including for each customer class and for each calendar month: “Data on monthly meter reading staffing levels by work center or geographical area.”*

Table 1 includes 2021 data on monthly meter reading staffing levels by work center or geographical area; the Table shows full-time equivalent numbers and does not count temporary staff positions. The “Other” category includes Xcel Energy personnel located in our Sioux Falls Service Center who are responsible for reading meters in western Minnesota and South Dakota.

**TABLE 1: 2021 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   | 2   |
| Other      | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   |

Meter reading staffing levels during 2021 remained substantially the same as in 2020. Three meter-reading employees accepted different positions within the Company during this past year that created open positions; all three positions have now been filled. We are pleased to report that this relatively small team of meter readers worked through staffing challenges, including employee absences due to COVID 19 and reduced staffing level due to the open positions.

## **B. METER EQUIPMENT MALFUNCTIONS TARIFF ANNUAL Report**

*[I]n the Commission's November 30, 2010 Order in Docket Nos. G002/CI-08-871 and E,G002/M-09-224, at Order Point 2, the Commission directed the Company to file the following information with its annual electric service quality reports filed pursuant to Minn. Rules, Part 7826.0500:*

- *Volume of Investigate and Remediate Field orders;*
- *Volume of Investigate and Refer Field orders;*
- *Volume of Remediate Upon Referral Field orders;*
- *Average response time for each of the above categories by month and year;*
- *Minimum days, maximum days, and standard deviations for each category; and*
- *Volume of excluded field orders.*

This information is included in Attachment D. To summarize, we performed within the field response parameters prescribed in our tariff<sup>1</sup>, completing a total of 4,857 electric and 3,900 natural gas orders with an average response time of 3.14 and 5.44 days, respectively. In addition, we completed 151 electric and 286 natural gas field orders for which we experienced access and/or environmental issues, both of which are allowable exclusions under the tariff.

<sup>1</sup> NSPM Electric Rate Book, General Rules and Regulations, Section No. 6 Meter Equipment Malfunctions, Sheet Nos. 17.2 – 17.4

In 2021, the Company had one remediate upon referral work order that was completed within the one-day maximum as required by the tariff and one work order that was completed outside the one-day maximum. The work order that was completed outside the one-day maximum was created incorrectly and should have been created as an investigate and remediate work order which would have been completed within the maximum time allotted. We continue to emphasize training and improvement processes to help prevent this type of situation going forward.

While this report focuses on 2021 performance, we note that customer and employee safety was a top priority throughout the COVID-19 pandemic. For that reason, we note that there were a few circumstances where work needed to be performed inside a customer's home (e.g., gas relights or work requiring access to inside meters) but was deferred because customers were not comfortable with workers entering the home due to COVID; however, our 2021 numbers in this category were significantly lower than in 2020.

### **C. INVOLUNTARY DISCONNECTIONS**

*[P]ursuant to Minn. R. 7826.1500, Subparts A through D, the Company must provide various metrics related to involuntary disconnections of service, including, for each customer class and each calendar month:*

- a) The number of customers who received disconnection notices.*
- b) The number of customers who sought cold weather rule protection under chapter 7820 and the number who were granted cold weather rule protection.*
- c) The total number of customers whose service was disconnected involuntarily, and the number of these customers restored to service within 24 hours.*
- d) The number of disconnected customers restored to service by entering into a payment plan.*

Attachment E provides the required information as outlined above.

### **D. SERVICE EXTENSION RESPONSE TIMES**

*[P]ursuant to Minn. R. 7826.1600, Subparts A and B, the Company must provide 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 services 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.*

Table 2 is the required information by Part A of the Rule and includes data on service installations that require construction.

**Table 2: 2021 Service Extension Installations**

| <b>Residential</b>                                 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | <b>Total 2021</b> |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------------|
| # Service Installations                            | 365 | 318 | 395 | 408 | 415 | 440 | 427 | 501 | 489 | 576 | 576 | 436 | <b>5,346</b>      |
| Avg. days to complete from customer and site ready | 7.2 | 8.5 | 3.5 | 2.8 | 4.2 | 5.3 | 5.1 | 4.3 | 5.8 | 6.3 | 6.3 | 9.1 | <b>5.7</b>        |

  

| <b>Commercial</b>                                  | Jan  | Feb | Mar  | Apr  | May | Jun  | Jul  | Aug | Sep  | Oct  | Nov | Dec  | <b>Total 2021</b> |
|--|------|-----|------|------|-----|------|------|-----|------|------|-----|------|-------------------|
| # Service Installations                            | 26   | 16  | 18   | 15   | 12  | 23   | 13   | 12  | 23   | 23   | 18  | 19   | <b>218</b>        |
| Avg. days to complete from customer and site ready | 12.3 | 7.6 | 11.2 | 11.4 | 4.6 | 12.6 | 12.9 | 8.7 | 17.7 | 15.4 | 9.9 | 13.4 | <b>12.0</b>       |

The number of residential and commercial new service installations in 2021 decreased compared to 2020 due to the economic challenges resulting from COVID, and material and supply issues; however, it is anticipated there will be an increase in installations in future years. 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, such as those faced around the country, can also affect installation time; lead times for electrical materials increased 30 percent and has caused shortages for raw materials.

For Part b of Rule 7826.1600, we note that 212,410 customers requested service at a location previously served by the Company in 2021. With respect to situations where we supply service to a location previously served by the Company, we handle these requests on the next business day. Responding to such a request generally involves setting a meter and connecting the service. Such cases are not reflected in the information provided in Table 2.

**E. CALL CENTER RESPONSE TIMES**

*[P]ursuant to Minn. R. 7826.1700, the Company must provide “a detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information.”*

*[I]n the Commission’s November 3, 2004 Order in Docket No. E002/M- 04-511, at Order Point 6, the Commission required the Company to “include on a going forward basis, data regarding credit calls . . . in its calculation of call center response times.”*

*[I]n the Commission’s December 2, 2021 Order in Docket No. E002/M-21-237, at Order Point 5, the Commission required the Company “to provide additional information in its 2022 filing on the progress it has made regarding hiring new call center representatives in 2021 and the effects of those new employees on its agent only metrics.”*

*Minn. R. 7826.1200, subp. 1 requires that the Company answer 80 percent of calls made to the business office during regular business hours within 20 seconds.*

Table 3 provides a summary of our 2021 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 IVR, along with performance information, can be found in Attachment F.

**TABLE 3: 2021 CALL CENTER RESPONSE TIME SUMMARY**

| <b>Calls Included</b>                                       | <b>2021 Performance</b>     | <b>Reference to Att F</b> |
|---|-----------------------------|---------------------------|
| Residential, BSC, Credit, PAR, all calls handled by IVR     | 82.9% in 20 seconds or less | Line 20                   |
| Residential, BSC, Credit, PAR, all IVR handled outage calls | 61.8% in 20 seconds or less | Line 21                   |

As required by the Commission, we have included calls to customers with past due balances 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.

In addition, Line 23 on Attachment F provides our average speed of answer

(ASA) and the rows below it break out the ASA by call center.

Throughout 2021, the Company continued to respond to the impacts of COVID-19 and market pressures as we struggled to attract and retain our call center workforce. Between January 2021 and the date of this filing, our call center hired 347 agents and lost 228 agents, an unprecedented 66 percent attrition rate. At the end of 2021, our call center staffing was over 90 percent of actual need. We have engaged in aggressive hiring efforts to bring the call centers up to needed staffing levels. As of the date of this filing, we have made progress on our hiring efforts and our call center is currently staffed at 99 percent. We now know the hiring and retention issues affected companies across all industries and is not limited to Xcel Energy alone.

Our call center workforce challenges impacted our call center performance for several reasons. First, like many other companies, worker illness due to COVID impacted our call response time. Specifically, absenteeism increased significantly over the past 12 months. In 2021, over 50 percent of all employees in our Customer Care organization, which includes our call center employees, were absent at least once due to COVID related illness.

Second, as mentioned above, we hired 347 new agents. These new agents are required to attend a six-week training program and then attend a two-week on-the-job training. We have found that newly hired call center employees tend to have longer call handle times as they work toward becoming proficient in their roles. After four months, new agents have been taught the skills to navigate their job, but agents are not considered proficient until they have been working 9 to 12 months. The longer call handle time of new agents is reflected in 2021 and, due to the number of new hires, we expect our 2022 call response times may be longer than normal. In addition, our call centers, like call centers in other industries, experience significant turnover which means that we have a large portion of agents in training or newly graduated from the training program, which impacts our average call handle time and overall call center metrics.

Finally, as an organization, we moved to virtual work locations in 2020 and throughout 2021 to mitigate employee health risks throughout the Company. This move posed some technological challenges and also decreased the opportunity for individual contact between employees making training somewhat more challenging. As a Company, we have increased supplemental training sessions in 2022 to further improve employee performance.

In October of 2021 we responded to these challenges by increasing our starting

wage by nearly 20 percent, to \$17.00/per hour. This increase resulted in relatively immediate improvements in our ability to attract new staff and retain current experienced staff. The Company also continues its efforts to attract employees in non-traditional communities. In addition, we intend to maintain a flexible virtual workforce strategy moving forward which we hope will serve as an attractive option to potential candidates.

Another reason for increased call response time in 2021 was due to the colder-than-normal temperatures in some of our jurisdictions which results in higher heating costs for our customers. Customer calls about higher bills generally take more time to address and resolve.

Regarding the inclusion of interactive voice response (IVR) system calls in our call center metric, as required by Minn. Rule 7826.1700, the Company reports “call center response times, including calls to the business office and calls regarding service interruptions” as a combined metric. As authorized under Minn. Rule 7826.1200, Subp. 2, for service interruptions, the metric includes outage calls made to the business office and outage calls handled by the IVR system. Additionally, many customers prefer the IVR system, so we make it a priority to ensure IVR is easy to use. By not including these calls, customers are not given consideration for their preferred channel in the metric. Although the reporting on call center response times has evolved organically over time and new lines have been added to Attachment F for transparency, we have used this same approach for reporting for more than 15 years, since Rules 7826.1200 and 7826.1700 became effective. Removing the ability to include IVR handled outage calls in our metric would require a significant increase to the Customer Care operations budget.

## **F. EMERGENCY MEDICAL ACCOUNT**

*[P]ursuant to Minn. R. 7826.1800, the Company must provide “the number of customers who requested emergency medical account status under Minnesota Statutes, section 216B.098, subdivision 5, the number whose applications were granted, and the number whose applications were denied and the reasons for each denial.”*

When customers contact us indicating they have medical or life sustaining equipment, they are transferred directly to our Personal Accounts Department for assistance. A Personal Account Representative (PAR) then sends the customer a medical form which must be completed and returned to the Company. The form requires a licensed medical doctor (or other qualifying medical professional) to certify the customer’s need for medical or life sustaining equipment and must be returned to the Company within 10 days of medical certification. When the

Company receives the certification, the PAR will update the customer's account with the emergency medical account flag, which means the customer's account cannot be disconnected for missed or late payments and file the form within our system. This doctor's certification is required each year. Thirty days prior to expiration of the form, our billing system automatically sends a new form to the customer for certification by an appropriate medical provider. As of March 2022, the Company currently has 1,977 Minnesota households certified with the emergency medical account status. Application forms for customers who wish to notify the Company that they have medical or life sustaining equipment are also available on our website.

Table 4 provides the 2021 monthly counts of requests for emergency medical account status and the count of requests denied for our residential customers. The reasons customers may be denied emergency medical account status include customers not returning the form to the Company or the doctor refusing to certify the customer's need for medical or life support. Each time the customer submits a form with incorrect and/or missing information, or it is not completed by a physician, the application is denied and returned to the customer.

**Table 4: 2021 Monthly Emergency Medical Account Status**

|           | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | Total |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-------|
| Requested | 47  | 48  | 63  | 50  | 22  | 54  | 41  | 115 | 91   | 62  | 37  | 454 | 1084  |
| Denied    | 4   | 7   | 6   | 5   | 2   | 7   | 6   | 12  | 16   | 11  | 7   | 30  | 113   |

The Company works to ensure that customers who are eligible for emergency medical account status are aware of the option and enroll in it. To that end, the Company conducts outreach within our service territory to provide information on the statutory protection available to customers with medically necessary equipment. In the second half of 2021, we sent approximately 60,000 postcards to our energy assistance and medical customers promoting the Energy Assistance Program (EAP) using the USPS Every Door Direct Mailer method on behalf of the Minnesota Department of Commerce. Additionally, we sent approximately 24,000 preprinted application forms to applicants, including those with medical needs, who could potentially benefit from the EAP. In addition to these mailings, our outreach strategies have included: directly contacting eligible customers to ensure awareness of available programs; ensuring information is easily accessible and understandable on [xcelenergy.com](http://xcelenergy.com); and equipping our customer care agents and employees with key messages to assist our customers and stakeholders in assistance conversations. We continue to work to identify additional groups for outreach to promote and educate about our programs.



## G. CUSTOMER DEPOSITS

*[P]ursuant to Minn. R. 7826.1900, the Company is required to report on “the number of customers who were required to make a deposit as a condition of receiving service.”*

During 2021, we requested a total of 583 deposits as a condition of service for our residential customers that had filed for bankruptcy. We request these deposits upon notification from the bankruptcy court and/or the customer of their bankruptcy petition.

## H. CUSTOMER COMPLAINTS

*[P]ursuant to Minn. R. 7826.2000, the Company is required to provide a Report on complaints by customer class and calendar month, including at least the following information:*

- 1. The number of complaints received*
- 2. 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.*
- 3. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.*
- 4. 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 reasonable within the control of the utility;*
  - 4. Refusing to take the action the customer requested*
  - 5. The number of complaints forwarded to the utility by the Commission’s Consumer Affairs Office for further investigation and action.*

We provide the required information as Attachment G to this Annual Report, which includes complaints that are handled by the Call Center and the Company’s Customer Advocate Group.

Pages 1-4 of Attachment G contain information on customer complaints handled by our customer advocates. Attachment G, page 4 provides the number of complaints forwarded to the Company by the Commission’s Consumer Affairs Office (CAO) for further investigation. The grand total on page 4 is consistent with

the figure also reported in our Quality of Service Plan (QSP) Tariff Annual Report in Docket E,G002/CI-02-2034.

Attachment G pages 5-16 contain information on complaints handled within the Call Centers.

*[I]n the Commission's December 18, 2020 Order in Docket No. E- 002/M-20-406, at Order Point 16, the Commission ordered: after consultation with Department and Commission staff, each utility must file revised categories for reporting compliant data. The Commission hereby delegates authority to the Executive Secretary to approve additional reporting categories, with the goal of establish them by the April 1, 2021 reporting deadline.*

*[I]n the Commission's December 2, 2021 Order in Docket No. E- 002/M-21-237, at Order Point 6, the Commission required the Company to add in the upcoming and subsequent reports a "DER Complaint" reporting subcategory, following discussion with and input from the Complaint working group."*

#### 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 those 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.

#### 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 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.

Complaint categories are defined as follows:

#### Billing

- Complaints related to the solar bill presentation not a rule or tariff
- Customer disputes solar credit.

#### Interconnection

- Customer states delay in meter set for billing
- Customer states construction for solar account is delayed.
- Installer files complaint instead of customer

#### Other

- PUC Inquiry
- Customer doesn't understand the installation of the solar system
- Unable to classify the complaint in a specific category

Table 5 includes our agreed upon DER complaint categories and their total count 2021. Through our Personal Account Representative (PAR) team, we track complaints received from all the Minnesota Renewable\*Choice Programs (Solar\*Rewards Community, Solar\*Rewards, and Distributed Generation or standard Interconnection) through the CAO and the Minnesota Office of Attorney General.

**Table 5: 2021 DER Complaint Count Summary**

| <b>Complaint Category</b> | <b>Complaint Count</b> |
|---------------------------|------------------------|
| Billing                   | 10                     |
| Interconnection           | 13                     |
| Other                     | 14                     |
| <b>Total Complaints</b>   | <b>37</b>              |

## I. ELECTRONIC CUSTOMER CONTACTS

*[I]n the Commission’s December 18, 2020 Order in Docket No. E002/M-18-406, at Order Point 14, the Commission required the Company to “report over the next two reporting cycles, to the extent feasible, the following:*

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

*Report over the next two reporting cycles, to the extent feasible, the following:*

*[I]n the Commission’s December 2, 2021 Order in Docket No. E002/M-21-237, at Order Point 4, the Commission required the Company to “continue to provide information on electronic utility-customer interaction such that baseline data are collected.”*

The Company has consistently demonstrated our commitment to quality and reliable service to our customers, and as part of that process, we have continuously expanded the channels in which we engage with our customers. Below we provide an overview of these channels. This is the second year for reporting on the engagement channel metrics requirement from the December 18, 2020 Order. We note an overall decrease in our electronic channels of customer engagement in 2021. We identified a “one-time” system glitch that occurred during a web development phase where we believe we lost some tracking capabilities. The system issue has since been corrected and additional internal reporting has been put into place to identify sudden changes in any channel. We continue to monitor these channels to determine if 2020 was an

anomaly due to COVID and if customers are moving to alternate modes of communication with the Company.

- **Email:** Customers can use the “[Contact Us](#)” form on XcelEnergy.com and can also send emails to [customerservice@xcelenergy.com](mailto:customerservice@xcelenergy.com). The Company’s Correspondence Team responds to customer emails.
- **Mobile App and My Account:** Both platforms require authentication and customer activity is trackable. Customers can pay their bill, monitor energy usage, receive notifications, contact Xcel Energy via email or telephone call, and perform many other services. Customers can contact us in a mobile application or via a link to a simpler version of our online “Contact Us” form. These inquiries are received and processed in the same way as our other customer emails noted above. These emails are included in the email count below.
- **Social Media:** The Company’s Correspondence Team also manages customer contacts received via various social media channels such as Facebook and Twitter and are considered “Impressions.” These are platforms where people can view various postings directly from Xcel Energy or from other businesses or individuals and does not require authentication. Impressions can be tracked from Facebook and Twitter.

Tables 6 and 7 provide summaries of the requested data:

**Table 6: 2021 Electronic Access**

|  |                                   |            |
|--|-----------------------------------|------------|
| <b>Website Visits:</b>   | Facebook, Twitter, XcelEnergy.com | 11,098,531 |
| <b>Logins via electronic customer communication platforms</b>              | My Account, Mobile App            | 14,626,276 |
| <b>Emails or other customer service electronic communications received</b> | Email                             | 121,679    |

**Table 7: 2021 Categorization of Email**

| Categorization of Email Topic | Approx. Percentage of All Emails | Top Two Subjects Per Email Topic  | Approx. Percentage Based on All Emails |
|-------------------------------|----------------------------------|---|--|
| Billing                       | 34.8%                            | Explanation<br>Inquiry of Payments  | 10%<br>3.8%                            |
| Start / Stop / Transfer       | 30.1%                            | Start<br>Stop   | 14.6%<br>6.9%                          |
| MyAccount                     | 17.2%                            | Login Issues<br>Register  | 2.6%<br>2.5%                           |
| Other                         | 5.1%                             | This category relates to a variety of "freeform" inquiries provided by the customer | 5.1%                                   |
| Outages                       | 4.7%                             | Update<br>Report  | 1.5%<br>1.4%                           |
| Credit                        | 2.8%                             | Pay Arrangement<br>Deposit<br>Disconnections /<br>Reconnections                     | 1.8%<br>0.8%<br>0.25%                  |

## J. CUSTOMER SATISFACTION

*[I]n the Commission’s February 9, 2018 Order in Docket Nos. E002/M- 16-281 and E002/M-17-249, at Order Point 3.E., the Commission required the Company to “provide the following information in its next annual service quality report: The Company’s internal customer satisfaction goals and a comparison of the Company’s actual performance to those goals, as well as an explanation of the basis for those customer satisfaction goals.”*

*And*

*[I]n the Commission’s May 14, 2019 Order in Docket No. E-002/M-18- 239, the Commission required the Company to “provide refreshed information responsive to the Commission’s February 9, 2018 order in future annual service-quality filings” essentially continuing this customer satisfaction reporting requirement.*

### a. 2021 Customer Satisfaction Goals and Performance

In addition to JD Power satisfaction studies for the utility industry, which focuses on broad overall (relationship) satisfaction for the average utility customer, we

also measure customer satisfaction when customers directly interact with the Company. The transaction surveys that we use to assess our performance internally are for customer interactions with our customer service representatives, (phone and email correspondence) our IVR system, and our website. Table 8 summarizes our 2021 customer satisfaction goals and performance at the transaction type level. We note that all goals are for Xcel Energy (all states), and the transactional survey results are specific to NSPM residential and business customers (combined).

**TABLE 8: 2021 CUSTOMER SATISFACTION GOALS AND NSPM PERFORMANCE**

| <b>Customer Channel Scores &amp; Goals - 2021</b>            |                                |              |
|--|--------------------------------|--------------|
| <b>Customer Channel</b>                                      | <b>OSAT Actual Performance</b> | <b>Goal*</b> |
| Transaction - Phone Agent (Phone/E-mail) & IVR Combined OSAT | 81.0%                          | 84.2%        |
| Transaction – Agent (Phone) Non-Credit OSAT                  | 78.5%                          | 84.3%        |
| Transaction - Agent (Phone) Credit OSAT                      | 82.8%                          | 81.6%        |
| **Transaction – Agent (E-mail) OSAT                          | 78.5%                          | 78.4%        |
| Transaction – IVR OSAT                                       | 82.2%                          | 84.5%        |

\*NOTE: Goals were set at the company-wide level, not at OPCO level.

\*\*NOTE: Agent E-mail scores are company-wide level (unable to breakdown by OPCO or State).  
Overall Satisfaction (OSAT)

The Customer Care channel goals are set at the company-wide level. At the beginning of each year, the Company reviews and evaluates the previous year's scores to use as a baseline towards achieving various levels of improvement goals for the coming year.

Following agent and IVR transactions, customers are offered the opportunity to take a survey at the conclusion of their agent-handled phone call or IVR use, or the option to delay the timing of the survey and receive a follow-up call within one or two days after the transaction. For customers interacting through e-mail correspondences, they receive an online survey link/offer on their last interaction. After web transactions, customers are presented a pop-up window and offered the opportunity to participate in a survey. Customers are asked to provide feedback on the following scales:

- The *agent* metric (phone/e-mail) represents the percentage of customers who score Xcel Energy 8, 9, or 10 (top 3 box) on a ten-point scale regarding their satisfaction with the transaction.

- The IVR metric represents the percentage of customers who score Xcel Energy a 4 or 5 (top 2 box) on a five-point scale regarding their satisfaction using our IVR system to complete their transaction.

#### **b. J.D. Power Survey**

J.D. Power independently measures relationship satisfaction and performs ongoing benchmarking studies that assess how utilities have performed in relation to one another. J.D. Power implements both a residential and business electric satisfaction study, measuring satisfaction with both customer segments across six categories or drivers of satisfaction – power quality and reliability, billing & payment, communications, corporate citizenship, customer service, and price. We subscribe to the J.D. Power survey because it provides a broad understanding of our customers and can combine it with other customer data, such as our transactional surveys, to develop action plans to improve satisfaction.

For several years, the Company has subscribed with J.D. Power to access the utility benchmarking results to help various internal work groups identify and prioritize on strategic areas of focus. This information was not used to set customer metrics for goals in 2021. Starting in 2018, we used the J.D. Power residential study to set and measure metrics for (1) overall residential satisfaction; (2) satisfaction with total monthly cost of electric bill; (3) keeping customers informed about an outage; and (4) percentage of customers recalling Company communications over past three months. This practice continued into 2021.

Table 9 details residential customer satisfaction overall, as well as by category/driver for NSPM in 2021. The percentile rank is NSPM's position within 55 utilities in the J.D. Power study (including Xcel Energy) that the Company chooses to benchmark itself against. As an example, a peer rank of 54th percentile would mean that NSPM has a higher score than 54 percent of the peer set.



**Table 9: 2021 J.D. Power Residential Electric Satisfaction for NSP****[PROTECTED DATA BEGINS...**

| 2021 Residential                    | Index Score | Peer Percentile Rank |
|-------------------------------------|-------------|----------------------|
| Overall Customer Satisfaction Index | 755         |                      |
| Power Quality & Reliability         |             |                      |
| Price                               |             |                      |
| Billing & Payment                   |             |                      |
| Corporate Citizenship               |             |                      |
| Communications                      |             |                      |
| Customer Contact                    |             |                      |

**...PROTECTED DATA ENDS]**

Table 10 details small/medium business customer satisfaction from the 2021 J.D. Power business study. The table is a combination of NSPM and NSPW customer feedback; however, the scores are predominantly based on NSPM customers.

**Table 10: 2021 J.D. Power Small/Medium Business Electric Satisfaction for NSPM****[PROTECTED DATA BEGINS...**

| 2021 Small/Medium Business          | Index Score | Peer Percentile Rank |
|-------------------------------------|-------------|----------------------|
| Overall Customer Satisfaction Index | 797         |                      |
| Power Quality & Reliability         |             |                      |
| Price                               |             |                      |
| Billing & Payment                   |             |                      |
| Corporate Citizenship               |             |                      |
| Communications                      |             |                      |
| Customer Contact                    |             |                      |

**...PROTECTED DATA ENDS]**

Tables 9 and 10 are marked NON-PUBLIC as defined by Minn. Stat. § 13.37, subd. 1(b). The information contained in these Tables is from a subscription with JD Power. Because this information derives independent economic value from not being generally known to, and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use, Xcel Energy maintains this information as a trade secret pursuant to Minn. Rule 7829.0500, subp 3.

**U.S. Department of Labor- Bureau of Labor Statistics**  
**Survey of Occupational Injuries & Illnesses 2021**  
**Xcel Energy - Minnesota**

Data from 2021 OSHA Form 300A

| Location                     | Avg<br>Empl<br>Count | Ttl Hours<br>Worked | Severity Counts |              |                    |       | Day Count          |              | Injury/Illness Classification Counts |                   |             |           |         |       |
|------------------------------|----------------------|---------------------|-----------------|--------------|--------------------|-------|--------------------|--------------|--------------------------------------|-------------------|-------------|-----------|---------|-------|
|                              |                      |                     | Deaths          | Days<br>Away | Restricted<br>Duty | Other | Restricted<br>Duty | Lost<br>Time | Injuries                             | Skin<br>Disorders | Respiratory | Poisoning | Hearing | Other |
| Centre Pointe                | 144                  | 261,553             | 0               | 1            | 0                  | 0     | 0                  | 5            | 0                                    | 0                 | 1           | 0         | 0       | 0     |
| Fargo Service Center         | 67                   | 131,543             | 0               | 2            | 0                  | 0     | 0                  | 14           | 0                                    | 0                 | 2           | 0         | 0       | 0     |
| Faribault Service Center     | 35                   | 67,304              | 0               | 0            | 0                  | 1     | 0                  | 0            | 1                                    | 0                 | 0           | 0         | 0       | 0     |
| King Generating Plant        | 78                   | 155,019             | 0               | 2            | 1                  | 0     | 155                | 18           | 1                                    | 0                 | 2           | 0         | 0       | 0     |
| Prairie Island Nuclear Plant | 546                  | 1,064,204           | 0               | 4            | 0                  | 0     | 0                  | 30           | 0                                    | 0                 | 4           | 0         | 0       | 0     |
| Rice Street Service Center   | 373                  | 719,741             | 0               | 5            | 5                  | 1     | 340                | 69           | 8                                    | 0                 | 3           | 0         | 0       | 0     |
| Sherco Generating Plant      | 267                  | 539,810             | 0               | 11           | 3                  | 0     | 31                 | 315          | 8                                    | 0                 | 6           | 0         | 0       | 0     |
| Waconia Service Center       | 10                   | 17,863              | 0               | 2            | 1                  | 3     | 7                  | 188          | 3                                    | 2                 | 1           | 0         | 0       | 0     |
|                              |                      |                     |                 |              |                    |       |                    |              |                                      |                   |             |           |         |       |
|                              |                      |                     |                 |              |                    |       |                    |              |                                      |                   |             |           |         |       |
| Summary                      | 1,274                | 2,496,637           | 0               | 24           | 10                 | 4     | 533                | 620          | 20                                   | 2                 | 16          | 0         | 0       | 0     |

| Claim Number  | Event Date | Claim Date | Cause Code / Event Cause Description      | Paid Sum     | Bodily Injury |
|---------------|------------|------------|---|--------------|---------------|
| 189436804-001 | 12/17/2020 | 01/21/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 245.00    | \$0.00        |
| 189446694-002 | 01/18/2021 | 03/03/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 11,904.27 | \$0.00        |
| 189446694-003 | 01/18/2021 | 03/04/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 7,716.76  | \$0.00        |
| 189446694-006 | 01/18/2021 | 03/26/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 10,579.44 | \$0.00        |
| 189446694-007 | 01/18/2021 | 04/12/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 9,500.00  | \$0.00        |
| 189446694-008 | 01/18/2021 | 04/12/2021 | 1128 TRANSFER OVERHEAD                    | \$ 11,164.38 | \$0.00        |
| 189446694-009 | 01/18/2021 | 04/30/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 17,281.36 | \$0.00        |
| 189448392-001 | 01/08/2021 | 02/05/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 224.00    | \$0.00        |
| 189450815-001 | 01/18/2021 | 02/09/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 730.64    | \$0.00        |
| 189451595-001 | 08/21/2020 | 02/10/2021 | 1130 TREE TRIMMING                        | \$ 465.00    | \$0.00        |
| 189451851-001 | 07/08/2020 | 02/10/2021 | 1136 OUTAGE                               | \$ 1,648.00  | \$0.00        |
| 189458406-001 | 02/01/2021 | 02/19/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 4,761.47  | \$0.00        |
| 189466778-001 | 01/05/2021 | 03/02/2021 | 1122 POLES AND TOWERS                     | \$ 3,488.50  | \$0.00        |
| 189466834-001 | 02/23/2021 | 03/02/2021 | 1122 POLES AND TOWERS                     | \$ 2,443.28  | \$0.00        |
| 189471765-001 | 02/06/2021 | 03/09/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 270.00    | \$0.00        |
| 189477006-001 | 11/03/2020 | 03/16/2021 | 1113 FALLING EQUIPMENT OR BEING STRUCK BY | \$ 2,450.00  | \$0.00        |
| 189481101-001 | 03/16/2021 | 03/22/2021 | 1130 TREE TRIMMING                        | \$ 1,960.62  | \$0.00        |
| 189493591-001 | 03/04/2021 | 04/01/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 806.37    | \$0.00        |
| 189508184-001 | 02/17/2021 | 04/21/2021 | 1117 METER ELECTRIC                       | \$ 240.00    | \$0.00        |
| 189508779-001 | 02/26/2021 | 04/22/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 697.85    | \$0.00        |
| 189511892-001 | 04/03/2021 | 04/27/2021 | 1001 NON OUTAGE ELECTRIC                  | \$ 399.00    | \$0.00        |
| 189511923-001 | 01/18/2021 | 04/27/2021 | 1122 POLES AND TOWERS                     | \$ 665.00    | \$0.00        |
| 189516134-001 | 11/04/2020 | 05/03/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 449.00    | \$0.00        |
| 189518322-001 | 04/16/2021 | 05/05/2021 | 1001 NON OUTAGE ELECTRIC                  | \$ 1,725.00  | \$0.00        |
| 189528744-001 | 04/26/2021 | 05/19/2021 | 1129 TRANSFORMER UNDER GROUND             | \$ 3,030.62  | \$0.00        |
| 189531461-001 | 05/17/2021 | 05/24/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 165.00    | \$0.00        |
| 189536811-001 | 05/02/2021 | 06/01/2021 | 1113 FALLING EQUIPMENT OR BEING STRUCK BY | \$ 909.07    | \$0.00        |
| 189536924-001 | 05/28/2021 | 06/01/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 5,492.32  | \$0.00        |
| 189550794-001 | 05/24/2021 | 06/18/2021 | 1122 POLES AND TOWERS                     | \$ 12.20     | \$0.00        |
| 189556964-001 | 09/14/2020 | 06/28/2021 | 1122 POLES AND TOWERS                     | \$ 2,633.91  | \$0.00        |
| 189558180-001 | 06/24/2021 | 06/29/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 978.00    | \$0.00        |
| 189560034-001 | 02/04/2021 | 07/01/2021 | 1114 FIRE/EXPLOSION/SMOKE                 | \$ 3,392.50  | \$0.00        |
| 189566280-001 | 05/20/2021 | 07/12/2021 | 1113 FALLING EQUIPMENT OR BEING STRUCK BY | \$ 3,998.79  | \$0.00        |
| 189566371-001 | 06/07/2021 | 07/12/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 171.41    | \$0.00        |
| 189568422-001 | 06/06/2021 | 07/14/2021 | 1122 POLES AND TOWERS                     | \$ 138.55    | \$0.00        |
| 189571520-001 | 04/19/2021 | 07/19/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 102.00    | \$0.00        |
| 189571540-001 | 06/10/2021 | 07/19/2021 | OH OTHER                                  | \$ 4,032.92  | \$0.00        |
| 189574598-001 | 05/25/2021 | 07/22/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 1,222.52  | \$0.00        |
| 189575655-001 | 07/01/2021 | 07/23/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 999.00    | \$0.00        |
| 189577069-001 | 06/12/2021 | 07/26/2021 | 1128 TRANSFORMER OVERHEAD                 | \$ 687.70    | \$0.00        |
| 189579069-001 | 04/21/2021 | 07/28/2021 | 1137 STRAY VOLTAGE                        | \$ 403.00    | \$0.00        |
| 189584853-001 | 06/21/2021 | 08/05/2021 | 1122 POLES AND TOWERS                     | \$ 7,192.25  | \$0.00        |
| 189584983-001 | 05/25/2021 | 08/05/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 168.85    | \$0.00        |
| 189588151-001 | 07/19/2021 | 08/10/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 7,785.50  | \$0.00        |
| 189594598-001 | 07/28/2021 | 08/18/2021 | 1130 TREE TRIMMING                        | \$ 1,675.00  | \$0.00        |
| 189604287-001 | 08/07/2021 | 08/31/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 2,519.90  | \$0.00        |
| 189607033-001 | 08/13/2021 | 09/03/2021 | 1117 METER ELECTRIC                       | \$ 1,802.63  | \$0.00        |
| 189610741-001 | 08/20/2021 | 09/09/2021 | 1130 TREE TRIMMING                        | \$ 50.00     | \$0.00        |
| 189623134-001 | 09/02/2021 | 09/27/2021 | 1136 OUTAGE                               | \$ 1,114.18  | \$0.00        |
| 189623166-001 | 09/09/2021 | 09/27/2021 | 1129 TRANSFORMER UNDER GROUND             | \$ 2,590.00  | \$0.00        |
| 189627870-001 | 09/21/2021 | 10/04/2021 | 1136 OUTAGE                               | \$ 295.32    | \$0.00        |

| Claim Number  | Event Date | Claim Date | Cause Code / Event Cause Description      | Paid Sum     | Bodily Injury |
|---------------|------------|------------|---|--------------|---------------|
| 189630807-001 | 09/10/2021 | 10/07/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 6,286.50  | \$0.00        |
| 189633858-001 | 07/20/2021 | 10/12/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 850.00    | \$0.00        |
| 189635672-001 | 07/09/2021 | 10/14/2021 | 1122 POLES AND TOWERS                     | \$ 1,800.81  | \$0.00        |
| 189635751-001 | 08/03/2021 | 10/14/2021 | 1136 OUTAGE                               | \$ 150.00    | \$0.00        |
| 189637589-001 | 10/17/2021 | 10/18/2021 | 1001 NON OUTAGE ELECTRIC                  | \$ 200.00    | \$0.00        |
| 189642419-001 | 07/29/2021 | 10/25/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 217.50    | \$0.00        |
| 189642453-001 | 09/13/2021 | 10/25/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 6,496.00  | \$0.00        |
| 189643773-001 | 10/09/2021 | 10/26/2021 | 1101 ABNORMAL VOLTAGE                     | \$ 10,779.83 | \$0.00        |
| 189649786-001 | 08/18/2021 | 11/03/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 1,000.00  | \$0.00        |
| 189652432-001 | 07/28/2021 | 11/08/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 2,474.19  | \$0.00        |
| 189660400-001 | 09/22/2021 | 11/18/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 300.00    | \$0.00        |
| 189663266-001 | 10/26/2021 | 11/23/2021 | 1113 FALLING EQUIPMENT OR BEING STRUCK BY | \$ 2,349.50  | \$0.00        |
| 189669343-001 | 10/22/2021 | 12/03/2021 | 1134 WORK PERFORMED ELECTRICAL            | \$ 70.00     | \$0.00        |
| 189671516-001 | 10/18/2021 | 12/07/2021 | 1113 FALLING EQUIPMENT OR BEING STRUCK BY | \$ 69.89     | \$0.00        |

The Company provided the information below in our September 3, 2020 Reply Comments in Docket No. E002/M-20-460 in response to DOC Comments requesting an explanation for the total number of meters not read for longer than 12 months. This table provided corrected historical data for 2010 – 2019 for meters that were not read by field personnel for longer than 12 months; 2020 data has been added to the table. We include this information for clarity and preservation of accurate data in the record.

2010-2020 Meters Not Read Longer Than 12 Months

| <b>Year</b> | <b>Residential</b> | <b>Commercial</b> | <b>Industrial</b> | <b>Other</b> | <b>Total</b> |
|-------------|--------------------|-------------------|-------------------|--------------|--------------|
| 2010        | 1,149              | 366               | 263               | 71           | 1,849        |
| 2011        | 637                | 403               | 181               | 94           | 1,315        |
| 2012        | 661                | 450               | 112               | 89           | 1,312        |
| 2013        | 602                | 335               | 131               | 64           | 1,132        |
| 2014        | 620                | 304               | 92                | 68           | 1,084        |
| 2015        | 764                | 310               | 134               | 90           | 1,298        |
| 2016        | 551                | 240               | 109               | 63           | 963          |
| 2017        | 540                | 247               | 150               | 48           | 985          |
| 2018        | 589                | 479               | 311               | 44           | 1,423        |
| 2019        | 582                | 606               | 310               | 50           | 1,548        |
| 2020        | 773                | 684               | 371               | 40           | 1,868        |

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

|                  | Residential | Commercial | Industrial | Other | A<br>Total | B<br>Total<br>Number<br>of Meters<br>Installed | A÷B<br>Percent<br>Read by<br>Utility<br>(Company) |
|------------------|-------------|------------|------------|-------|------------|--|---|
| <b>JANUARY</b>   | 1638962     | 162534     | 13337      | 3822  | 1818655    | 1821239  | 99.86%  |
| <b>FEBRUARY</b>  | 1639998     | 162644     | 13337      | 3851  | 1819830    | 1822665  | 99.84%  |
| <b>MARCH</b>     | 1642044     | 162698     | 13336      | 3823  | 1821901    | 1824879  | 99.84%  |
| <b>APRIL</b>     | 1643477     | 162640     | 13330      | 3816  | 1823263    | 1826456  | 99.83%  |
| <b>MAY</b>       | 1646106     | 162669     | 13340      | 3820  | 1825935    | 1828628  | 99.85%  |
| <b>JUNE</b>      | 1647096     | 162735     | 13347      | 3823  | 1827001    | 1830099  | 99.83%  |
| <b>JULY</b>      | 1649383     | 162797     | 13350      | 3819  | 1829349    | 1832186  | 99.85%  |
| <b>AUGUST</b>    | 1651606     | 162912     | 13350      | 3819  | 1831687    | 1834377  | 99.85%  |
| <b>SEPTEMBER</b> | 1654149     | 163060     | 13363      | 3809  | 1834381    | 1837478  | 99.83%  |
| <b>OCTOBER</b>   | 1657128     | 163384     | 13368      | 3808  | 1837688    | 1840555  | 99.84%  |
| <b>NOVEMBER</b>  | 1659222     | 163619     | 13328      | 3808  | 1839977    | 1843121  | 99.83%  |
| <b>DECEMBER</b>  | 1657613     | 162456     | 12883      | 3741  | 1836693    | 1844390  | 99.58%  |

\*The number of reads per month is based on the meter read schedule for the month. Example January 2021 runs from December 31 to February 4 2021 to capture all meter read routes.

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

|                  | Residential | Commercial | Industrial | Other | A<br>Total | B<br>Total<br>Number<br>of Meters<br>Installed | A÷B<br>Percent<br>Read<br>by<br>Customer |
|------------------|-------------|------------|------------|-------|------------|--|--|
| <b>JANUARY</b>   | 5           |            |            |       | 5          | 1821239  | 0.0002%                                  |
| <b>FEBRUARY</b>  | 5           |            | 1          |       | 6          | 1822665  | 0.0003%                                  |
| <b>MARCH</b>     | 3           |            |            |       | 3          | 1824879  | 0.0001%                                  |
| <b>APRIL</b>     | 5           | 1          | 1          |       | 7          | 1826456  | 0.0003%                                  |
| <b>MAY</b>       | 5           |            |            |       | 5          | 1828628  | 0.0002%                                  |
| <b>JUNE</b>      | 5           | 1          |            |       | 6          | 1830099  | 0.0003%                                  |
| <b>JULY</b>      | 3           |            | 1          |       | 4          | 1832186  | 0.0002%                                  |
| <b>AUGUST</b>    | 2           |            |            |       | 2          | 1834377  | 0.0001%                                  |
| <b>SEPTEMBER</b> | 5           |            |            |       | 5          | 1837478  | 0.0002%                                  |
| <b>OCTOBER</b>   | 6           |            |            |       | 6          | 1840555  | 0.0003%                                  |
| <b>NOVEMBER</b>  | 6           |            |            |       | 6          | 1843121  | 0.0003%                                  |
| <b>DECEMBER</b>  | 6           |            |            |       | 6          | 1844390  | 0.0003%                                  |

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           | 53  | 46  | 43  | 36  | 9   | 21  | 42  | 65  | 85  | 143 | 287 | 533 | 1363  | 58.62%  |
| NO ANSWER                     | 12  | 16  | 28  | 21  | 25  | 22  | 15  | 5   | 2   | 4   | 3   | 16  | 169   | 7.27%   |
| NEED KEY OR CODE              | 9   | 11  | 14  | 14  | 12  | 8   | 3   | 0   | 3   | 3   | 11  | 7   | 95    | 4.09%   |
| METER OFF                     | 12  | 4   | 8   | 10  | 6   | 6   | 3   | 6   | 9   | 4   | 10  | 15  | 93    | 4.00%   |
| METER REMOVED                 | 10  | 5   | 9   | 11  | 6   | 4   | 4   | 4   | 5   | 7   | 5   | 8   | 78    | 3.35%   |
| OC Meter Maint                | 3   | 5   | 0   | 1   | 0   | 1   | 3   | 5   | 7   | 8   | 19  | 26  | 78    | 3.35%   |
| BAD KEY OR CODE               | 6   | 1   | 6   | 7   | 10  | 7   | 3   | 1   | 2   | 4   | 5   | 25  | 77    | 3.31%   |
| DEAD REGISTER                 | 8   | 5   | 9   | 10  | 6   | 4   | 1   | 1   | 0   | 3   | 8   | 9   | 64    | 2.75%   |
| DOOR LOCKED                   | 4   | 2   | 7   | 8   | 9   | 1   | 5   | 3   | 3   | 3   | 2   | 1   | 48    | 2.06%   |
| GATE PROBLEM                  | 8   | 11  | 9   | 2   | 2   | 2   | 0   | 1   | 0   | 1   | 0   | 5   | 41    | 1.76%   |
| PANDEMIC                      | 2   | 8   | 10  | 8   | 5   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 35    | 1.51%   |
| Non-Energized                 | 0   | 1   | 2   | 0   | 0   | 1   | 0   | 0   | 1   | 9   | 18  | 1   | 33    | 1.42%   |
| OC CellNet New: no premise ID | 3   | 4   | 5   | 3   | 2   | 0   | 1   | 0   | 2   | 2   | 2   | 2   | 26    | 1.12%   |
| SERVICE CUT AT POLE           | 2   | 0   | 1   | 4   | 4   | 5   | 1   | 2   | 1   | 0   | 1   | 1   | 22    | 0.95%   |
| NO ACCESS BACK YARD           | 0   | 1   | 1   | 3   | 2   | 0   | 1   | 1   | 0   | 1   | 0   | 8   | 18    | 0.77%   |
| METER BLOCKED                 | 1   | 2   | 3   | 5   | 2   | 2   | 0   | 1   | 0   | 0   | 0   | 1   | 17    | 0.73%   |
| VACANT                        | 1   | 1   | 3   | 1   | 1   | 2   | 0   | 1   | 0   | 1   | 1   | 1   | 13    | 0.56%   |
| BUSINESS CLOSED               | 3   | 4   | 2   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 2   | 12    | 0.52%   |
| DOG                           | 1   | 0   | 2   | 1   | 3   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 9     | 0.39%   |
| KEY NOT AVAILABLE             | 1   | 2   | 2   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 8     | 0.34%   |
| CUSTOMER READING              | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2   | 1   | 1   | 5     | 0.22%   |
| EMED Meter Maint              | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 5   | 5     | 0.22%   |
| GARAGE LOCKED                 | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 1   | 0   | 0   | 0   | 3     | 0.13%   |
| SNOW/MUD                      | 0   | 2   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 0.13%   |
| REFUSED ADMITTANCE            | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 2     | 0.09%   |
| REPLACE GLASS                 | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2   | 2     | 0.09%   |
| SEASONAL                      | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.09%   |
| UNSAFE CONDITION              | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 2     | 0.09%   |
| CUST REQUESTS SKIP            | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1     | 0.04%   |
| HANDHELD ESTIMATE             | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.04%   |
| TOTAL                         | 140 | 133 | 166 | 147 | 106 | 89  | 87  | 97  | 121 | 195 | 373 | 671 | 2325  | 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**

|                         | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Percent |
|-------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|
| NO READING RETURNED     | 21  | 16  | 13  | 12  | 6   | 3   | 19  | 21  | 29  | 45  | 50  | 62  | 297   | 36.71%  |
| METER OFF               | 13  | 12  | 15  | 10  | 17  | 18  | 25  | 14  | 16  | 12  | 10  | 9   | 171   | 21.14%  |
| DEAD REGISTER           | 10  | 11  | 9   | 11  | 13  | 8   | 3   | 4   | 2   | 3   | 4   | 6   | 84    | 10.38%  |
| METER REMOVED           | 11  | 10  | 8   | 14  | 7   | 5   | 2   | 0   | 2   | 5   | 4   | 4   | 72    | 8.90%   |
| NO ANSWER               | 2   | 4   | 5   | 1   | 1   | 4   | 1   | 2   | 2   | 1   | 1   | 1   | 25    | 3.09%   |
| SERVICE CUT AT POLE     | 6   | 4   | 0   | 2   | 2   | 0   | 0   | 1   | 1   | 2   | 3   | 3   | 24    | 2.97%   |
| UNSAFE CONDITION        | 2   | 1   | 1   | 7   | 1   | 1   | 1   | 2   | 4   | 0   | 1   | 2   | 23    | 2.84%   |
| VACANT                  | 6   | 1   | 6   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 2   | 16    | 1.98%   |
| NEED KEY OR CODE        | 0   | 0   | 2   | 1   | 3   | 1   | 0   | 0   | 0   | 0   | 1   | 6   | 14    | 1.73%   |
| Non-Energized           | 0   | 2   | 3   | 0   | 1   | 2   | 0   | 1   | 1   | 1   | 1   | 1   | 13    | 1.61%   |
| BAD KEY OR CODE         | 2   | 0   | 1   | 0   | 1   | 1   | 3   | 1   | 1   | 2   | 0   | 0   | 12    | 1.48%   |
| BUSINESS CLOSED         | 4   | 2   | 1   | 1   | 0   | 0   | 1   | 0   | 2   | 0   | 1   | 0   | 12    | 1.48%   |
| DOOR LOCKED             | 1   | 1   | 0   | 1   | 1   | 2   | 0   | 0   | 0   | 1   | 0   | 2   | 9     | 1.11%   |
| OC Meter Maint          | 0   | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 1   | 3   | 1   | 0   | 8     | 0.99%   |
| SEASONAL                | 3   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 5     | 0.62%   |
| CUST REQUESTS SKIP      | 1   | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 4     | 0.49%   |
| KEY NOT AVAILABLE       | 0   | 0   | 0   | 3   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 4     | 0.49%   |
| METER BLOCKED           | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 1   | 1   | 4     | 0.49%   |
| PANDEMIC                | 2   | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 4     | 0.49%   |
| CANNOT LOCATE           | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 2     | 0.25%   |
| CUST MISSED APPOINTMENT | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.12%   |
| EMED Meter Maint        | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1     | 0.12%   |
| GARAGE LOCKED           | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1     | 0.12%   |
| GATE PROBLEM            | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.12%   |
| PAINTED OVER            | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.12%   |
| SNOW/MUD                | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.12%   |
| TOTAL                   | 87  | 68  | 66  | 65  | 55  | 47  | 55  | 47  | 61  | 76  | 81  | 101 | 809   | 100.00% |



C-1. The number and percentage of industrial 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: Industrial**

| Message              | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Percent |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|
| NO READING RETURNED  | 49  | 49  | 33  | 16  | 13  | 1   | 3   | 7   | 7   | 9   | 13  | 8   | 208   | 83.20%  |
| METER OFF            | 1   | 2   | 3   | 4   | 5   | 6   | 2   | 1   | 0   | 0   | 0   | 0   | 24    | 9.60%   |
| GATE PROBLEM         | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 1   | 1   | 0   | 0   | 0   | 4     | 1.60%   |
| NO ANSWER            | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 3     | 1.20%   |
| METER REMOVED        | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 2     | 0.80%   |
| VACANT               | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.80%   |
| ABS MCC Calc Reading | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.40%   |
| BUSINESS CLOSED      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.40%   |
| Bad Ert              | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.40%   |
| CANNOT LOCATE        | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1     | 0.40%   |
| DEAD REGISTER        | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1     | 0.40%   |
| OC Meter Maint       | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1     | 0.40%   |
| PANDEMIC             | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.40%   |
| TOTAL                | 51  | 52  | 38  | 22  | 18  | 9   | 7   | 10  | 8   | 11  | 14  | 10  | 250   | 100%    |

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.

**Account Class: Other**

| Message             | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Percent |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|
| NO READING RETURNED | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 1   | 0   | 3     | 75%     |
| DEAD REGISTER       | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1     | 25%     |
| TOTAL               | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 1   | 1   | 4     | 100%    |

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           | 13  | 10  | 9   | 11  | 6   | 6   | 20  | 32  | 36  | 40  | 40  | 27  | 250   | 39.12%  |
| NO ANSWER                     | 19  | 8   | 13  | 11  | 14  | 15  | 9   | 6   | 6   | 2   | 2   | 4   | 109   | 17.06%  |
| METER OFF                     | 9   | 5   | 5   | 7   | 9   | 7   | 11  | 8   | 3   | 5   | 3   | 2   | 74    | 11.58%  |
| SERVICE CUT AT POLE           | 4   | 3   | 3   | 2   | 3   | 3   | 2   | 3   | 3   | 6   | 6   | 5   | 43    | 6.73%   |
| GATE PROBLEM                  | 2   | 1   | 3   | 1   | 3   | 2   | 3   | 3   | 1   | 1   | 1   | 1   | 22    | 3.44%   |
| DOOR LOCKED                   | 1   | 0   | 2   | 2   | 4   | 1   | 3   | 3   | 0   | 1   | 1   | 3   | 21    | 3.29%   |
| OC Meter Maint                | 2   | 2   | 1   | 3   | 0   | 0   | 1   | 2   | 1   | 2   | 3   | 2   | 19    | 2.97%   |
| METER REMOVED                 | 2   | 3   | 1   | 2   | 4   | 3   | 0   | 1   | 0   | 2   | 0   | 0   | 18    | 2.82%   |
| PANDEMIC                      | 3   | 2   | 6   | 3   | 1   | 3   | 0   | 0   | 0   | 0   | 0   | 0   | 18    | 2.82%   |
| VACANT                        | 3   | 0   | 2   | 1   | 1   | 1   | 4   | 1   | 0   | 0   | 0   | 1   | 14    | 2.19%   |
| NEED KEY OR CODE              | 2   | 1   | 0   | 2   | 1   | 2   | 1   | 0   | 0   | 0   | 0   | 1   | 10    | 1.56%   |
| OC CellNet New: no premise ID | 0   | 0   | 0   | 1   | 1   | 2   | 1   | 1   | 1   | 1   | 1   | 0   | 9     | 1.41%   |
| KEY NOT AVAILABLE             | 0   | 3   | 4   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 8     | 1.25%   |
| DEAD REGISTER                 | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 2   | 2   | 1   | 6     | 0.94%   |
| BAD KEY OR CODE               | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 1   | 0   | 4     | 0.63%   |
| UNSAFE CONDITION              | 1   | 0   | 0   | 2   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 4     | 0.63%   |
| CUSTOMER READING              | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.31%   |
| DOG                           | 0   | 0   | 0   | 0   | 0   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.31%   |
| BUSINESS CLOSED               | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.16%   |
| CUST REQUESTS SKIP            | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.16%   |
| METER BLOCKED                 | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.16%   |
| NO ACCESS BACK YARD           | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.16%   |
| OC Stale Reads                | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.16%   |
| SPS DEAD REGISTER             | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.16%   |
| TOTAL                         | 63  | 40  | 52  | 50  | 49  | 49  | 55  | 60  | 51  | 63  | 60  | 47  | 639   | 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           | 12  | 21  | 23  | 19  | 21  | 22  | 32  | 33  | 23  | 25  | 33  | 28  | 292   | 43.32%  |
| METER OFF                     | 7   | 11  | 13  | 17  | 15  | 14  | 13  | 10  | 11  | 9   | 7   | 8   | 135   | 20.03%  |
| DEAD REGISTER                 | 8   | 3   | 5   | 4   | 4   | 4   | 5   | 3   | 5   | 6   | 4   | 4   | 55    | 8.16%   |
| METER REMOVED                 | 6   | 5   | 6   | 5   | 3   | 7   | 0   | 2   | 1   | 1   | 0   | 0   | 36    | 5.34%   |
| NO ANSWER                     | 3   | 4   | 9   | 4   | 4   | 4   | 0   | 0   | 0   | 0   | 0   | 1   | 29    | 4.30%   |
| VACANT                        | 3   | 3   | 2   | 4   | 5   | 4   | 1   | 0   | 1   | 1   | 1   | 0   | 25    | 3.71%   |
| SERVICE CUT AT POLE           | 3   | 1   | 4   | 3   | 2   | 1   | 0   | 1   | 1   | 0   | 1   | 0   | 17    | 2.52%   |
| Non-Energized                 | 4   | 1   | 0   | 2   | 2   | 1   | 0   | 0   | 0   | 1   | 2   | 1   | 14    | 2.08%   |
| UNSAFE CONDITION              | 2   | 2   | 2   | 2   | 1   | 3   | 0   | 0   | 0   | 1   | 0   | 1   | 14    | 2.08%   |
| NEED KEY OR CODE              | 1   | 1   | 1   | 0   | 0   | 3   | 0   | 2   | 2   | 1   | 0   | 1   | 12    | 1.78%   |
| BUSINESS CLOSED               | 3   | 1   | 1   | 1   | 2   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 10    | 1.48%   |
| CUST REQUESTS SKIP            | 0   | 1   | 2   | 3   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 7     | 1.04%   |
| SEASONAL                      | 1   | 2   | 2   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 7     | 1.04%   |
| OC Meter Maint                | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3   | 1   | 0   | 0   | 0   | 4     | 0.59%   |
| DOOR LOCKED                   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 3     | 0.45%   |
| PANDEMIC                      | 0   | 0   | 2   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 0.45%   |
| SNOW/MUD                      | 1   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 0.45%   |
| BAD KEY OR CODE               | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.30%   |
| KEY NOT AVAILABLE             | 0   | 0   | 0   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.30%   |
| CUST MISSED APPOINTMENT       | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.15%   |
| INCLEMENT WEATHER             | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.15%   |
| METER BLOCKED                 | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.15%   |
| OC CellNet New: no premise ID | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.15%   |
| TOTAL                         | 58  | 58  | 73  | 67  | 61  | 65  | 51  | 54  | 47  | 45  | 51  | 44  | 674   | 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 | 29  | 29  | 46  | 62  | 61  | 71  | 72  | 73  | 68  | 42  | 88  | 18  | 659   | 91.27%  |
| METER OFF           | 2   | 2   | 3   | 3   | 3   | 3   | 4   | 1   | 4   | 3   | 2   | 2   | 32    | 4.43%   |
| VACANT              | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 8     | 1.11%   |
| NEED KEY OR CODE    | 0   | 0   | 0   | 0   | 1   | 1   | 1   | 1   | 1   | 0   | 1   | 0   | 6     | 0.83%   |
| NO ANSWER           | 1   | 1   | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 6     | 0.83%   |
| SEASONAL            | 2   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 4     | 0.55%   |
| KEY NOT AVAILABLE   | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 3     | 0.42%   |
| METER REMOVED       | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 0   | 2     | 0.28%   |
| DEAD REGISTER       | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1     | 0.14%   |
| GATE PROBLEM        | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     | 0.14%   |
| TOTAL               | 35  | 35  | 52  | 68  | 67  | 76  | 78  | 77  | 74  | 46  | 93  | 21  | 722   | 100%    |

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 | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 2   | 2   | 2   | 15    | 75%     |
| METER OFF           | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 15%     |
| CUSTOMER READING    | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 10%     |
| TOTAL               | 3   | 3   | 2   | 1   | 1   | 1   | 1   | 1   | 1   | 2   | 2   | 2   | 20    | 100%    |

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

|           | Residential | Commercial | Industrial | Other | Total   |
|-----------|-------------|------------|------------|-------|---------|
| JANUARY   | 1639329     | 164375     | 13385      | 4150  | 1821239 |
| FEBRUARY  | 1640643     | 164489     | 13384      | 4149  | 1822665 |
| MARCH     | 1642782     | 164562     | 13385      | 4150  | 1824879 |
| APRIL     | 1644370     | 164546     | 13394      | 4146  | 1826456 |
| MAY       | 1646563     | 164522     | 13396      | 4147  | 1828628 |
| JUNE      | 1647989     | 164567     | 13398      | 4145  | 1830099 |
| JULY      | 1650009     | 164635     | 13397      | 4145  | 1832186 |
| AUGUST    | 1652039     | 164790     | 13403      | 4145  | 1834377 |
| SEPTEMBER | 1654975     | 164951     | 13417      | 4135  | 1837478 |
| OCTOBER   | 1657768     | 165227     | 13423      | 4137  | 1840555 |
| NOVEMBER  | 1659981     | 165576     | 13425      | 4139  | 1843121 |
| DECEMBER  | 1660994     | 165825     | 13429      | 4142  | 1844390 |

\*\*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 more representative of meters in the field.

| Utility                  | Work Resolution           | Data           | Jan   | Feb  | Mar  | Apr  | May   | Jun   | Jul   | Aug  | Sep  | Oct  | Nov  | Dec   | 2021<br>Grand<br>Total |
|--------------------------|---------------------------|----------------|-------|------|------|------|-------|-------|-------|------|------|------|------|-------|------------------------|
| Electric                 | INVESTIGATE AND REMEDIATE | Order Count    | 315   | 395  | 371  | 342  | 387   | 390   | 464   | 436  | 391  | 393  | 368  | 359   | 4611                   |
|                          |                           | Average Days   | 2.98  | 3.11 | 3.57 | 3.30 | 2.92  | 3.18  | 3.09  | 2.62 | 2.97 | 3.16 | 3.91 | 2.38  | 3.09                   |
|                          |                           | Min Days       | 1     | 1    | 1    | 1    | 1     | 1     | 1     | 1    | 1    | 1    | 1    | 1     | 1                      |
|                          |                           | Max of Days    | 33    | 53   | 170  | 56   | 59    | 18    | 98    | 28   | 107  | 32   | 73   | 35    | 170                    |
|                          |                           | StdDev of Days | 3.00  | 3.12 | 8.89 | 4.32 | 3.16  | 1.60  | 4.69  | 1.87 | 5.54 | 2.66 | 6.82 | 2.15  | 4.49                   |
|                          | INVESTIGATE AND REFER     | Order Count    | 19    | 17   | 27   | 17   | 24    | 23    | 22    | 19   | 20   | 22   | 15   | 19    | 244                    |
|                          |                           | Average Days   | 2.63  | 2.41 | 4.37 | 4.24 | 4.88  | 3.91  | 4.95  | 3.89 | 4.75 | 2.64 | 5.20 | 3.89  | 4.00                   |
|                          |                           | Min Days       | 1     | 1    | 2    | 1    | 1     | 1     | 1     | 1    | 1    | 1    | 1    | 1     | 1                      |
|                          |                           | Max of Days    | 4     | 6    | 27   | 28   | 21    | 22    | 40    | 14   | 29   | 5    | 35   | 34    | 40                     |
|                          |                           | StdDev of Days | 1.07  | 1.23 | 5.27 | 6.33 | 4.83  | 4.13  | 7.97  | 2.96 | 5.95 | 1.09 | 8.39 | 7.41  | 5.24                   |
|                          | REMEDiate UPON REFERRAL   | Order Count    | 1     |      |      |      | 1     |       |       |      |      |      |      |       | 2                      |
|                          |                           | Average Days   | 1.00  |      |      |      | 15.00 |       |       |      |      |      |      |       | 8.00                   |
|                          |                           | Min Days       | 1     |      |      |      | 15    |       |       |      |      |      |      |       | 1                      |
|                          |                           | Max of Days    | 1     |      |      |      | 15    |       |       |      |      |      |      |       | 15                     |
|                          |                           | StdDev of Days | 0.00  |      |      |      | 0.00  |       |       |      |      |      |      |       | 9.90                   |
| Electric Order Count     |                           |                | 335   | 412  | 398  | 359  | 412   | 413   | 486   | 455  | 411  | 415  | 383  | 378   | 4857                   |
| Electric Average Days    |                           |                | 2.96  | 3.08 | 3.63 | 3.35 | 3.07  | 3.23  | 3.18  | 2.67 | 3.06 | 3.13 | 3.96 | 2.46  | 3.14                   |
| Electric Min Days        |                           |                | 1     | 1    | 1    | 1    | 1     | 1     | 1     | 1    | 1    | 1    | 1    | 1     | 1                      |
| Electric Max of Days     |                           |                | 33    | 53   | 170  | 56   | 59    | 22    | 98    | 28   | 107  | 32   | 73   | 35    | 170                    |
| Electric StdDev of Days  |                           |                | 2.92  | 3.07 | 8.69 | 4.42 | 3.35  | 1.83  | 4.89  | 1.94 | 5.57 | 2.61 | 6.88 | 2.67  | 4.54                   |
|                          |                           |                |       |      |      |      |       |       |       |      |      |      |      |       |                        |
| Gas                      | INVESTIGATE AND REMEDIATE | Order Count    | 204   | 254  | 264  | 255  | 213   | 207   | 224   | 243  | 394  | 425  | 177  | 194   | 3054                   |
|                          |                           | Average Days   | 3.82  | 4.02 | 6.80 | 5.31 | 4.27  | 4.69  | 4.38  | 3.79 | 5.18 | 5.93 | 7.02 | 4.64  | 5.05                   |
|                          |                           | Min Days       | 1     | 1    | 1    | 0    | 2     | 1     | 2     | 1    | 1    | 1    | 1    | 0     | 0                      |
|                          |                           | Max of Days    | 13    | 11   | 13   | 12   | 12    | 25    | 11    | 13   | 13   | 13   | 30   | 12    | 30                     |
|                          |                           | StdDev of Days | 2.19  | 2.08 | 2.85 | 2.59 | 1.90  | 2.50  | 2.00  | 1.94 | 2.60 | 2.67 | 6.46 | 2.41  | 2.97                   |
|                          | INVESTIGATE AND REFER     | Order Count    | 47    | 57   | 60   | 59   | 27    | 32    | 63    | 50   | 66   | 64   | 20   | 24    | 569                    |
|                          |                           | Average Days   | 3.55  | 4.51 | 6.82 | 5.03 | 3.93  | 5.00  | 4.52  | 4.20 | 5.95 | 6.20 | 5.05 | 4.08  | 5.06                   |
|                          |                           | Min Days       | 1     | 1    | 2    | 2    | 2     | 2     | 2     | 1    | 1    | 1    | 2    | 1     | 1                      |
|                          |                           | Max of Days    | 9     | 10   | 13   | 10   | 7     | 10    | 8     | 7    | 12   | 12   | 11   | 10    | 13                     |
|                          |                           | StdDev of Days | 1.84  | 2.20 | 2.49 | 2.55 | 1.71  | 1.97  | 2.03  | 1.74 | 2.88 | 2.66 | 2.44 | 2.52  | 2.51                   |
|                          | REMEDiate UPON REFERRAL   | Order Count    | 53    | 32   | 61   | 27   | 27    | 22    | 7     | 12   | 9    | 9    | 2    | 16    | 277                    |
|                          |                           | Average Days   | 12.64 | 5.44 | 7.08 | 7.04 | 11.04 | 14.05 | 10.43 | 7.67 | 9.11 | 7.22 | 3.50 | 32.25 | 10.50                  |
|                          |                           | Min Days       | 1     | 1    | 0    | 1    | 1     | 1     | 3     | 1    | 1    | 1    | 3    | 0     | 0                      |
|                          |                           | Max of Days    | 99    | 21   | 28   | 22   | 36    | 42    | 31    | 18   | 22   | 21   | 4    | 110   | 110                    |
|                          |                           | StdDev of Days | 22.05 | 5.30 | 6.99 | 5.49 | 9.73  | 11.58 | 10.47 | 4.75 | 7.18 | 6.06 | 0.71 | 44.64 | 16.69                  |
| Gas Order Count          |                           |                | 304   | 343  | 385  | 341  | 267   | 261   | 294   | 305  | 469  | 498  | 199  | 234   | 3900                   |
| Gas Average Days         |                           |                | 5.32  | 4.24 | 6.85 | 5.40 | 4.92  | 5.51  | 4.55  | 4.01 | 5.36 | 5.99 | 6.78 | 6.47  | 5.44                   |
| Gas Min Days             |                           |                | 1     | 1    | 0    | 0    | 1     | 1     | 2     | 1    | 1    | 1    | 1    | 0     | 0                      |
| Gas Max of Days          |                           |                | 99    | 21   | 28   | 22   | 36    | 42    | 31    | 18   | 22   | 21   | 30   | 110   | 110                    |
| Gas StdDev of Days       |                           |                | 9.93  | 2.59 | 3.76 | 2.94 | 4.08  | 4.79  | 2.65  | 2.21 | 2.84 | 2.76 | 6.18 | 13.52 | 5.43                   |
|                          |                           |                |       |      |      |      |       |       |       |      |      |      |      |       |                        |
| Total E & G Order Count  |                           |                | 639   | 755  | 783  | 700  | 679   | 674   | 780   | 760  | 880  | 913  | 582  | 612   | 8757                   |
| Total E & G Average Days |                           |                | 4.08  | 3.61 | 5.21 | 4.35 | 3.79  | 4.11  | 3.70  | 3.21 | 4.29 | 4.69 | 4.93 | 3.99  | 4.17                   |
| Total E & G Days Min     |                           |                | 1     | 1    | 0    | 0    | 1     | 1     | 1     | 1    | 1    | 1    | 1    | 0     | 0                      |
| Total E & G Days Max     |                           |                | 99    | 53   | 170  | 56   | 59    | 42    | 98    | 28   | 107  | 32   | 73   | 110   | 170                    |
| Total E & G Days Std Dev |                           |                | 7.26  | 2.92 | 6.92 | 3.91 | 3.76  | 3.49  | 4.24  | 2.16 | 4.48 | 3.04 | 6.78 | 8.83  | 5.09                   |

[illegible]

|   | January |       | February |       | March |       | April |       | May |       | June   |       | July   |       | August |       | September |       | October |       | November |       | December |       | Total 2021 |        |
|---|---------|-------|----------|-------|-------|-------|-------|-------|-----|-------|--------|-------|--------|-------|--------|-------|-----------|-------|---------|-------|----------|-------|----------|-------|------------|--------|
|   | R       | C     | R        | C     | R     | C     | R     | C     | R   | C     | R      | C     | R      | C     | R      | C     | R         | C     | R       | C     | R        | C     | R        | C     | R          | C      |
| <i>R=Residential</i><br><i>C=Commercial</i><br>Number of customers who received disconnect notices <sup>1</sup> | 0       | 3,893 | 0        | 4,021 | 0     | 4,768 | 3     | 5,053 | 1   | 4,548 | 51,986 | 4,310 | 41,430 | 4,625 | 61,984 | 4,436 | 54,715    | 4,756 | 58,416  | 4,506 | 44,902   | 4,118 | 44,414   | 4,919 | 357,851    | 53,953 |

| Number of customers who sought cold weather rule protection <sup>1</sup> |       |   |       |   |       |   |       |   |   |   |   |   |   |   |   |   |   |   |        |   |        |   |        |   |        |   |  |
|--|-------|---|-------|---|-------|---|-------|---|---|---|---|---|---|---|---|---|---|---|--------|---|--------|---|--------|---|--------|---|--|
| Sought   | 4,386 | 0 | 4,416 | 0 | 5,019 | 0 | 6,823 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 22,796 | 0 | 20,057 | 0 | 16,646 | 0 | 80,143 | 0 |  |
| Granted  | 4,386 | 0 | 4,416 | 0 | 5,019 | 0 | 6,823 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 22,796 | 0 | 20,057 | 0 | 16,646 | 0 | 80,143 | 0 |  |

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |       |    |       |    |       |    |     |   |     |   |       |     |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|-------|----|-------|----|-------|----|-----|---|-----|---|-------|-----|
| Number of customers locked for nonpayment                     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2,506 | 65 | 1,642 | 37 | 1,038 | 25 | 721 | 5 | 385 | 3 | 6,292 | 135 |
| Number of total customers restored to service within 24 hours | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,258 | 9  | 867   | 9  | 661   | 6  | 426 | 1 | 254 | 0 | 3,466 | 25  |
| Number of customers restored to service with payment plans    | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,429 | 10 | 975   | 2  | 734   | 5  | 489 | 0 | 262 | 0 | 3,889 | 17  |

1. The data for customers receiving disconnect notices and seeking cold weather rule protection represents a combination of gas and electric customers. Approximately 93% of Xcel Energy's Minnesota customers are electric or combined gas and electric customers. For those customers receiving gas and electric service, the disconnect is due to the total amount of regulated charges overdue. Thus the ability to track disconnects due to electric non-payment would be difficult since Xcel Energy's customer service system does not have the functionality to sort the data in this manner.

|    |   | January | February | March   | April   | May     | June    | July    | August  | September | October | November | December | 2021      |
|----|---|---------|----------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|----------|-----------|
| 1  | All <b>Residential</b> Calls offered to Agents  | 53,592  | 52,606   | 64,744  | 62,157  | 62,114  | 80,610  | 75,805  | 81,401  | 79,292    | 74,387  | 65,130   | 60,215   | 812,053   |
| 2  | All <b>BSC</b> Calls Offered to Agents  | 3,720   | 3,638    | 4,281   | 3,872   | 3,324   | 3,775   | 3,656   | 4,049   | 3,843     | 4,069   | 3,947    | 4,291    | 46,465    |
| 3  | All <b>Credit</b> Calls Offered to Agents   | 3,715   | 3,569    | 6,096   | 6,380   | 5,373   | 12,218  | 10,010  | 16,123  | 14,006    | 12,822  | 10,178   | 7,267    | 107,757   |
| 4  | All <b>PAR</b> Calls Offered to Agents  | 1,798   | 1,782    | 2,138   | 2,134   | 1,376   | 1,964   | 1,949   | 3,462   | 1,769     | 2,062   | 1,956    | 2,007    | 24,397    |
| 5  | All Calls Offered to Agents   | 62,825  | 61,595   | 77,259  | 74,543  | 72,187  | 98,567  | 91,420  | 105,035 | 98,910    | 93,340  | 81,211   | 73,780   | 990,672   |
| 6  | All <b>Residential</b> Calls Answered by Agents within 20 seconds   | 23,381  | 38,393   | 45,586  | 43,921  | 39,503  | 32,618  | 18,518  | 20,327  | 26,371    | 30,393  | 34,199   | 36,136   | 389,346   |
| 7  | All <b>BSC</b> Calls Answered by Agents within 20 seconds   | 2,674   | 2,777    | 2,782   | 2,753   | 2,675   | 2,860   | 2,933   | 3,230   | 2,388     | 2,998   | 2,067    | 2,197    | 32,334    |
| 8  | All <b>Credit</b> Calls Answered by Agents within 20 seconds  | 2,120   | 2,464    | 4,065   | 3,953   | 4,358   | 8,624   | 6,423   | 9,213   | 8,768     | 8,397   | 8,272    | 6,191    | 72,848    |
| 9  | All <b>PAR</b> Calls Answered by Agents within 20 seconds   | 1,549   | 1,541    | 1,743   | 1,824   | 1,181   | 1,647   | 1,668   | 2,749   | 1,332     | 1,566   | 1,501    | 1,499    | 19,800    |
| 10 | All Calls Answered by Agents within 20 seconds  | 29,724  | 45,175   | 54,176  | 52,451  | 47,717  | 45,749  | 29,542  | 35,519  | 38,859    | 43,354  | 46,039   | 46,023   | 514,328   |
| 11 | Non-Billing and Non-Outage Calls Completed in IVR   | 19,491  | 17,205   | 19,766  | 17,372  | 19,541  | 20,269  | 30,435  | 36,392  | 42,514    | 27,917  | 20,059   | 23,650   | 294,611   |
| 12 | Billing Calls Handled by IVR  | 102,664 | 91,822   | 109,955 | 97,400  | 91,654  | 105,717 | 113,718 | 120,872 | 110,289   | 108,252 | 96,404   | 94,457   | 1,243,204 |
| 13 | Outage Calls Handled by IVR   | 6,860   | 10,752   | 18,446  | 15,387  | 16,001  | 38,411  | 28,060  | 34,718  | 43,013    | 16,895  | 13,477   | 15,759   | 257,779   |
| 14 | Outage Calls Offered to Agents  | 6,545   | 7,807    | 10,226  | 9,880   | 10,835  | 19,851  | 15,841  | 18,790  | 18,888    | 11,712  | 9,509    | 10,416   | 150,300   |
| 15 | Total Outage Calls  | 13,405  | 18,559   | 28,672  | 25,267  | 26,836  | 58,262  | 43,901  | 53,508  | 61,901    | 28,607  | 22,986   | 26,175   | 408,079   |
| 16 | All Calls Offered to Agents + Outage Calls Handled by IVR   | 69,685  | 72,347   | 95,705  | 89,930  | 88,188  | 136,978 | 119,480 | 139,753 | 141,923   | 110,235 | 94,688   | 89,539   | 1,248,451 |
| 17 | All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR                                | 36,584  | 55,927   | 72,622  | 67,838  | 63,718  | 84,160  | 57,602  | 70,237  | 81,872    | 60,249  | 59,516   | 61,782   | 772,107   |
| 18 | All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR                    | 172,349 | 164,169  | 205,660 | 187,330 | 179,842 | 242,695 | 233,198 | 260,625 | 252,212   | 218,487 | 191,092  | 183,996  | 2,491,655 |
| 19 | All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR | 139,248 | 147,749  | 182,577 | 165,238 | 155,372 | 189,877 | 171,320 | 191,109 | 192,161   | 168,501 | 155,920  | 156,239  | 2,015,311 |



|    |   | January | February | March | April | May   | June  | July  | August | September | October | November | December | 2021  |
|----|---|---------|----------|-------|-------|-------|-------|-------|--------|-----------|---------|----------|----------|-------|
| 20 | Service Level All Calls (Residential, BSC, Credit and PAR and all calls handled by IVR) | 82.7%   | 90.9%    | 89.8% | 89.2% | 87.7% | 79.9% | 76.5% | 76.6%  | 79.6%     | 79.7%   | 83.3%    | 86.6%    | 82.9% |
| 21 | Service Level All Calls (Residential, BSC, Credit and PAR) and IVR Handled Outage Calls | 52.5%   | 77.3%    | 75.9% | 75.4% | 72.3% | 61.4% | 48.2% | 50.3%  | 57.7%     | 54.7%   | 62.9%    | 69.0%    | 61.8% |
| 22 | Service Level (agent only)  | 47.3%   | 73.3%    | 70.1% | 70.4% | 66.1% | 46.4% | 32.3% | 33.8%  | 39.3%     | 46.4%   | 56.7%    | 62.4%    | 51.9% |
| 23 | Average Speed of Answer - ASA (Agent only Residential, BSC, Credit and PAR)             | 139     | 42       | 39    | 30    | 48    | 117   | 465   | 533    | 364       | 198     | 131      | 78       | 191   |
|    | ASA Residential   | 159     | 44       | 39    | 30    | 53    | 139   | 579   | 724    | 460       | 246     | 155      | 84       | 230   |
|    | ASA BSC   | 45      | 32       | 60    | 43    | 30    | 35    | 26    | 26     | 73        | 45      | 115      | 133      | 56    |
|    | ASA Credit  | 32      | 25       | 30    | 26    | 13    | 25    | 22    | 32     | 23        | 21      | 12       | 11       | 23    |
|    | ASA PAR   | 16      | 14       | 22    | 16    | 15    | 15    | 16    | 24     | 30        | 25      | 24       | 35       | 21    |

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 the Residential call centers (Amarillo, Centre Pointe and Sky Park), at the Business call center at Sky Park and Denver, at the Credit call centers at Amarillo, Centre Pointe and Sky Park.  |
|    | 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  |

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

**7826.2000 REPORTING CUTOMER COMPLAINTS**  
For the period of January 1, 2021 to December 31, 2021  
Filed in accordance with Docket No E,G002/CI-02-2034 & E,G002/M-12-383

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

**A. The Number of Complaints Received**

| Count of Incident ID     |                     | Month     |           |           |           |           |           |           |           |           |           |           |           | Grand Total |
|--------------------------|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|
| Customer Type            | Source              | 1         | 2         | 3         | 4         | 5         | 6         | 7         | 8         | 9         | 10        | 11        | 12        |             |
| <b>Commercial</b>        | BBB                 | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 1           |
|                          | Commission          | 1         | 1         | 2         | 1         | 3         | 2         | 3         | 2         | 4         | 2         | 3         | 1         | 25          |
|                          | Informational       | 0         | 0         | 0         | 0         | 0         | 0         | 2         | 0         | 0         | 0         | 0         | 0         | 2           |
|                          | Internal            | 0         | 0         | 0         | 0         | 2         | 0         | 0         | 0         | 0         | 2         | 0         | 1         | 5           |
|                          | OAG/Officer         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1           |
|                          | Officer             | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 1           |
|                          | Repeat Customer     | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 1           |
|                          | Summons             | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 1           |
| <b>Commercial Total</b>  |                     | <b>1</b>  | <b>2</b>  | <b>2</b>  | <b>1</b>  | <b>5</b>  | <b>2</b>  | <b>6</b>  | <b>3</b>  | <b>5</b>  | <b>4</b>  | <b>3</b>  | <b>3</b>  | <b>37</b>   |
| <b>Residential</b>       | BBB                 | 0         | 1         | 1         | 0         | 1         | 2         | 3         | 6         | 2         | 1         | 7         | 4         | 28          |
|                          | Commission          | 9         | 11        | 16        | 9         | 13        | 6         | 22        | 33        | 34        | 22        | 23        | 24        | 222         |
|                          | Commission/Internal | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 1           |
|                          | Commission/OAG      | 1         | 2         | 0         | 0         | 1         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 5           |
|                          | Informational       | 0         | 1         | 0         | 2         | 0         | 2         | 0         | 4         | 5         | 11        | 2         | 6         | 33          |
|                          | Internal            | 5         | 1         | 3         | 2         | 4         | 13        | 2         | 2         | 5         | 4         | 6         | 1         | 48          |
|                          | OAG                 | 4         | 3         | 2         | 5         | 5         | 8         | 13        | 18        | 9         | 9         | 4         | 3         | 83          |
|                          | Officer             | 1         | 1         | 0         | 1         | 0         | 2         | 0         | 3         | 3         | 2         | 0         | 1         | 14          |
|                          | Repeat Customer     | 1         | 0         | 0         | 0         | 0         | 0         | 2         | 0         | 0         | 2         | 0         | 0         | 5           |
|                          | Commission/BBB      | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 1           |
|                          | OAG/Informational   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 1           |
|                          | Commission/Officer  | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 1           |
|                          | Informational/BBB   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 1           |
|                          | OAG/Internal        | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 1           |
|                          | Commission/Media    | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 1           |
| <b>Residential Total</b> |                     | <b>21</b> | <b>20</b> | <b>22</b> | <b>19</b> | <b>24</b> | <b>34</b> | <b>43</b> | <b>66</b> | <b>59</b> | <b>55</b> | <b>43</b> | <b>39</b> | <b>445</b>  |
| <b>Industrial</b>        | Commission          | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 1           |
|                          | OAG                 | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 1           |
| <b>Industrial Total</b>  |                     | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>1</b>  | <b>0</b>  | <b>1</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>2</b>    |
| <b>Grand Total</b>       |                     | <b>22</b> | <b>22</b> | <b>24</b> | <b>20</b> | <b>29</b> | <b>37</b> | <b>49</b> | <b>70</b> | <b>64</b> | <b>59</b> | <b>46</b> | <b>42</b> | <b>484</b>  |



| 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     | Total  |
|  |   | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | 2021   |
| Commercial   | Immediate                               | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 1      |
| Commercial   | 10 Days or Less                         | 1      | 2      | 2      | 1      | 5      | 2      | 6      | 3      | 4      | 4      | 3      | 3      | 36     |
| Commercial   | Greater Than 10 Days                    | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Commercial Total   |   | 1      | 2      | 2      | 1      | 5      | 2      | 6      | 3      | 5      | 4      | 3      | 3      | 37     |
| Industrial   | Immediate                               | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Industrial   | 10 Days or Less                         | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1      | 0      | 0      | 0      | 0      | 2      |
| Industrial   | Greater Than 10 Days                    | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Industrial Total   |   | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1      | 0      | 0      | 0      | 0      | 2      |
| Residential  | Immediate                               | 2      | 1      | 2      | 1      | 1      | 6      | 2      | 11     | 2      | 5      | 13     | 5      | 51     |
| Residential  | 10 Days or Less                         | 19     | 19     | 20     | 18     | 22     | 26     | 39     | 52     | 53     | 49     | 30     | 33     | 380    |
| Residential  | Greater Than 10 Days                    | 0      | 0      | 0      | 0      | 1      | 2      | 2      | 3      | 4      | 1      | 0      | 1      | 14     |
| Residential Total  |   | 21     | 20     | 22     | 19     | 24     | 34     | 43     | 66     | 59     | 55     | 43     | 39     | 445    |
| Government   | Immediate                               | 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      | 0      | 0      | 0      |
| Government   | Greater Than 10 Days                    | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Government Total   |   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Grand Total  | Immediate                               | 2      | 1      | 2      | 1      | 1      | 6      | 2      | 11     | 3      | 5      | 13     | 5      | 52     |
|  | 10 Days or Less                         | 20     | 21     | 22     | 19     | 27     | 29     | 45     | 56     | 57     | 53     | 33     | 36     | 418    |
|  | Greater Than 10 Days                    | 0      | 0      | 0      | 0      | 1      | 2      | 2      | 3      | 4      | 1      | 0      | 1      | 14     |
| Grand Total  |   | 22     | 22     | 24     | 20     | 29     | 37     | 49     | 70     | 64     | 59     | 46     | 42     | 484    |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Commercial   | Immediate                               | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 20.0%  | 0.0%   | 0.0%   | 0.0%   | 2.7%   |
| Commercial   | 10 Days or Less                         | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 80.0%  | 100.0% | 100.0% | 100.0% | 97.3%  |
| Commercial   | 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%   | 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%   | 0.0%   |
| Industrial   | 10 Days or Less                         | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 100.0% | 0.0%   | 100.0% | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 100.0% |
| 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%   | 0.0%   |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Residential  | Immediate                               | 9.5%   | 5.0%   | 9.1%   | 5.3%   | 4.2%   | 17.6%  | 4.7%   | 16.7%  | 3.4%   | 9.1%   | 30.2%  | 12.8%  | 11.5%  |
| Residential  | 10 Days or Less                         | 90.5%  | 95.0%  | 90.9%  | 94.7%  | 91.7%  | 76.5%  | 90.7%  | 78.8%  | 89.8%  | 89.1%  | 69.8%  | 84.6%  | 85.4%  |
| Residential  | Greater Than 10 Days                    | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 4.2%   | 5.9%   | 4.7%   | 4.5%   | 6.8%   | 1.8%   | 0.0%   | 2.6%   | 3.1%   |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 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%   | 0.0%   |
| Government   | 10 Days or Less                         | 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   | 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%   | 0.0%   |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Grand Total  | Immediate                               | 9.1%   | 4.5%   | 8.3%   | 5.0%   | 3.4%   | 16.2%  | 4.1%   | 15.7%  | 4.7%   | 8.5%   | 28.3%  | 11.9%  | 10.7%  |
|  | 10 Days or Less                         | 90.9%  | 95.5%  | 91.7%  | 95.0%  | 93.1%  | 78.4%  | 91.8%  | 80.0%  | 89.1%  | 89.8%  | 71.7%  | 85.7%  | 86.4%  |
|  | Greater Than 10 Days                    | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 3.4%   | 5.4%   | 4.1%   | 4.3%   | 6.3%   | 1.7%   | 0.0%   | 2.4%   | 2.9%   |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| D. The Number and Percentage of Complaints Resolved by taking the following actions: |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CustomerType   | MN_Action                               | Month  |        |        |        |        |        |        |        |        |        |        |        |        |
|  |   | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | 2021   |
| Commercial   | Action not in Control of Utility        | 0      | 0      | 0      | 0      | 2      | 0      | 1      | 0      | 0      | 1      | 0      | 0      | 4      |
| Commercial   | Refuse Action Cust Requested            | 1      | 1      | 0      | 0      | 1      | 0      | 1      | 0      | 0      | 1      | 1      | 1      | 7      |
| Commercial   | Take Action Cust and Utility Agree Upon | 0      | 0      | 0      | 1      | 0      | 1      | 0      | 2      | 2      | 1      | 0      | 2      | 9      |
| Commercial   | Take Action Cust Request                | 0      | 1      | 2      | 0      | 2      | 1      | 4      | 1      | 3      | 1      | 2      | 0      | 17     |
| Commercial Total   |   | 1      | 2      | 2      | 1      | 5      | 2      | 6      | 3      | 5      | 4      | 3      | 3      | 37     |
| Industrial   | Action not in Control of Utility        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Industrial   | Refuse Action Cust Requested            | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1      | 0      | 0      | 0      | 0      | 2      |
| Industrial   | Take Action Cust and Utility Agree Upon | 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      |
| Industrial Total   |   | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1      | 0      | 0      | 0      | 0      | 2      |
| Residential  | Action not in Control of Utility        | 6      | 4      | 6      | 5      | 2      | 4      | 9      | 15     | 13     | 10     | 3      | 4      | 81     |
| Residential  | Refuse Action Cust Requested            | 3      | 4      | 1      | 3      | 6      | 10     | 8      | 4      | 6      | 4      | 4      | 2      | 55     |
| Residential  | Take Action Cust and Utility Agree Upon | 5      | 4      | 7      | 6      | 12     | 11     | 14     | 24     | 21     | 21     | 25     | 23     | 173    |
| Residential  | Take Action Cust Request                | 7      | 8      | 8      | 5      | 4      | 9      | 12     | 23     | 19     | 20     | 11     | 10     | 136    |
| Residential Total  |   | 21     | 20     | 22     | 19     | 24     | 34     | 43     | 66     | 59     | 55     | 43     | 39     | 445    |
| Government   | Action not in Control of Utility        | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Government   | Refuse Action Cust Requested            | 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      |
| Government   | Take Action Cust Request                | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Government Total   |   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Grand Total  | Action not in Control of Utility        | 6      | 4      | 6      | 5      | 4      | 4      | 10     | 15     | 13     | 11     | 3      | 4      | 85     |
|  | Refuse Action Cust Requested            | 4      | 5      | 1      | 3      | 7      | 11     | 9      | 5      | 6      | 5      | 5      | 3      | 64     |
|  | Take Action Cust and Utility Agree Upon | 5      | 4      | 7      | 7      | 12     | 12     | 14     | 26     | 23     | 22     | 25     | 25     | 182    |
|  | Take Action Cust Request                | 7      | 9      | 10     | 5      | 6      | 10     | 16     | 24     | 22     | 21     | 13     | 10     | 153    |
| Grand Total  |   | 22     | 22     | 24     | 20     | 29     | 37     | 49     | 70     | 64     | 59     | 46     | 42     | 484    |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| CustomerType   | MN_Action                               | Month  |        |        |        |        |        |        |        |        |        |        |        |        |
|  |   | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | 2021   |
| Commercial   | Action not in Control of Utility        | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 40.0%  | 0.0%   | 16.7%  | 0.0%   | 0.0%   | 25.0%  | 0.0%   | 0.0%   | 10.8%  |
| Commercial   | Refuse Action Cust Requested            | 100.0% | 50.0%  | 0.0%   | 0.0%   | 20.0%  | 0.0%   | 16.7%  | 0.0%   | 0.0%   | 25.0%  | 33.3%  | 33.3%  | 18.9%  |
| Commercial   | Take Action Cust and Utility Agree Upon | 0.0%   | 0.0%   | 0.0%   | 100.0% | 0.0%   | 50.0%  | 0.0%   | 66.7%  | 40.0%  | 25.0%  | 0.0%   | 66.7%  | 24.3%  |
| Commercial   | Take Action Cust Request                | 0.0%   | 50.0%  | 100.0% | 0.0%   | 40.0%  | 50.0%  | 66.7%  | 33.3%  | 60.0%  | 25.0%  | 66.7%  | 0.0%   | 45.9%  |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 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%   | 0.0%   |
| Industrial   | Refuse Action Cust Requested            | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 100.0% | 0.0%   | 100.0% | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 100.0% |
| 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%   | 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%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Residential  | Action not in Control of Utility        | 28.6%  | 20.0%  | 27.3%  | 26.3%  | 8.3%   | 11.8%  | 20.9%  | 22.7%  | 22.0%  | 18.2%  | 7.0%   | 10.3%  | 18.2%  |
| Residential  | Refuse Action Cust Requested            | 14.3%  | 20.0%  | 4.5%   | 15.8%  | 25.0%  | 29.4%  | 18.6%  | 6.1%   | 10.2%  | 7.3%   | 9.3%   | 5.1%   | 12.4%  |
| Residential  | Take Action Cust and Utility Agree Upon | 23.8%  | 20.0%  | 31.8%  | 31.6%  | 50.0%  | 32.4%  | 32.6%  | 36.4%  | 35.6%  | 38.2%  | 58.1%  | 59.0%  | 38.9%  |
| Residential  | Take Action Cust Request                | 33.3%  | 40.0%  | 36.4%  | 26.3%  | 16.7%  | 26.5%  | 27.9%  | 34.8%  | 32.2%  | 36.4%  | 25.6%  | 25.6%  | 30.6%  |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Government   | 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%   | 0.0%   |
| 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        | 27.3%  | 18.2%  | 25.0%  | 25.0%  | 13.8%  | 10.8%  | 20.4%  | 21.4%  | 20.3%  | 18.6%  | 6.5%   | 9.5%   | 17.6%  |
|  | Refuse Action Cust Requested            | 18.2%  | 22.7%  | 4.2%   | 15.0%  | 24.1%  | 29.7%  | 18.4%  | 7.1%   | 9.4%   | 8.5%   | 10.9%  | 7.1%   | 13.2%  |
|  | Take Action Cust and Utility Agree Upon | 22.7%  | 18.2%  | 29.2%  | 35.0%  | 41.4%  | 32.4%  | 28.6%  | 37.1%  | 35.9%  | 37.3%  | 54.3%  | 59.5%  | 37.6%  |
|  | Take Action Cust Request                | 31.8%  | 40.9%  | 41.7%  | 25.0%  | 20.7%  | 27.0%  | 32.7%  | 34.3%  | 34.4%  | 35.6%  | 28.3%  | 23.8%  | 31.6%  |
|  |   |        |        |        |        |        |        |        |        |        |        |        |        |        |

| E. The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action |                     |            |    |    |    |    |   |    |    |    |    |    |    |             |  |
|---|---------------------|------------|----|----|----|----|---|----|----|----|----|----|----|-------------|--|
| Commission  |                     | Commission |    |    |    |    |   |    |    |    |    |    |    |             |  |
|   |                     |            |    |    |    |    |   |    |    |    |    |    |    |             |  |
| 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          | 1  | 2  | 1  | 3  | 2 | 3  | 2  | 4  | 2  | 3  | 1  | 25          |  |
| Commercial Total  |                     | 1          | 1  | 2  | 1  | 3  | 2 | 3  | 2  | 4  | 2  | 3  | 1  | 25          |  |
| Residential   | Commission          | 9          | 11 | 16 | 9  | 13 | 6 | 22 | 33 | 34 | 22 | 23 | 24 | 222         |  |
|   | Commission/Internal | 0          | 0  | 0  | 0  | 0  | 0 | 0  | 0  | 0  | 0  | 1  | 0  | 1           |  |
|   | Commission/OAG      | 1          | 2  | 0  | 0  | 1  | 0 | 1  | 0  | 0  | 0  | 0  | 0  | 5           |  |
|   | Commission/BBB      | 0          | 0  | 0  | 0  | 0  | 0 | 0  | 0  | 1  | 0  | 0  | 0  | 1           |  |
|   | Commission/Officer  | 0          | 0  | 0  | 0  | 0  | 1 | 0  | 0  | 0  | 0  | 0  | 0  | 1           |  |
|   | Commission/Media    | 0          | 0  | 0  | 0  | 0  | 0 | 0  | 0  | 0  | 1  | 0  | 0  | 1           |  |
| Residential Total   |                     | 10         | 13 | 16 | 9  | 14 | 7 | 23 | 33 | 35 | 23 | 24 | 24 | 231         |  |
| Industrial  | Commission          | 0          | 0  | 0  | 0  | 0  | 0 | 0  | 1  | 0  | 0  | 0  | 0  | 1           |  |
| Industrial Total  |                     | 0          | 0  | 0  | 0  | 0  | 0 | 0  | 1  | 0  | 0  | 0  | 0  | 1           |  |
| Grand Total   |                     | 11         | 14 | 18 | 10 | 17 | 9 | 26 | 36 | 39 | 25 | 27 | 25 | 257         |  |

**Customer Complaint Report  
JANUARY, 2021**

|                                  |               |              |              |              |              | Turnaround Days for<br>Closing a Complaint<br>Longer |                    |                   |                 |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--|--------------------|-------------------|-----------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %  | Initial<br>Inquiry | within<br>10 days | than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |              |  |                    |                   |                 |
| Billing errors                   | 348           | 0            | 0            | 0            | 348          | 64.80%   | 345                | 3                 | 0               |
| Inaccurate Metering              | 15            | 0            | 0            | 0            | 15           | 2.79%  | 15                 | 0                 | 0               |
| Wrongful Disconnect              | 14            | 0            | 0            | 0            | 14           | 2.61%  | 14                 | 0                 | 0               |
| High Bill*                       | 20            | 0            | 5            | 0            | 25           | 4.66%  | 25                 | 0                 | 0               |
| Inadequate Service               | 123           | 1            | 0            | 0            | 124          | 23.09%   | 124                | 0                 | 0               |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Service Restoration              | 10            | 0            | 1            | 0            | 11           | 2.05%  | 11                 | 0                 | 0               |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Total Commercial                 | 530           | 1            | 6            | 0            | 537          |  | 534                | 3                 | 0               |
| Total Commercial Percentage      | 98.70%        | 0.19%        | 1.12%        | 0.00%        |              |  |                    |                   |                 |
| <b>Industrial</b>                |               |              |              |              |              |  |                    |                   |                 |
| Billing errors                   | 85            | 0            | 0            | 0            | 85           | 66.41%   | 84                 | 1                 | 0               |
| Inaccurate Metering              | 4             | 0            | 0            | 0            | 4            | 3.13%  | 4                  | 0                 | 0               |
| Wrongful Disconnect              | 4             | 0            | 0            | 0            | 4            | 3.13%  | 4                  | 0                 | 0               |
| High Bill*                       | 2             | 0            | 0            | 0            | 2            | 1.56%  | 2                  | 0                 | 0               |
| Inadequate Service               | 31            | 0            | 0            | 0            | 31           | 24.22%   | 31                 | 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                 | 128           | 0            | 0            | 0            | 128          |  | 127                | 1                 | 0               |
| Total Industrial Percentage      | 100.00%       | 0.00%        | 0.00%        | 0.00%        |              |  |                    |                   |                 |
| <b>Residential</b>               |               |              |              |              |              |  |                    |                   |                 |
| Billing errors                   | 1,217         | 14           | 21           | 1            | 1,253        | 32.77%   | 1,252              | 1                 | 0               |
| Inaccurate Metering              | 10            | 0            | 1            | 0            | 11           | 0.29%  | 11                 | 0                 | 0               |
| Wrongful Disconnect              | 111           | 2            | 1            | 0            | 114          | 2.98%  | 114                | 0                 | 0               |
| High Bill*                       | 358           | 4            | 15           | 1            | 378          | 9.88%  | 378                | 0                 | 0               |
| Inadequate Service               | 1,941         | 17           | 28           | 0            | 1,986        | 51.94%   | 1,985              | 1                 | 0               |
| Service Extension                | 0             | 1            | 0            | 0            | 1            | 0.03%  | 1                  | 0                 | 0               |
| Service Restoration              | 74            | 0            | 4            | 0            | 78           | 2.04%  | 78                 | 0                 | 0               |
| MR-Special Call Cntr             | 2             | 0            | 0            | 0            | 2            | 0.05%  | 0                  | 2                 | 0               |
| Complaint                        | 1             | 0            | 0            | 0            | 1            | 0.03%  | 1                  | 0                 | 0               |
| Total Residential                | 3,714         | 38           | 70           | 2            | 3,824        |  | 3,820              | 4                 | 0               |
| Total Residential Percentage     | 97.12%        | 0.99%        | 1.83%        | 0.05%        |              |  |                    |                   |                 |
| <b>Total State of Minnesota</b>  | <b>4,372</b>  | <b>39</b>    | <b>76</b>    | <b>2</b>     | <b>4,489</b> |  | <b>4,481</b>       | <b>8</b>          | <b>0</b>        |
| <b>Total ST of MN Percentage</b> | <b>97.39%</b> | <b>0.87%</b> | <b>1.69%</b> | <b>0.04%</b> |              |  |                    |                   |                 |

**Customer Complaint Report  
FEBRUARY, 2021**

|                                  |               |              |              |              |              | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 505           | 1            | 1            | 0            | 507          | 76.24%                                     | 505                | 2                 | 0                         |
| Inaccurate Metering              | 9             | 0            | 0            | 0            | 9            | 1.35%                                      | 9                  | 0                 | 0                         |
| Wrongful Disconnect              | 16            | 0            | 0            | 0            | 16           | 2.41%                                      | 16                 | 0                 | 0                         |
| High Bill*                       | 17            | 0            | 5            | 0            | 22           | 3.31%                                      | 21                 | 1                 | 0                         |
| Inadequate Service               | 103           | 0            | 1            | 0            | 104          | 15.64%                                     | 103                | 1                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 7             | 0            | 0            | 0            | 7            | 1.05%                                      | 7                  | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Commercial                 | 657           | 1            | 7            | 0            | 665          |  | 661                | 4                 | 0                         |
| Total Commercial Percentage      | 98.80%        | 0.15%        | 1.05%        | 0.00%        |              |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 129           | 0            | 0            | 0            | 129          | 75.00%                                     | 129                | 0                 | 0                         |
| Inaccurate Metering              | 2             | 0            | 0            | 0            | 2            | 1.16%                                      | 2                  | 0                 | 0                         |
| Wrongful Disconnect              | 1             | 0            | 0            | 0            | 1            | 0.58%                                      | 1                  | 0                 | 0                         |
| High Bill*                       | 1             | 0            | 1            | 0            | 2            | 1.16%                                      | 2                  | 0                 | 0                         |
| Inadequate Service               | 33            | 0            | 0            | 0            | 33           | 19.19%                                     | 33                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 5             | 0            | 0            | 0            | 5            | 2.91%                                      | 5                  | 0                 | 0                         |
| Total Industrial                 | 171           | 0            | 1            | 0            | 172          |  | 172                | 0                 | 0                         |
| Total Industrial Percentage      | 99.42%        | 0.00%        | 0.58%        | 0.00%        |              |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 816           | 10           | 28           | 2            | 856          | 28.40%                                     | 849                | 7                 | 0                         |
| Inaccurate Metering              | 17            | 0            | 0            | 0            | 17           | 0.56%                                      | 17                 | 0                 | 0                         |
| Wrongful Disconnect              | 127           | 0            | 1            | 0            | 128          | 4.25%                                      | 128                | 0                 | 0                         |
| High Bill*                       | 137           | 3            | 8            | 0            | 148          | 4.91%                                      | 148                | 0                 | 0                         |
| Inadequate Service               | 1771          | 4            | 25           | 0            | 1,800        | 59.72%                                     | 1800               | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 61            | 0            | 3            | 0            | 64           | 2.12%                                      | 64                 | 0                 | 0                         |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Complaint                        | 1             | 0            | 0            | 0            | 1            | 0.03%                                      | 0                  | 1                 | 0                         |
| Total Residential                | 2,930         | 17           | 65           | 2            | 3,014        |  | 3,006              | 8                 | 0                         |
| Total Residential Percentage     | 97.21%        | 0.56%        | 2.16%        | 0.07%        |              |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>3,758</b>  | <b>18</b>    | <b>73</b>    | <b>2</b>     | <b>3,851</b> |  | <b>3,839</b>       | <b>12</b>         | <b>0</b>                  |
| <b>Total ST of MN Percentage</b> | <b>97.59%</b> | <b>0.47%</b> | <b>1.90%</b> | <b>0.05%</b> |              |  |                    |                   |                           |

**Customer Complaint Report  
MARCH, 2021**

|                                  |               |              |              |              |              | Turnaround Days for<br>Closing a Complaint<br>Longer |                    |                   |                 |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--|--------------------|-------------------|-----------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %  | Initial<br>Inquiry | within<br>10 days | than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |              |  |                    |                   |                 |
| Billing errors                   | 462           | 2            | 0            | 0            | 464          | 71.06%   | 460                | 3                 | 1               |
| Inaccurate Metering              | 12            | 0            | 0            | 0            | 12           | 1.84%  | 12                 | 0                 | 0               |
| Wrongful Disconnect              | 10            | 0            | 0            | 0            | 10           | 1.53%  | 10                 | 0                 | 0               |
| High Bill*                       | 29            | 1            | 1            | 0            | 31           | 4.75%  | 31                 | 0                 | 0               |
| Inadequate Service               | 120           | 0            | 0            | 0            | 120          | 18.38%   | 120                | 0                 | 0               |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Service Restoration              | 16            | 0            | 0            | 0            | 16           | 2.45%  | 15                 | 1                 | 0               |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Total Commercial                 | 649           | 3            | 1            | 0            | 653          |  | 648                | 4                 | 1               |
| Total Commercial Percentage      | 99.39%        | 0.46%        | 0.15%        | 0.00%        |              |  |                    |                   |                 |
| <b>Industrial</b>                |               |              |              |              |              |  |                    |                   |                 |
| Billing errors                   | 208           | 0            | 1            | 0            | 209          | 88.19%   | 205                | 4                 | 0               |
| Inaccurate Metering              | 2             | 0            | 0            | 0            | 2            | 0.84%  | 2                  | 0                 | 0               |
| Wrongful Disconnect              | 3             | 0            | 0            | 0            | 3            | 1.27%  | 3                  | 0                 | 0               |
| High Bill*                       | 2             | 0            | 0            | 0            | 2            | 0.84%  | 2                  | 0                 | 0               |
| Inadequate Service               | 17            | 0            | 0            | 0            | 17           | 7.17%  | 17                 | 0                 | 0               |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Service Restoration              | 4             | 0            | 0            | 0            | 4            | 1.69%  | 4                  | 0                 | 0               |
| Total Industrial                 | 236           | 0            | 1            | 0            | 237          |  | 233                | 4                 | 0               |
| Total Industrial Percentage      | 99.58%        | 0.00%        | 0.42%        | 0.00%        |              |  |                    |                   |                 |
| <b>Residential</b>               |               |              |              |              |              |  |                    |                   |                 |
| Billing errors                   | 803           | 17           | 135          | 0            | 955          | 31.38%   | 954                | 1                 | 0               |
| Inaccurate Metering              | 12            | 0            | 0            | 0            | 12           | 0.39%  | 12                 | 0                 | 0               |
| Wrongful Disconnect              | 185           | 2            | 3            | 0            | 190          | 6.24%  | 190                | 0                 | 0               |
| High Bill*                       | 52            | 1            | 3            | 0            | 56           | 1.84%  | 56                 | 0                 | 0               |
| Inadequate Service               | 1,739         | 11           | 28           | 0            | 1,778        | 58.43%   | 1,777              | 1                 | 0               |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Service Restoration              | 50            | 1            | 1            | 0            | 52           | 1.71%  | 52                 | 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                | 2,841         | 32           | 170          | 0            | 3,043        |  | 3,041              | 2                 | 0               |
| Total Residential Percentage     | 93.36%        | 1.05%        | 5.59%        | 0.00%        |              |  |                    |                   |                 |
| <b>Total State of Minnesota</b>  | <b>3,726</b>  | <b>35</b>    | <b>172</b>   | <b>0</b>     | <b>3,933</b> |  | <b>53,064</b>      | <b>10</b>         | <b>1</b>        |
| <b>Total ST of MN Percentage</b> | <b>94.74%</b> | <b>0.89%</b> | <b>4.37%</b> | <b>0.00%</b> |              |  |                    |                   |                 |



**Customer Complaint Report  
APRIL, 2021**

**Turnaround Days for  
Closing a Complaint  
Longer  
Initial within  
Inquiry 10 days than 10  
days**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %      | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--------|--------------------|-------------------|---------------------------|
| <b>Commercial</b>                |               |              |              |              |              |        |                    |                   |                           |
| Billing errors                   | 352           | 0            | 0            | 0            | 352          | 71.11% | 350                | 2                 | 0                         |
| Inaccurate Metering              | 11            | 0            | 0            | 0            | 11           | 2.22%  | 11                 | 0                 | 0                         |
| Wrongful Disconnect              | 12            | 0            | 0            | 0            | 12           | 2.42%  | 12                 | 0                 | 0                         |
| High Bill*                       | 9             | 0            | 0            | 0            | 9            | 1.82%  | 9                  | 0                 | 0                         |
| Inadequate Service               | 100           | 0            | 0            | 0            | 100          | 20.20% | 100                | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 10            | 1            | 0            | 0            | 11           | 2.22%  | 10                 | 0                 | 1                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0                         |
| Total Commercial                 | 494           | 1            | 0            | 0            | 495          |        | 492                | 2                 | 1                         |
| Total Commercial Percentage      | 99.80%        | 0.20%        | 0.00%        | 0.00%        |              |        |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |              |        |                    |                   |                           |
| Billing errors                   | 160           | 0            | 0            | 0            | 160          | 77.67% | 159                | 1                 | 0                         |
| Inaccurate Metering              | 2             | 0            | 0            | 0            | 2            | 0.97%  | 2                  | 0                 | 0                         |
| Wrongful Disconnect              | 8             | 0            | 0            | 0            | 8            | 3.88%  | 8                  | 0                 | 0                         |
| High Bill*                       | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0                         |
| Inadequate Service               | 32            | 0            | 0            | 0            | 32           | 15.53% | 32                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0                         |
| Service Restoration              | 4             | 0            | 0            | 0            | 4            | 1.94%  | 4                  | 0                 | 0                         |
| Total Industrial                 | 206           | 0            | 0            | 0            | 206          |        | 205                | 1                 | 0                         |
| Total Industrial Percentage      | 100.00%       | 0.00%        | 0.00%        | 0.00%        |              |        |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |              |        |                    |                   |                           |
| Billing errors                   | 546           | 12           | 17           | 1            | 576          | 24.97% | 576                | 0                 | 0                         |
| Inaccurate Metering              | 7             | 0            | 0            | 0            | 7            | 0.30%  | 7                  | 0                 | 0                         |
| Wrongful Disconnect              | 164           | 2            | 1            | 0            | 167          | 7.24%  | 166                | 1                 | 0                         |
| High Bill*                       | 13            | 1            | 1            | 0            | 15           | 0.65%  | 15                 | 0                 | 0                         |
| Inadequate Service               | 1,470         | 10           | 19           | 0            | 1,499        | 64.98% | 1,499              | 0                 | 0                         |
| Service Extension                | 0             | 0            | 1            | 0            | 1            | 0.04%  | 1                  | 0                 | 0                         |
| Service Restoration              | 39            | 0            | 2            | 0            | 41           | 1.78%  | 41                 | 0                 | 0                         |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0                         |
| Complaint                        | 1             | 0            | 0            | 0            | 1            | 0.04%  | 0                  | 1                 | 0                         |
| Total Residential                | 2,240         | 25           | 41           | 1            | 2,307        |        | 2,305              | 2                 | 0                         |
| Total Residential Percentage     | 97.10%        | 1.08%        | 1.78%        | 0.04%        |              |        |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>2,940</b>  | <b>26</b>    | <b>41</b>    | <b>1</b>     | <b>3,008</b> |        | <b>3,002</b>       | <b>5</b>          | <b>1</b>                  |
| <b>Total ST of MN Percentage</b> | <b>97.74%</b> | <b>0.86%</b> | <b>1.36%</b> | <b>0.03%</b> |              |        |                    |                   |                           |

**Customer Complaint Report  
MAY, 2021**

**Turnaround Days for  
Closing a Complaint  
Longer**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %      | Initial<br>Inquiry | within<br>10 days | than 10<br>days |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--------|--------------------|-------------------|-----------------|
| <b>Commercial</b>                |               |              |              |              |              |        |                    |                   |                 |
| Billing errors                   | 287           | 0            | 0            | 0            | 287          | 75.73% | 282                | 4                 | 1               |
| Inaccurate Metering              | 3             | 0            | 0            | 0            | 3            | 0.79%  | 3                  | 0                 | 0               |
| Wrongful Disconnect              | 9             | 0            | 0            | 0            | 9            | 2.37%  | 9                  | 0                 | 0               |
| High Bill*                       | 6             | 0            | 0            | 0            | 6            | 1.58%  | 6                  | 0                 | 0               |
| Inadequate Service               | 65            | 0            | 0            | 0            | 65           | 17.15% | 65                 | 0                 | 0               |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Service Restoration              | 8             | 0            | 1            | 0            | 9            | 2.37%  | 9                  | 0                 | 0               |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Total Commercial                 | 378           | 0            | 1            | 0            | 379          |        | 374                | 4                 | 1               |
| Total Commercial Percentage      | 99.74%        | 0.00%        | 0.26%        | 0.00%        |              |        |                    |                   |                 |
| <b>Industrial</b>                |               |              |              |              |              |        |                    |                   |                 |
| Billing errors                   | 91            | 1            | 0            | 0            | 92           | 79.31% | 92                 | 0                 | 0               |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1            | 0.86%  | 1                  | 0                 | 0               |
| Wrongful Disconnect              | 1             | 0            | 0            | 0            | 1            | 0.86%  | 1                  | 0                 | 0               |
| High Bill*                       | 1             | 0            | 0            | 0            | 1            | 0.86%  | 1                  | 0                 | 0               |
| Inadequate Service               | 19            | 0            | 0            | 0            | 19           | 16.38% | 19                 | 0                 | 0               |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Service Restoration              | 2             | 0            | 0            | 0            | 2            | 1.72%  | 2                  | 0                 | 0               |
| Total Industrial                 | 115           | 1            | 0            | 0            | 116          |        | 116                | 0                 | 0               |
| Total Industrial Percentage      | 99.14%        | 0.86%        | 0.00%        | 0.00%        |              |        |                    |                   |                 |
| <b>Residential</b>               |               |              |              |              |              |        |                    |                   |                 |
| Billing errors                   | 407           | 14           | 17           | 1            | 439          | 24.89% | 439                | 0                 | 0               |
| Inaccurate Metering              | 6             | 0            | 0            | 0            | 6            | 0.34%  | 6                  | 0                 | 0               |
| Wrongful Disconnect              | 103           | 2            | 1            | 0            | 106          | 6.01%  | 106                | 0                 | 0               |
| High Bill*                       | 8             | 2            | 5            | 0            | 15           | 0.85%  | 15                 | 0                 | 0               |
| Inadequate Service               | 1,106         | 5            | 18           | 0            | 1,129        | 64.00% | 1,125              | 4                 | 0               |
| Service Extension                | 0             | 0            | 4            | 0            | 4            | 0.23%  | 4                  | 0                 | 0               |
| Service Restoration              | 51            | 0            | 4            | 0            | 55           | 3.12%  | 55                 | 0                 | 0               |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Complaint                        | 10            | 0            | 0            | 0            | 10           | 0.57%  | 0                  | 9                 | 1               |
| Total Residential                | 1,691         | 23           | 49           | 1            | 1,764        |        | 1,750              | 13                | 1               |
| Total Residential Percentage     | 95.86%        | 1.30%        | 2.78%        | 0.06%        |              |        |                    |                   |                 |
| <b>Total State of Minnesota</b>  | <b>2,184</b>  | <b>24</b>    | <b>50</b>    | <b>1</b>     | <b>2,259</b> |        | <b>2,240</b>       | <b>17</b>         | <b>2</b>        |
| <b>Total ST of MN Percentage</b> | <b>96.68%</b> | <b>1.06%</b> | <b>2.21%</b> | <b>0.04%</b> |              |        |                    |                   |                 |

**Customer Complaint Report  
JUNE, 2021**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %      | Turnaround Days for<br>Closing a Complaint |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--------|--|-------------------|---------------------------|
|                                  |               |              |              |              |              |        | Initial<br>Inquiry                         | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |              |        |  |                   |                           |
| Billing errors                   | 291           | 1            | 0            | 0            | 292          | 62.80% | 291  | 1                 | 0                         |
| Inaccurate Metering              | 6             | 0            | 0            | 0            | 6            | 1.29%  | 6  | 0                 | 0                         |
| Wrongful Disconnect              | 17            | 0            | 0            | 0            | 17           | 3.66%  | 17   | 0                 | 0                         |
| High Bill*                       | 25            | 1            | 0            | 0            | 26           | 5.59%  | 26   | 0                 | 0                         |
| Inadequate Service               | 109           | 0            | 0            | 0            | 109          | 23.44% | 108  | 1                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration              | 14            | 0            | 1            | 0            | 15           | 3.23%  | 15   | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0  | 0                 | 0                         |
| Total Commercial                 | 462           | 2            | 1            | 0            | 465          |        | 463  | 2                 | 0                         |
| Total Commercial Percentage      | 99.35%        | 0.43%        | 0.22%        | 0.00%        |              |        |  |                   |                           |
| <b>Industrial</b>                |               |              |              |              |              |        |  |                   |                           |
| Billing errors                   | 102           | 1            | 0            | 0            | 103          | 76.87% | 103  | 0                 | 0                         |
| Inaccurate Metering              | 2             | 0            | 0            | 0            | 2            | 1.49%  | 2  | 0                 | 0                         |
| Wrongful Disconnect              | 2             | 0            | 0            | 0            | 2            | 1.49%  | 2  | 0                 | 0                         |
| High Bill*                       | 2             | 0            | 0            | 0            | 2            | 1.49%  | 2  | 0                 | 0                         |
| Inadequate Service               | 20            | 0            | 0            | 0            | 20           | 14.93% | 20   | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration              | 4             | 0            | 1            | 0            | 5            | 3.73%  | 5  | 0                 | 0                         |
| Total Industrial                 | 132           | 1            | 1            | 0            | 134          |        | 134  | 0                 | 0                         |
| Total Industrial Percentage      | 98.51%        | 0.75%        | 0.75%        | 0.00%        |              |        |  |                   |                           |
| <b>Residential</b>               |               |              |              |              |              |        |  |                   |                           |
| Billing errors                   | 490           | 13           | 14           | 2            | 519          | 24.09% | 518  | 1                 | 0                         |
| Inaccurate Metering              | 4             | 1            | 0            | 0            | 5            | 0.23%  | 5  | 0                 | 0                         |
| Wrongful Disconnect              | 141           | 2            | 2            | 0            | 145          | 6.73%  | 145  | 0                 | 0                         |
| High Bill*                       | 17            | 1            | 1            | 0            | 19           | 0.88%  | 19   | 0                 | 0                         |
| Inadequate Service               | 1322          | 6            | 31           | 0            | 1,359        | 63.09% | 1356                                       | 3                 | 0                         |
| Service Extension                | 0             | 0            | 3            | 0            | 3            | 0.14%  | 3  | 0                 | 0                         |
| Service Restoration              | 79            | 2            | 6            | 0            | 87           | 4.04%  | 86   | 0                 | 1                         |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0  | 0                 | 0                         |
| Complaint                        | 15            | 0            | 0            | 2            | 17           | 0.79%  | 5  | 12                | 0                         |
| Total Residential                | 2,068         | 25           | 57           | 4            | 2,154        |        | 2,137                                      | 16                | 1                         |
| Total Residential Percentage     | 96.01%        | 1.16%        | 2.65%        | 0.19%        |              |        |  |                   |                           |
| <b>Total State of Minnesota</b>  | <b>2,662</b>  | <b>28</b>    | <b>59</b>    | <b>4</b>     | <b>2,753</b> |        | <b>2,734</b>                               | <b>18</b>         | <b>1</b>                  |
| <b>Total ST of MN Percentage</b> | <b>96.69%</b> | <b>1.02%</b> | <b>2.14%</b> | <b>0.15%</b> |              |        |  |                   |                           |

**Customer Complaint Report  
JULY, 2021**

|                                  |               |              |              |              |              | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 260           | 1            | 0            | 0            | 261          | 64.93%                                     | 259                | 1                 | 1                         |
| Inaccurate Metering              | 6             | 0            | 0            | 0            | 6            | 1.49%                                      | 6                  | 0                 | 0                         |
| Wrongful Disconnect              | 12            | 0            | 0            | 0            | 12           | 2.99%                                      | 12                 | 0                 | 0                         |
| High Bill*                       | 34            | 0            | 1            | 0            | 35           | 8.71%                                      | 35                 | 0                 | 0                         |
| Inadequate Service               | 73            | 0            | 0            | 0            | 73           | 18.16%                                     | 73                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 1            | 0            | 1            | 0.25%                                      | 1                  | 0                 | 0                         |
| Service Restoration              | 13            | 0            | 1            | 0            | 14           | 3.48%                                      | 14                 | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Commercial                 | 398           | 1            | 3            | 0            | 402          |  | 400                | 1                 | 1                         |
| Total Commercial Percentage      | 99.00%        | 0.25%        | 0.75%        | 0.00%        |              |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 84            | 0            | 0            | 0            | 84           | 70.59%                                     | 83                 | 1                 | 0                         |
| Inaccurate Metering              | 2             | 0            | 0            | 0            | 2            | 1.68%                                      | 2                  | 0                 | 0                         |
| Wrongful Disconnect              | 4             | 0            | 0            | 0            | 4            | 3.36%                                      | 4                  | 0                 | 0                         |
| High Bill*                       | 3             | 0            | 0            | 0            | 3            | 2.52%                                      | 3                  | 0                 | 0                         |
| Inadequate Service               | 20            | 0            | 0            | 0            | 20           | 16.81%                                     | 20                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 5             | 0            | 1            | 0            | 6            | 5.04%                                      | 6                  | 0                 | 0                         |
| Total Industrial                 | 118           | 0            | 1            | 0            | 119          |  | 118                | 1                 | 0                         |
| Total Industrial Percentage      | 99.16%        | 0.00%        | 0.84%        | 0.00%        |              |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 530           | 17           | 34           | 0            | 581          | 27.39%                                     | 581                | 0                 | 0                         |
| Inaccurate Metering              | 11            | 0            | 0            | 0            | 11           | 0.52%                                      | 11                 | 0                 | 0                         |
| Wrongful Disconnect              | 75            | 3            | 3            | 0            | 81           | 3.82%                                      | 81                 | 0                 | 0                         |
| High Bill*                       | 37            | 3            | 2            | 0            | 42           | 1.98%                                      | 42                 | 0                 | 0                         |
| Inadequate Service               | 1,304         | 12           | 31           | 1            | 1,348        | 63.55%                                     | 1,348              | 0                 | 0                         |
| Service Extension                | 0             | 0            | 2            | 0            | 2            | 0.09%                                      | 2                  | 0                 | 0                         |
| Service Restoration              | 43            | 2            | 3            | 0            | 48           | 2.26%                                      | 48                 | 0                 | 0                         |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Complaint                        | 6             | 2            | 0            | 0            | 8            | 0.38%                                      | 4                  | 4                 | 0                         |
| Total Residential                | 2,006         | 39           | 75           | 1            | 2,121        |  | 2,117              | 4                 | 0                         |
| Total Residential Percentage     | 94.58%        | 1.84%        | 3.54%        | 0.05%        |              |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>2,522</b>  | <b>40</b>    | <b>79</b>    | <b>1</b>     | <b>2,642</b> |  | <b>2,635</b>       | <b>6</b>          | <b>1</b>                  |
| <b>Total ST of MN Percentage</b> | <b>95.46%</b> | <b>1.51%</b> | <b>2.99%</b> | <b>0.04%</b> |              |  |                    |                   |                           |

**Customer Complaint Report  
AUGUST, 2021**

|                                  |               |              |              |              |              | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 323           | 4            | 0            | 0            | 327          | 64.62%                                     | 325                | 1                 | 1                         |
| Inaccurate Metering              | 3             | 0            | 0            | 0            | 3            | 0.59%                                      | 3                  | 0                 | 0                         |
| Wrongful Disconnect              | 18            | 0            | 2            | 0            | 20           | 3.95%                                      | 20                 | 0                 | 0                         |
| High Bill*                       | 32            | 1            | 7            | 0            | 40           | 7.91%                                      | 40                 | 0                 | 0                         |
| Inadequate Service               | 105           | 0            | 0            | 0            | 105          | 20.75%                                     | 105                | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 10            | 0            | 1            | 0            | 11           | 2.17%                                      | 11                 | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Commercial                 | 491           | 5            | 10           | 0            | 506          |  | 504                | 1                 | 1                         |
| Total Commercial Percentage      | 97.04%        | 0.99%        | 1.98%        | 0.00%        |              |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 79            | 2            | 0            | 0            | 81           | 64.29%                                     | 80                 | 1                 | 0                         |
| Inaccurate Metering              | 4             | 0            | 0            | 0            | 4            | 3.17%                                      | 4                  | 0                 | 0                         |
| Wrongful Disconnect              | 4             | 0            | 0            | 0            | 4            | 3.17%                                      | 4                  | 0                 | 0                         |
| High Bill*                       | 6             | 0            | 0            | 0            | 6            | 4.76%                                      | 6                  | 0                 | 0                         |
| Inadequate Service               | 29            | 0            | 0            | 0            | 29           | 23.02%                                     | 29                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 2             | 0            | 0            | 0            | 2            | 1.59%                                      | 2                  | 0                 | 0                         |
| Total Industrial                 | 124           | 2            | 0            | 0            | 126          |  | 125                | 1                 | 0                         |
| Total Industrial Percentage      | 98.41%        | 1.59%        | 0.00%        | 0.00%        |              |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 487           | 10           | 27           | 1            | 525          | 21.12%                                     | 524                | 1                 | 0                         |
| Inaccurate Metering              | 9             | 2            | 0            | 0            | 11           | 0.44%                                      | 11                 | 0                 | 0                         |
| Wrongful Disconnect              | 300           | 19           | 19           | 0            | 338          | 13.60%                                     | 338                | 0                 | 0                         |
| High Bill*                       | 15            | 1            | 4            | 0            | 20           | 0.80%                                      | 20                 | 0                 | 0                         |
| Inadequate Service               | 1,476         | 15           | 50           | 0            | 1,541        | 61.99%                                     | 1,539              | 2                 | 0                         |
| Service Extension                | 2             | 0            | 3            | 0            | 5            | 0.20%                                      | 5                  | 0                 | 0                         |
| Service Restoration              | 35            | 0            | 6            | 0            | 41           | 1.65%                                      | 41                 | 0                 | 0                         |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Complaint                        | 5             | 0            | 0            | 0            | 5            | 0.20%                                      | 0                  | 5                 | 0                         |
| Total Residential                | 2,329         | 47           | 109          | 1            | 2,486        |  | 2,478              | 8                 | 0                         |
| Total Residential Percentage     | 93.68%        | 1.89%        | 4.38%        | 0.04%        |              |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>2,944</b>  | <b>54</b>    | <b>119</b>   | <b>1</b>     | <b>3,118</b> |  | <b>3,107</b>       | <b>10</b>         | <b>1</b>                  |
| <b>Total ST of MN Percentage</b> | <b>94.42%</b> | <b>1.73%</b> | <b>3.82%</b> | <b>0.03%</b> |              |  |                    |                   |                           |

**Customer Complaint Report  
SEPTEMBER, 2021**

|                                  |               |              |              |              |              | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 211           | 1            | 1            | 0            | 213          | 62.46%                                     | 210                | 2                 | 1                         |
| Inaccurate Metering              | 20            | 0            | 0            | 0            | 20           | 5.87%                                      | 19                 | 1                 | 0                         |
| Wrongful Disconnect              | 20            | 0            | 0            | 0            | 20           | 5.87%                                      | 20                 | 0                 | 0                         |
| High Bill*                       | 14            | 0            | 1            | 0            | 15           | 4.40%                                      | 15                 | 0                 | 0                         |
| Inadequate Service               | 58            | 1            | 1            | 0            | 60           | 17.60%                                     | 60                 | 0                 | 0                         |
| Service Extension                | 0             | 1            | 0            | 0            | 1            | 0.29%                                      | 1                  | 0                 | 0                         |
| Service Restoration              | 11            | 1            | 0            | 0            | 12           | 3.52%                                      | 12                 | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Commercial                 | 334           | 4            | 3            | 0            | 341          |  | 337                | 3                 | 1                         |
| Total Commercial Percentage      | 97.95%        | 1.17%        | 0.88%        | 0.00%        |              |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 54            | 0            | 0            | 0            | 54           | 64.29%                                     | 54                 | 0                 | 0                         |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1            | 1.19%                                      | 1                  | 0                 | 0                         |
| Wrongful Disconnect              | 2             | 0            | 0            | 0            | 2            | 2.38%                                      | 2                  | 0                 | 0                         |
| High Bill*                       | 2             | 0            | 0            | 0            | 2            | 2.38%                                      | 2                  | 0                 | 0                         |
| Inadequate Service               | 22            | 0            | 0            | 0            | 22           | 26.19%                                     | 22                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 3             | 0            | 0            | 0            | 3            | 3.57%                                      | 3                  | 0                 | 0                         |
| Total Industrial                 | 84            | 0            | 0            | 0            | 84           |  | 84                 | 0                 | 0                         |
| Total Industrial Percentage      | 100.00%       | 0.00%        | 0.00%        | 0.00%        |              |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 422           | 10           | 8            | 4            | 444          | 24.86%                                     | 442                | 1                 | 1                         |
| Inaccurate Metering              | 32            | 0            | 0            | 0            | 32           | 1.79%                                      | 32                 | 0                 | 0                         |
| Wrongful Disconnect              | 139           | 8            | 7            | 1            | 155          | 8.68%                                      | 155                | 0                 | 0                         |
| High Bill*                       | 10            | 0            | 0            | 0            | 10           | 0.56%                                      | 10                 | 0                 | 0                         |
| Inadequate Service               | 995           | 10           | 40           | 1            | 1,046        | 58.57%                                     | 1045               | 1                 | 0                         |
| Service Extension                | 1             | 0            | 0            | 0            | 1            | 0.06%                                      | 1                  | 0                 | 0                         |
| Service Restoration              | 84            | 2            | 5            | 0            | 91           | 5.10%                                      | 91                 | 0                 | 0                         |
| MR-Special Call Cntr             | 4             | 0            | 0            | 0            | 4            | 0.22%                                      | 1                  | 3                 | 0                         |
| Complaint                        | 2             | 0            | 0            | 1            | 3            | 0.17%                                      | 0                  | 3                 | 0                         |
| Total Residential                | 1,689         | 30           | 60           | 7            | 1,786        |  | 1,777              | 8                 | 1                         |
| Total Residential Percentage     | 94.57%        | 1.68%        | 3.36%        | 0.39%        |              |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>2,107</b>  | <b>34</b>    | <b>63</b>    | <b>7</b>     | <b>2,211</b> |  | <b>2,198</b>       | <b>11</b>         | <b>2</b>                  |
| <b>Total ST of MN Percentage</b> | <b>95.30%</b> | <b>1.54%</b> | <b>2.85%</b> | <b>0.32%</b> |              |  |                    |                   |                           |

**Customer Complaint Report  
OCTOBER, 2021**

|                                  |               |              |              |              |              | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 231           | 3            | 1            | 0            | 235          | 57.74%                                     | 231                | 3                 | 1                         |
| Inaccurate Metering              | 11            | 0            | 0            | 0            | 11           | 2.70%                                      | 11                 | 0                 | 0                         |
| Wrongful Disconnect              | 30            | 0            | 0            | 0            | 30           | 7.37%                                      | 30                 | 0                 | 0                         |
| High Bill*                       | 17            | 1            | 2            | 0            | 20           | 4.91%                                      | 20                 | 0                 | 0                         |
| Inadequate Service               | 100           | 0            | 0            | 0            | 100          | 24.57%                                     | 100                | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 11            | 0            | 0            | 0            | 11           | 2.70%                                      | 11                 | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Commercial                 | 400           | 4            | 3            | 0            | 407          |  | 403                | 3                 | 1                         |
| Total Commercial Percentage      | 98.28%        | 0.98%        | 0.74%        | 0.00%        |              |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 62            | 0            | 0            | 0            | 62           | 63.92%                                     | 61                 | 1                 | 0                         |
| Inaccurate Metering              | 2             | 0            | 0            | 0            | 2            | 2.06%                                      | 2                  | 0                 | 0                         |
| Wrongful Disconnect              | 5             | 0            | 0            | 0            | 5            | 5.15%                                      | 5                  | 0                 | 0                         |
| High Bill*                       | 2             | 0            | 0            | 0            | 2            | 2.06%                                      | 2                  | 0                 | 0                         |
| Inadequate Service               | 25            | 0            | 0            | 0            | 25           | 25.77%                                     | 25                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 1             | 0            | 0            | 0            | 1            | 1.03%                                      | 1                  | 0                 | 0                         |
| Total Industrial                 | 97            | 0            | 0            | 0            | 97           |  | 96                 | 1                 | 0                         |
| Total Industrial Percentage      | 100.00%       | 0.00%        | 0.00%        | 0.00%        |              |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 429           | 5            | 9            | 1            | 444          | 25.53%                                     | 443                | 1                 | 0                         |
| Inaccurate Metering              | 22            | 0            | 1            | 0            | 23           | 1.32%                                      | 23                 | 0                 | 0                         |
| Wrongful Disconnect              | 69            | 2            | 4            | 0            | 75           | 4.31%                                      | 75                 | 0                 | 0                         |
| High Bill*                       | 5             | 0            | 0            | 0            | 5            | 0.29%                                      | 5                  | 0                 | 0                         |
| Inadequate Service               | 1076          | 12           | 41           | 1            | 1,130        | 64.98%                                     | 1130               | 0                 | 0                         |
| Service Extension                | 3             | 0            | 0            | 0            | 3            | 0.17%                                      | 3                  | 0                 | 0                         |
| Service Restoration              | 50            | 0            | 2            | 0            | 52           | 2.99%                                      | 52                 | 0                 | 0                         |
| MR-Special Call Cntr             | 3             | 0            | 0            | 0            | 3            | 0.17%                                      | 0                  | 3                 | 0                         |
| Complaint                        | 2             | 1            | 0            | 1            | 4            | 0.23%                                      | 1                  | 3                 | 0                         |
| Total Residential                | 1,659         | 20           | 57           | 3            | 1,739        |  | 1,732              | 7                 | 0                         |
| Total Residential Percentage     | 95.40%        | 1.15%        | 3.28%        | 0.17%        |              |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>2,156</b>  | <b>24</b>    | <b>60</b>    | <b>3</b>     | <b>2,243</b> |  | <b>2,231</b>       | <b>11</b>         | <b>1</b>                  |
| <b>Total ST of MN Percentage</b> | <b>96.12%</b> | <b>1.07%</b> | <b>2.67%</b> | <b>0.13%</b> |              |  |                    |                   |                           |

**Customer Complaint Report  
NOVEMBER, 2021**

|                                  |               |              |              |              |              | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 233           | 0            | 0            | 0            | 233          | 54.57%                                     | 231                | 2                 | 0                         |
| Inaccurate Metering              | 16            | 0            | 0            | 0            | 16           | 3.75%                                      | 16                 | 0                 | 0                         |
| Wrongful Disconnect              | 28            | 0            | 0            | 0            | 28           | 6.56%                                      | 28                 | 0                 | 0                         |
| High Bill*                       | 9             | 0            | 1            | 0            | 10           | 2.34%                                      | 10                 | 0                 | 0                         |
| Inadequate Service               | 122           | 0            | 0            | 0            | 122          | 28.57%                                     | 122                | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 18            | 0            | 0            | 0            | 18           | 4.22%                                      | 18                 | 0                 | 0                         |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Commercial                 | 426           | 0            | 1            | 0            | 427          |  | 425                | 2                 | 0                         |
| Total Commercial Percentage      | 99.77%        | 0.00%        | 0.23%        | 0.00%        |              |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 52            | 1            | 0            | 0            | 53           | 67.09%                                     | 53                 | 0                 | 0                         |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1            | 1.27%                                      | 1                  | 0                 | 0                         |
| Wrongful Disconnect              | 1             | 0            | 0            | 0            | 1            | 1.27%                                      | 1                  | 0                 | 0                         |
| High Bill*                       | 1             | 0            | 0            | 0            | 1            | 1.27%                                      | 1                  | 0                 | 0                         |
| Inadequate Service               | 20            | 0            | 0            | 0            | 20           | 25.32%                                     | 20                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 3             | 0            | 0            | 0            | 3            | 3.80%                                      | 3                  | 0                 | 0                         |
| Total Industrial                 | 78            | 1            | 0            | 0            | 79           |  | 79                 | 0                 | 0                         |
| Total Industrial Percentage      | 98.73%        | 1.27%        | 0.00%        | 0.00%        |              |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |              |  |                    |                   |                           |
| Billing errors                   | 395           | 5            | 9            | 0            | 409          | 26.44%                                     | 408                | 1                 | 0                         |
| Inaccurate Metering              | 21            | 0            | 0            | 0            | 21           | 1.36%                                      | 21                 | 0                 | 0                         |
| Wrongful Disconnect              | 74            | 0            | 2            | 0            | 76           | 4.91%                                      | 76                 | 0                 | 0                         |
| High Bill*                       | 3             | 0            | 0            | 0            | 3            | 0.19%                                      | 3                  | 0                 | 0                         |
| Inadequate Service               | 970           | 11           | 31           | 0            | 1,012        | 65.42%                                     | 1012               | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 22            | 1            | 0            | 0            | 23           | 1.49%                                      | 22                 | 0                 | 1                         |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0            | 0.00%                                      | 0                  | 0                 | 0                         |
| Complaint                        | 3             | 0            | 0            | 0            | 3            | 0.19%                                      | 0                  | 3                 | 0                         |
| Total Residential                | 1,488         | 17           | 42           | 0            | 1,547        |  | 1,542              | 4                 | 1                         |
| Total Residential Percentage     | 96.19%        | 1.10%        | 2.71%        | 0.00%        |              |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>1,992</b>  | <b>18</b>    | <b>43</b>    | <b>0</b>     | <b>2,053</b> |  | <b>2,046</b>       | <b>6</b>          | <b>1</b>                  |
| <b>Total ST of MN Percentage</b> | <b>97.03%</b> | <b>0.88%</b> | <b>2.09%</b> | <b>0.00%</b> |              |  |                    |                   |                           |



**Customer Complaint Report  
DECEMBER, 2021**

**Turnaround Days for  
Closing a Complaint  
Longer**

|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total        | %      | Initial<br>Inquiry | within<br>10 days | than 10<br>days |
|----------------------------------|---------------|--------------|--------------|--------------|--------------|--------|--------------------|-------------------|-----------------|
| <b>Commercial</b>                |               |              |              |              |              |        |                    |                   |                 |
| Billing errors                   | 325           | 0            | 3            | 0            | 328          | 60.97% | 326                | 2                 | 0               |
| Inaccurate Metering              | 11            | 0            | 4            | 0            | 15           | 2.79%  | 15                 | 0                 | 0               |
| Wrongful Disconnect              | 26            | 0            | 0            | 0            | 26           | 4.83%  | 26                 | 0                 | 0               |
| High Bill*                       | 37            | 0            | 5            | 0            | 42           | 7.81%  | 42                 | 0                 | 0               |
| Inadequate Service               | 117           | 0            | 0            | 0            | 117          | 21.75% | 117                | 0                 | 0               |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Service Restoration              | 10            | 0            | 0            | 0            | 10           | 1.86%  | 10                 | 0                 | 0               |
| Complaint                        | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Total Commercial                 | 526           | 0            | 12           | 0            | 538          |        | 536                | 2                 | 0               |
| Total Commercial Percentage      | 97.77%        | 0.00%        | 2.23%        | 0.00%        |              |        |                    |                   |                 |
| <b>Industrial</b>                |               |              |              |              |              |        |                    |                   |                 |
| Billing errors                   | 58            | 0            | 0            | 0            | 58           | 56.31% | 58                 | 0                 | 0               |
| Inaccurate Metering              | 2             | 0            | 0            | 0            | 2            | 1.94%  | 2                  | 0                 | 0               |
| Wrongful Disconnect              | 5             | 0            | 0            | 0            | 5            | 4.85%  | 5                  | 0                 | 0               |
| High Bill*                       | 5             | 0            | 0            | 0            | 5            | 4.85%  | 5                  | 0                 | 0               |
| Inadequate Service               | 30            | 0            | 0            | 0            | 30           | 29.13% | 29                 | 1                 | 0               |
| Service Extension                | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Service Restoration              | 3             | 0            | 0            | 0            | 3            | 2.91%  | 3                  | 0                 | 0               |
| Total Industrial                 | 103           | 0            | 0            | 0            | 103          |        | 102                | 1                 | 0               |
| Total Industrial Percentage      | 100.00%       | 0.00%        | 0.00%        | 0.00%        |              |        |                    |                   |                 |
| <b>Residential</b>               |               |              |              |              |              |        |                    |                   |                 |
| Billing errors                   | 336           | 4            | 4            | 0            | 344          | 30.04% | 342                | 1                 | 1               |
| Inaccurate Metering              | 10            | 0            | 1            | 0            | 11           | 0.96%  | 11                 | 0                 | 0               |
| Wrongful Disconnect              | 44            | 0            | 2            | 0            | 46           | 4.02%  | 46                 | 0                 | 0               |
| High Bill*                       | 11            | 0            | 0            | 0            | 11           | 0.96%  | 11                 | 0                 | 0               |
| Inadequate Service               | 693           | 7            | 15           | 0            | 715          | 62.45% | 712                | 2                 | 1               |
| Service Extension                | 2             | 0            | 0            | 0            | 2            | 0.17%  | 2                  | 0                 | 0               |
| Service Restoration              | 15            | 0            | 0            | 0            | 15           | 1.31%  | 15                 | 0                 | 0               |
| MR-Special Call Cntr             | 0             | 0            | 0            | 0            | 0            | 0.00%  | 0                  | 0                 | 0               |
| Complaint                        | 1             | 0            | 0            | 0            | 1            | 0.09%  | 0                  | 1                 | 0               |
| Total Residential                | 1,112         | 11           | 22           | 0            | 1,145        |        | 1,139              | 4                 | 2               |
| Total Residential Percentage     | 97.12%        | 0.96%        | 1.92%        | 0.00%        |              |        |                    |                   |                 |
| <b>Total State of Minnesota</b>  | <b>1,741</b>  | <b>11</b>    | <b>34</b>    | <b>0</b>     | <b>1,786</b> |        | <b>1,777</b>       | <b>7</b>          | <b>2</b>        |
| <b>Total ST of MN Percentage</b> | <b>97.48%</b> | <b>0.62%</b> | <b>1.90%</b> | <b>0.00%</b> |              |        |                    |                   |                 |

## CERTIFICATE OF SERVICE

I, Crystal Syvertsen, 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; or

xx by electronic filing.

**MPUC Docket No: E002/M-22-\_\_\_\_\_**  
**Miscellaneous Electric Service List**

Dated this 1st day of April 2022.

/s/

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Crystal Syvertsen  
Regulatory Administrator

| First Name     | Last Name          | Email                                | Company Name                          | Address   | Delivery Method    | View Trade Secret | Service List Name   |
|----------------|--------------------|--------------------------------------|---------------------------------------|---|--------------------|-------------------|---|
| Alison C       | Archer             | aarcher@misoenergy.org               | MISO                                  | 2985 Ames Crossing Rd<br><br>Eagan,<br>MN<br>55121                                      | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| James J.       | Bertrand           | james.bertrand@stinson.com           | STINSON LLP                           | 50 S 6th St Ste 2600<br><br>Minneapolis,<br>MN<br>55402                                 | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| John           | Coffman            | john@johncoffman.net                 | AARP                                  | 871 Tuxedo Blvd.<br><br>St. Louis,<br>MO<br>63119-2044                                  | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Generic Notice | Commerce Attorneys | commerce.attorneys@ag.state.mn.us    | Office of the Attorney<br>General-DOC | 445 Minnesota Street Suite<br>1400<br><br>St. Paul,<br>MN<br>55101                      | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Riley          | Conlin             | riley.conlin@stoel.com               | Stoel Rives LLP                       | 33 S. 6th Street<br>Suite 4200<br>Minneapolis,<br>MN<br>55402                           | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Brooke         | Cooper             | bcooper@allete.com                   | Minnesota Power                       | 30 W Superior St<br><br>Duluth,<br>MN<br>558022191                                      | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| George         | Crocker            | gwillc@nawo.org                      | North American Water<br>Office        | PO Box 174<br><br>Lake Elmo,<br>MN<br>55042   | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Christopher    | Droske             | christopher.droske@minneapolismn.gov | City of Minneapolis                   | 661 5th Ave N<br><br>Minneapolis,<br>MN<br>55405  | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| John           | Farrell            | jfarrell@ilsr.org                    | Institute for Local Self-<br>Reliance | 2720 E. 22nd St<br>Institute for Local Self-<br>Reliance<br>Minneapolis,<br>MN<br>55406 | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Sharon         | Ferguson           | sharon.ferguson@state.mn.us          | Department of Commerce                | 85 7th Place E Ste 280<br><br>Saint Paul,<br>MN<br>551012198                            | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |

| First Name | Last Name        | Email                            | Company Name                         | Address   | Delivery Method    | View Trade Secret | Service List Name  |
|------------|------------------|----------------------------------|--------------------------------------|---|--------------------|-------------------|--|
| Edward     | Garvey           | edward.garvey@AESLconsulting.com | AESL Consulting                      | 32 Lawton St<br><br>Saint Paul,<br>MN<br>55102-2617                   | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Adam       | Heinen           | aheinen@dakotaelectric.com       | Dakota Electric Association          | 4300 220th St W<br><br>Farmington,<br>MN<br>55024                     | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Michael    | Hoppe            | lu23@ibew23.org                  | Local Union 23, I.B.E.W.             | 445 Etna Street<br>Ste. 61<br>St. Paul,<br>MN<br>55106                | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Alan       | Jenkins          | aj@jenkinsatlaw.com              | Jenkins at Law                       | 2950 Yellowtail Ave.<br><br>Marathon,<br>FL<br>33050                  | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Richard    | Johnson          | Rick.Johnson@lawmoss.com         | Moss & Barnett                       | 150 S. 5th Street<br>Suite 1200<br>Minneapolis,<br>MN<br>55402        | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Sarah      | Johnson Phillips | sarah.phillips@stoel.com         | Stoel Rives LLP                      | 33 South Sixth Street<br>Suite 4200<br>Minneapolis,<br>MN<br>55402    | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Thomas     | Koehler          | TGK@IBEW160.org                  | Local Union #160, IBEW               | 2909 Anthony Ln<br><br>St Anthony Village,<br>MN<br>55418-3238        | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Peder      | Larson           | plarson@larkinhoffman.com        | Larkin Hoffman Daly & Lindgren, Ltd. | 8300 Norman Center Drive<br>Suite 1000<br>Bloomington,<br>MN<br>55437 | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Kavita     | Maini            | kmains@wi.rr.com                 | KM Energy Consulting, LLC            | 961 N Lost Woods Rd<br><br>Oconomowoc,<br>WI<br>53066                 | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Pam        | Marshall         | pam@energycents.org              | Energy CENTS Coalition               | 823 7th St E<br><br>St. Paul,<br>MN<br>55106                          | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |

| First Name     | Last Name                      | Email                                | Company Name                         | Address  | Delivery Method    | View Trade Secret | Service List Name   |
|----------------|--------------------------------|--------------------------------------|--------------------------------------|--|--------------------|-------------------|---|
| Stacy          | Miller                         | stacy.miller@minneapolisn.gov        | City of Minneapolis                  | 350 S. 5th Street<br>Room M 301<br>Minneapolis,<br>MN<br>55415             | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| David          | Moeller                        | dmoeller@allete.com                  | Minnesota Power                      | 30 W Superior St<br><br>Duluth,<br>MN<br>558022093                         | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Andrew         | Moratzka                       | andrew.moratzka@stoel.com            | Stoel Rives LLP                      | 33 South Sixth St Ste 4200<br><br>Minneapolis,<br>MN<br>55402              | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| David          | Niles                          | david.niles@avantenergy.com          | Minnesota Municipal Power Agency     | 220 South Sixth Street<br>Suite 1300<br>Minneapolis,<br>Minnesota<br>55402 | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Carol A.       | Overland                       | overland@legalelectric.org           | Legalelectric - Overland Law Office  | 1110 West Avenue<br><br>Red Wing,<br>MN<br>55066                           | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Generic Notice | Residential Utilities Division | residential.utilities@ag.state.mn.us | Office of the Attorney General-RUD   | 1400 BRM Tower<br>445 Minnesota St<br>St. Paul,<br>MN<br>551012131         | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Kevin          | Reuther                        | kreuther@mncenter.org                | MN Center for Environmental Advocacy | 26 E Exchange St, Ste 206<br><br>St. Paul,<br>MN<br>551011667              | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Richard        | Savelkoul                      | rsavelkoul@martinsquires.com         | Martin & Squires, P.A.               | 332 Minnesota Street Ste W2750<br><br>St. Paul,<br>MN<br>55101             | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Will           | Seuffert                       | Will.Seuffert@state.mn.us            | Public Utilities Commission          | 121 7th PI E Ste 350<br><br>Saint Paul,<br>MN<br>55101                     | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |
| Ken            | Smith                          | ken.smith@districtenergy.com         | District Energy St. Paul Inc.        | 76 W Kellogg Blvd<br><br>St. Paul,<br>MN<br>55102                          | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Misc<br>Electric |

| First Name | Last Name | Email                               | Company Name                           | Address  | Delivery Method    | View Trade Secret | Service List Name  |
|------------|-----------|-------------------------------------|--|--|--------------------|-------------------|--|
| Byron E.   | Starns    | byron.starns@stinson.com            | STINSON LLP                            | 50 S 6th St Ste 2600<br><br>Minneapolis,<br>MN<br>55402                              | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| James M    | Strommen  | jstrommen@kennedy-graven.com        | Kennedy & Graven,<br>Chartered         | 150 S 5th St Ste 700<br><br>Minneapolis,<br>MN<br>55402                              | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Eric       | Swanson   | eswanson@winthrop.com               | Winthrop & Weinstine                   | 225 S 6th St Ste 3500<br>Capella Tower<br>Minneapolis,<br>MN<br>554024629            | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Lynnette   | Sweet     | Regulatory.records@xcelenergy.com   | Xcel Energy                            | 414 Nicollet Mall FL 7<br><br>Minneapolis,<br>MN<br>554011993                        | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Thomas     | Tynes     | jjazynka@energyfreedomcoalition.com | Energy Freedom Coalition<br>of America | 101 Constitution Ave NW<br>Ste 525 East<br><br>Washington,<br>DC<br>20001            | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Lisa       | Veith     | lisa.veith@ci.stpaul.mn.us          | City of St. Paul                       | 400 City Hall and<br>Courthouse<br>15 West Kellogg Blvd.<br>St. Paul,<br>MN<br>55102 | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Joseph     | Windler   | jwindler@winthrop.com               | Winthrop & Weinstine                   | 225 South Sixth Street,<br>Suite 3500<br><br>Minneapolis,<br>MN<br>55402             | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |
| Patrick    | Zomer     | Pat.Zomer@lawmoss.com               | Moss & Barnett PA                      | 150 S 5th St #1200<br><br>Minneapolis,<br>MN<br>55402                                | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Elec_Xcel Miscl<br>Electric |