



414 Nicollet Mall
Minneapolis, Minnesota 55401-1993

June 24, 2022

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

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 2021 Annual Service Quality Report and Petition (2021 Annual Report) which was filed on April 1, 2022 in the above-referenced docket. While preparing our Reply Comments and reviewing the data, the Company determined that information for the J.D. Power index scores and Electronic Access required updates as outlined below. We apologize for these errors.

Table 9 of the 2021 Annual Report listed the J.D. Power Residential Electric Satisfaction index scores. One of the scores, Residential Customer Contact, was listed incorrectly due to human error. Included with this filing is a corrected Table 9.

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]

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Table 6 of the 2021 Annual Report listed the 2021 Electronic Access data. We discovered a discrepancy in the manner the Website and MyAccount/Mobile App data was collected. A thorough review of the last two year's data has been reviewed and revised numbers for 2020 and 2021 can be found in Table 6 below.

Table 6: 2021 Electronic Access

Website Visits:	Facebook, Twitter, XcelEnergy.com	41,098,531 14,351,582
Logins via electronic customer communication platforms	My Account, Mobile App	44,626,276 17,818,268

2020 Electronic Access

Website Visits:	Facebook, Twitter, XcelEnergy.com	42,681,427 12,673,590
Logins via electronic customer communication platforms	My Account, Mobile App	49,432,738 15,910,472

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 or (612) 330-2889, or myself at bridget.dockter@xcelenergy.com or 612-337-2096 if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET DOCKTER
MANAGER, POLICY & OUTREACH
c: Service List

CERTIFICATE OF SERVICE

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

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

xx electronic filing

Docket No. E002/M-22-162

Dated this 24th day of June 2022

/s/

Christine Schwartz
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
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John	Coffman	john@johncoffman.net	AARP	871 Tuxedo Blvd. St, Louis, MO 63119-2044	Electronic Service	No	OFF_SL_22-162_22-162
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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
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