



414 Nicollet Mall  
Minneapolis, Minnesota 55401-1993

April 28, 2022

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

—VIA ELECTRONIC FILING—

RE: ERRATA  
2021 ANNUAL SERVICE QUALITY REPORT AND PETITION  
DOCKET NO. E002/M-22-162

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, provides the attached correction to its Annual Report which was filed on April 1, 2022 in the above-referenced docket. While preparing our Gas Service Quality report and reviewing the gas data for the Call Center Response Time attachment, we determined that a portion of the data for September through December 2021 were incorrectly coded to the state of Colorado. This issue did not affect the service to our customers but did cause an omission in the number of calls from our gas customers in our report. Because our call center response time data includes calls from both our electric and natural gas customers, we provide a revised Attachment F - Minn. R. 7826.1700 – Call Center Response Time with the months containing revised data highlighted in yellow. The correct data will be provided in our Gas Service Quality filing that is due May 1, 2022. We apologize for this error.

We have electronically filed this document with the Commission, and copies have 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 myself 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  
Enclosure  
c: Service List

		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	79,610	74,943	65,626	60,706	813,914
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	99,228	93,896	81,707	74,271	992,533
7	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	26,670	30,917	34,661	36,558	391,053
8	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
9	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
10	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
11	All Calls Answered by Agents within 20 seconds	29,724	45,175	54,176	52,451	47,717	45,749	29,542	35,519	39,158	43,878	46,501	46,445	516,035
13	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
14	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
15	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
16	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
17	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
18	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	142,241	110,791	95,184	90,030	1,250,312
19	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	82,171	60,773	59,978	62,204	773,814
22	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	252,530	219,043	191,588	184,487	2,493,516
23	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	192,460	169,025	156,382	156,661	2,017,018

		January	February	March	April	May	June	July	August	September	October	November	December	2021
26	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%	83.4%	86.6%	82.9%
27	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%	57.8%	54.9%	63.0%	69.1%	61.9%
31	Average Speed of Answer - ASA (Agent only Residential, BSC, Credit and PAR)	139	42	39	30	48	117	465	533	362	197	130	77	191
	ASA Residential	159	44	39	30	53	139	579	724	458	244	154	83	229
	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:

13	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.
26	The service level formula is: (All Calls Answered by Agents within 20 seconds + All IVR Handled calls) / (All Calls Offered to Agents + All IVR Handled Calls)
27	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR)
	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).

## CERTIFICATE OF SERVICE

I, Lynnette Sweet, 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-22-162**

Dated this 28th day of April 2022.

/s/

---

Lynnette Sweet  
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  Eagan, MN 55121	Electronic Service	No	OFF_SL_22-162_22-162
James J.	Bertrand	james.bertrand@stinson.com	STINSON LLP	50 S 6th St Ste 2600  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-162_22-162
James	Canaday	james.canaday@ag.state.mn.us	Office of the Attorney General-RUD	Suite 1400 445 Minnesota St. St. Paul, MN 55101	Electronic Service	No	OFF_SL_22-162_22-162
John	Coffman	john@johncoffman.net	AARP	871 Tuxedo Blvd.  St, Louis, MO 63119-2044	Electronic Service	No	OFF_SL_22-162_22-162
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400  St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_22-162_22-162
Riley	Conlin	riley.conlin@stoel.com	Stoel Rives LLP	33 S. 6th Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-162_22-162
Brooke	Cooper	bcooper@allte.com	Minnesota Power	30 W Superior St  Duluth, MN 558022191	Electronic Service	No	OFF_SL_22-162_22-162
George	Crocker	gwillic@nawo.org	North American Water Office	PO Box 174  Lake Elmo, MN 55042	Electronic Service	No	OFF_SL_22-162_22-162
John	Farrell	jfarrell@ilsr.org	Institute for Local Self-Reliance	2720 E. 22nd St Institute for Local Self-Reliance Minneapolis, MN 55406	Electronic Service	No	OFF_SL_22-162_22-162
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280  Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_22-162_22-162

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 Saint Paul, MN 55102-2617	Electronic Service	No	OFF_SL_22-162_22-162
Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association	4300 220th St W Farmington, MN 55024	Electronic Service	No	OFF_SL_22-162_22-162
Michael	Hoppe	lu23@ibew23.org	Local Union 23, I.B.E.W.	445 Etna Street Ste. 61 St. Paul, MN 55106	Electronic Service	No	OFF_SL_22-162_22-162
Alan	Jenkins	aj@jenkinsatlaw.com	Jenkins at Law	2950 Yellowtail Ave. Marathon, FL 33050	Electronic Service	No	OFF_SL_22-162_22-162
Richard	Johnson	Rick.Johnson@lawmoss.com	Moss & Barnett	150 S. 5th Street Suite 1200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-162_22-162
Sarah	Johnson Phillips	sarah.phillips@stoel.com	Stoel Rives LLP	33 South Sixth Street Suite 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-162_22-162
William D	Kenworthy	will@votesolar.org	Vote Solar	332 S Michigan Ave FL 9 Chicago, IL 60604	Electronic Service	No	OFF_SL_22-162_22-162
Thomas	Koehler	TGK@IBEW160.org	Local Union #160, IBEW	2909 Anthony Ln St Anthony Village, MN 55418-3238	Electronic Service	No	OFF_SL_22-162_22-162
Peder	Larson	plarson@larkinhoffman.com	Larkin Hoffman Daly & Lindgren, Ltd.	8300 Norman Center Drive Suite 1000 Bloomington, MN 55437	Electronic Service	No	OFF_SL_22-162_22-162
Kavita	Maini	kmmaini@wi.rr.com	KM Energy Consulting, LLC	961 N Lost Woods Rd Oconomowoc, WI 53066	Electronic Service	No	OFF_SL_22-162_22-162

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Pam	Marshall	pam@energycents.org	Energy CENTS Coalition	823 7th St E  St. Paul, MN 55106	Electronic Service	No	OFF_SL_22-162_22-162
Joseph	Meyer	joseph.meyer@ag.state.mn.us	Office of the Attorney General-RUD	Bremer Tower, Suite 1400 445 Minnesota Street St Paul, MN 55101-2131	Electronic Service	No	OFF_SL_22-162_22-162
Stacy	Miller	stacy.miller@minneapolismn.gov	City of Minneapolis	350 S. 5th Street Room M 301 Minneapolis, MN 55415	Electronic Service	No	OFF_SL_22-162_22-162
David	Moeller	dmoeller@allete.com	Minnesota Power	30 W Superior St  Duluth, MN 558022093	Electronic Service	No	OFF_SL_22-162_22-162
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-162_22-162
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, Minnesota 55402	Electronic Service	No	OFF_SL_22-162_22-162
Carol A.	Overland	overland@legalelectric.org	Legalelectric - Overland Law Office	1110 West Avenue  Red Wing, MN 55066	Electronic Service	No	OFF_SL_22-162_22-162
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_22-162_22-162
Kevin	Reuther	kreuther@mncenter.org	MN Center for Environmental Advocacy	26 E Exchange St, Ste 206  St. Paul, MN 551011667	Electronic Service	No	OFF_SL_22-162_22-162
Richard	Savelkoul	rsavelkoul@martinsquires.com	Martin & Squires, P.A.	332 Minnesota Street Ste W2750  St. Paul, MN 55101	Electronic Service	No	OFF_SL_22-162_22-162

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350  Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_22-162_22-162
Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.	76 W Kellogg Blvd  St. Paul, MN 55102	Electronic Service	No	OFF_SL_22-162_22-162
Byron E.	Starns	byron.starns@stinson.com	STINSON LLP	50 S 6th St Ste 2600  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-162_22-162
James M	Strommen	jstrommen@kennedy-graven.com	Kennedy & Graven, Chartered	150 S 5th St Ste 700  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-162_22-162
Eric	Swanson	eswanson@winthrop.com	Winthrop & Weinstine	225 S 6th St Ste 3500 Capella Tower Minneapolis, MN 554024629	Electronic Service	No	OFF_SL_22-162_22-162
Lynnette	Sweet	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7  Minneapolis, MN 554011993	Electronic Service	Yes	OFF_SL_22-162_22-162
Thomas	Tynes	jjazynka@energyfreedomcoalition.com	Energy Freedom Coalition of America	101 Constitution Ave NW Ste 525 East  Washington, DC 20001	Electronic Service	No	OFF_SL_22-162_22-162
Lisa	Veith	lisa.veith@ci.stpaul.mn.us	City of St. Paul	400 City Hall and Courthouse 15 West Kellogg Blvd. St. Paul, MN 55102	Electronic Service	No	OFF_SL_22-162_22-162
Joseph	Windler	jwindler@winthrop.com	Winthrop & Weinstine	225 South Sixth Street, Suite 3500  Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-162_22-162



First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Patrick	Zomer	Pat.Zomer@lawmoss.com	Moss & Barnett PA	150 S 5th St #1200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-162_22-162