



414 Nicollet Mall
Minneapolis, MN 55401

July 14, 2023

—Via Electronic Filing—

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

RE: 26-MONTH STATUS REPORT
PAYMENT PLAN CREDIT PROPOSAL
DOCKET NO. E002/M-20-760

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy, submits the enclosed Status Report as required by the Minnesota Public Utilities Commission's (PUC) ORDER APPROVING PAYMENT PLAN CREDIT PROGRAM issued April 7, 2021 in the above-referenced docket. Order Point 4 of the Order requires each status report to include:

- A. *The outreach activities conducted to date and any plans for additional outreach.*
- B. *The number of customers eligible to participate, total and by ZIP code.*
- C. *The number of customers enrolled in the program, total and by ZIP code.*
- D. *Program spending to date and a projection of total spending.*
- E. *The average initial and remaining arrears of participating customers.*
- F. *The number of customers who are current on their payment plans under the program.*
- G. *The number of customers who have missed two consecutive payments and have been disqualified from the program.*
- H. *The number of customers who have paid off the full amount owed under a payment plan in this program.*

Status Report History

The Company began marketing and enrolling participants on May 5, 2021. We submitted a Four-Month Status Report on September 15, 2021, a Nine-Month Status Report on February 15, 2022, and a 15-Month Status Report on August 12, 2022. This 26-Month Status Report covers activity through June 30, 2023. We will submit a final status report following the full disbursement of program funds to customers.

A. Part A – Outreach Activities

Since our 15-Month Status Report, the Payment Plan Credit Program (the Program) has continued to utilize the waitlist process. Additionally, we have continued direct outreach to eligible waitlisted as well as other potentially eligible customers, as discussed in our Fifteen-Month Status Report.

Direct customer communications utilized since our 15-Month Status Report included seven person-to-person phone call campaigns conducted in December 2022, January 2023, April 2023, twice in May 2023, June 2023 and again in July 2023. These outreach efforts have included calls to waitlisted customers as well as other customers who met the criteria for targeted outreach as defined in our 15-Month Status Report, with a total of 1,982 customers contacted.

The Company has a dedicated internal project team who manages all Program enrollments. The Company also continued to publish information encouraging the wider contact center employee group to continue to utilize the waitlist process with eligible customers. Eligible waitlisted customers are a priority in regard to order of outreach and opportunities to enroll.

B. Part D – Program Spending

Through June 30, 2023 \$16,271,065 has been applied to customer accounts as part of this Program, and an additional \$373,530 has been allocated for future payments. At this time, the Program has a remaining balance of \$855,405.

C. Parts B, C, and E–H – Detailed Customer Enrollment Data

We have included the data required in parts B, C, and E–H as Attachment A.

To summarize, through June 2023, the Program has enrolled 17,229 customers, and on average the balance of enrolled customers has been reduced by \$1,568. At

this time, 452 customers remain enrolled in the Program. An additional 3,788 customers have completed their arrangement and received the full benefit allotted to them. A total of 12,989 customers have been disqualified from the Program, primarily due to missing two consecutive payments. This total also includes customers who have stopped service with the Company and are no longer active customers.

As the Company prepared the attachment for filing it was noted that the count of enrolled customers was higher than the count of eligible customers, and the Company reviewed the reporting to ensure accuracy. As a result, the Company is confident in the reported numbers as accurate. The reasons for the count of enrolled customers being higher than the eligible count of customers include how eligibility was structured for the program. To be eligible for the program the customer must have a balance within the defined limits, not be on another type of payment plan, and must not have previously participated in the program. Therefore customers who have previously enrolled in the program would appear in the enrolled count, and be removed permanently from the eligible count. Additionally customers enrolling in payment plans at the end of the cold weather timeframe, and those making payments or receiving energy assistance payments sufficient to reduce the account balance below eligible limits at the same timeframe would not appear in the eligible count.

D. Next Steps

The program was initially proposed as a method to quickly address financial impacts of the pandemic being experienced by residential customers in Minnesota.

Since inception and launch, the Company has worked diligently to connect eligible customers and to promote the program.

In the 26-month run time of the program the Company has had the opportunity to provide substantial relief to participating customers. We continue to distribute funds however we have found that at this point in the Programs life cycle, the Program's default rate is creating a situation where the funds are not fully expended and continue to be recycled, creating an ongoing waitlist cycle. We believe the appropriate step is to distribute the remaining funds and close the Program because the costs to administer the program are high with specialized touch points and the balance is now less than five percent of the original Program budget.

The Company will close the program as of October 1, 2023 by taking the following steps:

1. No longer accept new participants to the Program eEffective the date of this status report (July 14).
2. Identify all customers in a current payment status on the program As of August 30, 2023, and within one week, apply to their account the remaining monthly installments scheduled for their account as a lump sum dollar amount.
3. Following the lump sum payment to current customers, distribute all remaining Program funds, in equal shares to each customer who participated in the Program, and remains a customer of the Company, as a one time final credit to all program participants, regardless of the disposition of the customers plan in the program. This one time payment will be paid to customers who have just received their remaining allocation, those who successfully paid their past due amount in full, and those who defaulted on the Program by missing two payments.
4. Communicate these credits to impacted customers via customized bill messaging on their bill containing the credit(s), as well as an email communicating the closure of the program and thanking them for their participation. In situations where a customer email address is not available the Company will provide this communication via an automated voice message phone call.
5. Submit a final report regarding the Program completion on November 1, 2023 (30 days following full program closure).

We have electronically filed this document and copies have been served on the parties on the attached service list. Please contact Bridget Dockter at bridget.dockter@xcelenergy.com or Carl Cronin at carl.cronin@xcelenergy.com if you have any questions regarding this filing.

Sincerely,

/s/

BRIDGET DOCKTER
MANAGER POLICY AND OUTREACH

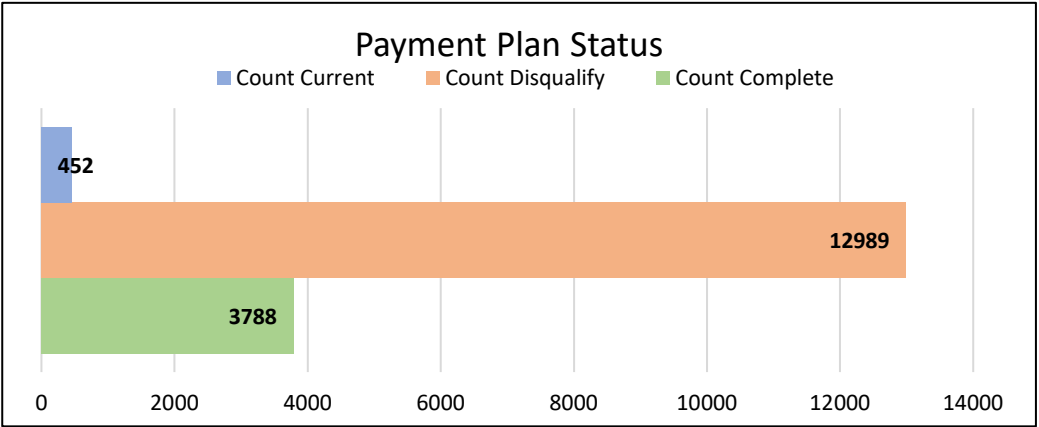
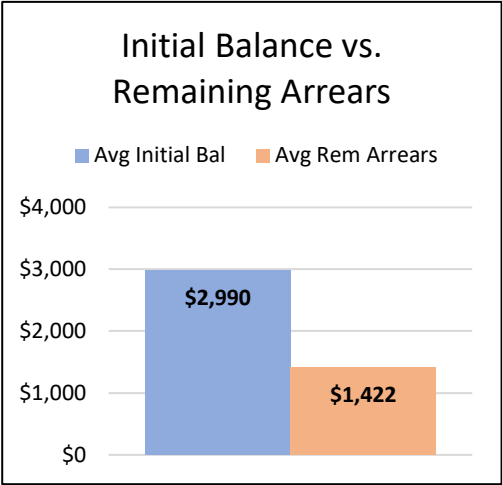
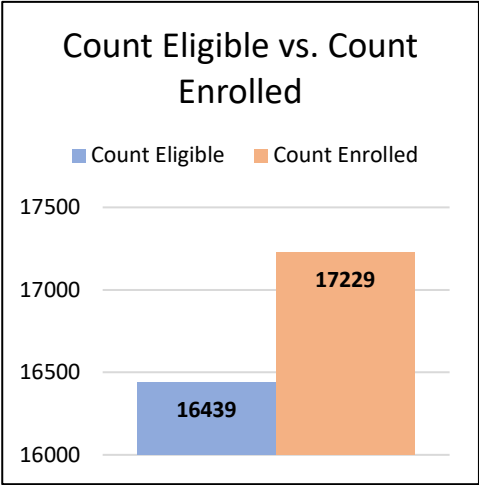
Enclosures

c: Service List

Jun-23

Minnesota Payment Plan Credit Program

Postal Zone	Count Eligible	Count Enrolled
55001	5	5
55003	15	9
55009	13	33
55012	9	10
55013	30	44
55014	35	74
55016	99	231
55018	4	1
55019	3	11
55020	0	2
55021	172	180
55024	29	61
55025	95	123
55027	2	6
55031	3	8
55032	1	0
55033	78	111
55038	72	61
55041	3	4
55042	73	49
55043	6	11
55044	36	54
55045	28	41
55046	6	21
55047	3	4
55049	8	11
55052	10	11
55053	2	2
55054	4	9
55055	49	40
55056	4	9
55057	74	81
55060	1	2
55065	2	5
55066	70	154
55068	45	65
55071	47	59
55073	9	9
55074	18	24
55075	231	264
55076	102	185
55077	67	88
55079	31	49
55082	137	177
55084	16	15
55085	2	3
55087	2	2
55088	2	2
55090	4	6
55092	30	47
55101	155	46
55102	237	153
55103	244	137
55104	512	426
55105	94	96
55106	927	703
55107	276	210
55108	42	52
55109	189	195
55110	137	198
55111	7	0
55112	299	302
55113	194	234
55114	51	25
55115	23	35
55116	117	98
55117	585	406
55118	191	212
55119	401	394
55120	10	11
55121	36	27
55122	12	21



55124	1	1
55125	180	259
55126	91	110
55127	32	40
55128	252	203
55129	138	114
55130	284	199
55150	1	0
55301	17	26
55302	33	31
55305	61	103
55308	13	14
55309	18	44
55310	6	7
55311	34	41
55313	1	2
55314	4	7
55315	4	9
55316	40	61
55317	14	29
55319	4	11
55320	11	9
55321	11	11
55322	2	5
55325	13	10
55327	4	2
55328	3	6
55329	6	10
55330	1	0
55331	21	39
55333	2	10
55334	17	22
55335	4	9
55336	2	1
55337	57	93
55338	3	8
55339	2	6
55340	9	7
55341	6	9
55342	5	8
55343	95	145
55344	71	74
55345	38	61
55346	30	43
55347	39	60
55349	13	14
55352	23	53
55353	12	4
55354	6	12
55356	10	16
55357	4	2
55358	4	3
55359	7	10
55360	4	6
55362	66	74
55363	33	56
55364	30	59
55366	7	5
55367	4	5
55368	5	10
55369	62	94
55370	0	3
55372	25	50
55373	11	13
55374	16	30
55375	10	9
55376	49	50
55378	20	45
55379	1	0
55381	5	5
55382	2	2
55384	8	9
55385	7	10
55386	2	4
55387	12	38

55388	28	46
55389	8	9
55390	9	17
55391	22	33
55395	10	12
55397	13	9
55401	49	20
55402	4	4
55403	162	112
55404	549	195
55405	123	90
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55407	365	207
55408	450	216
55409	65	51
55410	36	43
55411	510	497
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55414	164	65
55415	45	15
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55417	67	97
55418	106	126
55419	71	99
55420	82	141
55421	116	202
55422	144	167
55423	155	206
55424	8	8
55425	68	90
55426	66	105
55427	65	125
55428	179	256
55429	230	320
55430	157	254
55431	48	69
55432	192	250
55433	70	108
55434	7	9
55435	58	56
55436	11	30
55437	43	82
55438	51	60
55439	12	11
55440	0	1
55441	68	75
55442	11	23
55443	261	335
55444	94	122
55445	87	91
55446	24	43
55447	45	57
55449	12	28
55454	39	21
55555	1	0
55910	1	2
55911	0	1
55920	3	14
55924	3	12
55925	2	2
55927	16	25
55940	12	11
55941	3	5
55943	0	1
55944	1	1
55945	1	3
55946	3	1
55947	8	24
55955	2	5
55956	7	8
55957	1	1
55959	8	21
55963	12	12
55969	3	2

55981	17	13
55982	4	1
55983	8	6
55985	4	8
55987	144	225
55991	7	8
55992	12	14
56001	168	194
56003	15	34
56007	1	0
56011	35	40
56016	4	4
56017	0	1
56021	4	2
56024	8	17
56028	2	2
56037	7	7
56042	2	1
56044	3	3
56048	6	3
56050	0	1
56052	1	3
56054	1	1
56063	5	16
56065	9	9
56068	9	6
56071	2	1
56072	6	6
56074	5	2
56078	2	2
56080	3	6
56091	4	2
56093	8	10
56096	11	14
56115	4	8
56120	4	5
56122	1	3
56123	4	2
56128	8	8
56132	0	2
56135	0	1
56139	0	1
56140	2	0
56144	3	9
56151	1	3
56164	13	38
56170	1	3
56172	11	16
56175	11	21
56178	0	1
56209	6	6
56214	5	3
56216	4	3
56222	14	8
56223	7	6
56224	4	1
56228	8	4
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56230	6	4
56237	2	1
56241	1	0
56243	1	0
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56253	2	5
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56265	32	41
56266	8	7
56270	10	6
56273	3	9
56277	0	1
56281	2	2
56282	4	3
56283	2	0
56284	8	13
56285	5	2

56288	12	7
56295	4	1
56297	5	6
56301	241	225
56303	215	222
56304	143	152
56307	9	14
56310	6	9
56312	10	8
56316	11	6
56320	30	20
56329	35	17
56331	2	3
56334	22	11
56335	2	2
56340	6	5
56349	0	5
56352	2	4
56356	1	2
56360	8	10
56362	13	16
56367	1	2
56368	13	10
56369	6	2
56371	2	1
56374	24	15
56376	0	1
56377	62	77
56379	93	96
56381	15	13
56385	8	2
56387	58	62
56519	0	1
56525	1	0
56529	25	29
56536	1	5
56547	7	10
56560	0	1
56580	2	6
56594	0	1
	0	0
(blank)		
Grand Total	16439	17229

CERTIFICATE OF SERVICE

I, Josh DePauw, hereby certify that I have this day served copies or summaries of the foregoing document on the attached list(s) 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 Nos. E002/M-20-760

Dated this 14th day of July 2023

/s/

Josh DePauw,
Regulatory Administrator

[illegible]

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First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
David	Niles	david.niles@avantenergy.com	Minnesota Municipal Power Agency	220 South Sixth Street Suite 1300 Minneapolis, Minnesota 55402	Electronic Service	No	OFF_SL_20-760_Official
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First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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_20-760_Official
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_20-760_Official
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Ken	Smith	ken.smith@districtenergy.com	District Energy St. Paul Inc.	76 W Kellogg Blvd St. Paul, MN 55102	Electronic Service	No	OFF_SL_20-760_Official
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First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
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