



414 Nicollet Mall
Minneapolis, Minnesota 55401

April 16, 2012

—Via Electronic Filing—

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

RE: PETITION
QUALITY OF SERVICE PLAN TARIFF
DOCKET NO. E,G002/ CI-02-2034

Dear Dr. Haar:

Northern States Power Company submits this Petition for approval of our proposed amendments to our Quality of Service Plan tariff in the Company's Electric and Natural Gas Rate Books. We are making this filing in compliance with Commission orders requiring renegotiation or modification of certain elements of our QSP Tariff.

We have electronically filed this document with the Minnesota Public Utilities Commission, and copies have been served on the parties on the attached service list.

Please contact Bria Shea at bria.e.shea@xcelenergy.com or 612-330-6064 or me at jody.l.londo@xcelenergy.com or 612-330-5601 if you have any questions regarding this filing.

SINCERELY,

/s/

JODY LONDO
MANAGER
REGULATORY ADMINISTRATION

Enclosures
c: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Phyllis Reha	Vice Chair
J. Dennis O'Brien	Commissioner
David Boyd	Commissioner
Betsy Wergin	Commissioner

IN THE MATTER OF THE PETITION OF
NORTHERN STATES POWER COMPANY
FOR APPROVAL OF AN AMENDED
QUALITY OF SERVICE PLAN IN OUR
ELECTRIC AND NATURAL GAS RATE
BOOKS

DOCKET NO. E,G002/ CI-02-2034

PETITION

INTRODUCTION

Northern States Power Company submits to the Minnesota Public Utilities Commission this Petition for approval of our proposed amendments to our Quality of Service Plan tariff in the Company's Electric and Natural Gas Rate Books. We are making this filing in compliance with Commission orders requiring renegotiation or modification of certain elements of our QSP Tariff.

We request that the Commission approve our proposed tariff. Our proposal:

- Provides assurance that we will continue to provide our customers safe, adequate, efficient and reasonable service;
- Focuses on key attributes of our service that matter most to our customers; and,
- Ensures the externally-validated quality of our underlying reliability data is maintained.

The terms of our current QSP Tariff remain in effect until a new QSP is completed. As noted previously in this docket, we engaged in the process of renegotiating the tariff terms with Agency staffs, but were unable to agree on all terms. Although we have incorporated some of the feedback we received through that process into this proposed QSP tariff, we expect additional comments from parties in this docket and look forward to their further input.

The applicable standard for the Commission to apply in establishing any service quality plan to ensure adequate service is the just and reasonable standard. The QSP we propose in this filing is reasonable, and seeks to establish performance metrics, thresholds, and reporting processes that assure the Commission that we will continue to provide our customers with adequate service.

I. SUMMARY OF FILING

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

II. SERVICE ON OTHER PARTIES

Pursuant to Minn. R. 7829.1300, subp. 2 and Minn. Stat. § 216.17, subd. 3, Xcel Energy has electronically filed this document. A summary of the filing has been served on all parties on this docket's service list.

III. GENERAL FILING INFORMATION

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

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

Kari Valley
Assistant General Counsel
Xcel Energy
414 Nicollet Mall, 5th Floor
Minneapolis, MN 55401
(612) 215-4526

C. Date of Filing and Date Modified Rates Take Effect

The date of this filing is April 16, 2012. The Company requests approval of the amended QSP Tariff in our Electric and Natural Gas Rate Books to be effective upon issuance of the Commission's Order.

D. Statute Controlling Schedule for Processing the Filing

This Petition is made pursuant to Minn. Stat. § 216B.16, subd. 1, which prescribes general time lines for rate and tariff changes, including, but not limited to, a requirement of 60-days notice prior to any rate or tariff change.

Commission Rules define this filing as a miscellaneous tariff filing under Minn. R. 7829.0100, subp. 11 since no determination of Xcel Energy's overall revenue requirement is necessary. Minn. R. 7829.1400, subp. 1 and 4 permit comments in response to a miscellaneous filing to be filed within 30 days and reply comments to be filed no later than 10 days from the expiration of the original comment period.

E. Utility Employee Responsible for Filing

Jody Londo
Manager, Regulatory Administration
Xcel Energy
414 Nicollet Mall, 7th Floor
Minneapolis, MN 55401
(612) 330-5601

IV. DESCRIPTION AND PURPOSE OF FILING

A. Review Criteria

Minnesota statutes provide the just and reasonable standard as the measure against which adequate service, or a service quality plan, should be considered. Our original QSP plan was developed as part of our merger agreement, with the purpose of ensuring we maintained adequate service to our customers.¹ We have consistently demonstrated our commitment to quality, reliable service to our customers through our results both under this tariff and under the Commission's Rules.

¹ Merger of NSP and New Century Energies, Docket No. PA-99-1031. The QSP plan was later expanded to encompass data integrity issues in this docket, and billing accuracy reporting in Docket No. G002/CI-08-871.

The Commission adopted service quality rules that are outlined in Minnesota Rules Chapter 7826 that apply to all regulated Minnesota utilities. Xcel Energy is the only utility that has a service quality tariff with financial consequences. This QSP tariff established a foundation for the Commission to measure the adequacy of our service to customers post-merger, consistent with the Commission's authority and responsibility under Minnesota statutes and rules. Minn. Stat. § 216B.04 requires that every public utility shall furnish safe, adequate, efficient, and reasonable service; Minn. Stat. § 216B.09 gives the Commission authority to set just and reasonable service standards; and, Minn. Stat. § 216B.029 requires the Commission to adopt standards for safety, reliability, and service quality for utilities.

In addition to fulfilling the just and reasonable standard for adequate service, our proposal also addresses the following Commission Orders:

- *October 13, 2006 Order* in the current docket requiring that SAIDI and SAIFI be renegotiated once the Company has provided five years of raw outage data with its new OMS;
- *September 25, 2007 Order* in the current docket that allows the 98 minute SAIDI standard to remain in effect for calendar years 2007, 2008, and 2009; and
- *October 26, 2009 Order* in Docket No. G002/CI-08-871 requiring the Company work with the agencies to develop billing and metering service quality metrics to be incorporated into Xcel's service quality tariffs

In compliance with Minnesota Statutes and Rules, our proposed tariff provides the Commission necessary assurance that we will continue to provide our customers safe, adequate, efficient, and reasonable service.

B. Performance

We have demonstrated our commitment to service quality performance through strong service quality results in this docket and under the Commission's Rules. Our individual metrics have naturally varied over time, but our overall trends for SAIDI, SAIFI, Commission Complaints, and Gas Emergency Response Time are all downward and positive. Our Meter Reading statistics have remained consistently high, as has our Telephone Response Times.

We note that in the seven years that the current QSP Tariff has been in place, we have only performed below the metric thresholds in one year. In 2005, due to severe weather and implementation of a new billing system, under performance payments were triggered for the SAIDI and Telephone Response Time metrics.²

² In 2005, our SAIDI was 109.97 and our Telephone Response Time was 79.3%.

While we are committed to high quality, reliable service regardless of what others in our industry are doing, we note that our performance is also notable when compared to our peers under the Minnesota Rules reporting requirements. Though we recognize there are reporting differences, over the past several years, we have delivered as good or better service quality results than the other electric utilities.

Our customers also agree that we are performing well in key elements of our service. This is evidenced by our Voice of the Customer Survey results, where over the last five years, an average of 78 percent of respondents reported they are satisfied overall with Xcel Energy, and 88 percent said that we provide reliable electric service..

In addition to our customers being satisfied with our overall performance and reliability, we have also received industry recognition for our achievements in service performance. In 2011, Xcel Energy won Chartwell's best practices award in the category of Customer Service Effective Results in Complaint Reduction.

Lastly, in addition to the fact that our service quality performance has been solid, external parties have also confirmed that our actual reliability data reporting and practices are also sound. Our reliability data has been evaluated through external reviews that found our reporting processes to be "best in class."³

C. Proposed Performance Thresholds

Our proposed tariff maintains focus on issues that matter most to our customers, recalibrates our Under Performance Payment (UPP) Thresholds based on actual performance or industry standards, and streamlines the current tariff structure. In summary, we propose UPP Thresholds that consider our performance over the current QSP period, and ensure we continue to maintain an adequate level of service to our customers.

In determining our proposed UPP Thresholds, we analyzed our actual historical results to determine a reasonable bandwidth that allows natural fluctuations in our year-to-year results, while ensuring we continue to maintain adequate service to our customers. While statistically having only 5-7 years worth of data cannot be fully representative of expected future performance, we have more data now than we have ever had on which to establish reasonable performance standards.

³ Page 90 of Davies Consulting, Inc. July 25, 2008 Final Audit Report filed in this Docket.

As such, our analysis determined our starting point for proposing the UPP Thresholds is three standard deviations from our average actual performance over the QSP term.⁴ We used three standard deviations because with inclusion of sufficient data points, the result should generally encompass 98 percent of the future expected performance. This is appropriate in order to properly assess whether we are maintaining an adequate level of service to our customers.

From this foundation of three standard deviations from the average, we then refined our proposal metric by metric, applying the following guiding principles:

1. Our new performance standards should be at a comparable level to the current tariff, taking into consideration any metric calculation changes;
2. To the extent we incurred a financial penalty in the past, the new standard should reflect the same result for that performance year;
3. Likewise, if we did not pay a penalty in the past, our new standard should be at a level where we would not have incurred one; and
4. Our new performance standards should consider relevant industry, Commission, and/or external benchmarks.

The following table outlines our proposal, which we further discuss in Section D.

Proposal Summary Table

Metric	Current Standard	Average Actual Performance	Proposed UPP Threshold	UPP Threshold Basis
Telephone Response Time	≥ 80%	83%	≥ 80%	MN Rules
Customer Complaints	≤ 450	0.1342 complaints per 1,000 customers (e.g. 223)	0.2375 complaints per 1,000 customers (e.g. 395 in 2011)	2 standard deviations from the average, with a necessary ability to seek exclusion of certain complaints, including those where the CAO and the Company agree that the Company followed applicable rules and tariffs.
SAIDI*	≤ 98 min	103.4 min	135.6 min	1.5 standard deviations to reflect the SAIDI UPP we incurred in 2005.
SAIFI*	≤ 1.00	0.98 outage events	1.23 outage events	1.5 standard deviations to reflect consistency in the reliability metrics.
Gas Emergency Response	≤ 56 min	51.4 min	60 min	MNOPS industry guidance for the highest priority gas emergency response, applied to all gas emergency response categories, as an annual average response time.
Meter Reading**	≥ 90% summer ≥ 80% winter	99%	N/A	N/A

⁴ Performance years 2005-2011, with the exception of the newly-proposed billing accuracy metrics, for which we used the available average actual results for the 2007-2011 period.

Accurate Invoices**	N/A	99.4 %	98.7 %	Three standard deviations because this is a new metric and has limited performance history from which to base a future standard.
Invoice Adjustment Timeliness**	N/A	1.79 billing periods	2.14 billing periods	Three standard deviations because this is a new metric and has limited performance history from which to base a future standard.

*Our SAIDI/SAIFI average actual performance and proposed UPP reflect calculation changes to the storm normalization method and the inclusion of public damage events.

** Our proposal eliminates the current Meter Reading metric and instead adds two new billing accuracy metrics.

We provide our proposed QSP Tariff as Attachment A and a summary of our annual performance results upon which we based our proposed UPP Thresholds as Attachment B.

We note that we propose submitting our annual QSP Report on May 1, as opposed to our current April 1 filing date, to coincide with our jurisdictional annual reports.

D. Proposed Metrics

Below we provide a more detailed discussion of each of the proposed metrics and how we reached the determination for each UPP Threshold, specifically noting areas where we incorporated stakeholder feedback.

1. Telephone Response Time

The Telephone Response Time metric measures our average time to answer customer-initiated calls directed to the Company’s call center or business office.

a. Metric Change

Our current Telephone Response Time metric includes all non-credit calls to our Call Centers or business office, whether they are handled via Interactive Voice Response (IVR) or by call center representatives. In an effort to incorporate stakeholder feedback, we propose to this metric to include *all* customer-initiated calls to our Call Centers or business office

b. UPP Threshold

Although we propose to additionally include credit calls into this metric, we propose to maintain the same 80/20 standard as the current QSP tariff. In making this proposal, we primarily looked to the Commission’s rules as an external benchmark for adequate service. Minn. R. 7826.1200 requires that utilities answer 80 percent of calls made to their business offices during regular business hours within 20 seconds. This

proposed UPP Threshold also reflects a second guiding principle, in that we paid a penalty for our under performance in 2005.

Our proposed UPP Threshold ensures we maintain an adequate level of service and also that we would pay a penalty going forward under the same under performance circumstance as occurred in 2005. This proposal is reasonable because it ensures we provide adequate service, as this is a comparable standard to which all Minnesota utilities are held, and at the same time, ensures that we maintain our current level of service.

2. *Customer Complaints*

Our proposed Customer Complaint metric measures the number of registered complaints submitted to the Commission's Consumer Affairs Office (CAO).

a. *Metric Changes*

We have what we believe to be a strong and effective working relationship and process with CAO staff that has translated into constructive resolution of customer concerns and complaints. An important foundation for our process has been CAO staff ensuring that customers contacting them with service concerns are first seeking to resolve the issues with the Company. This foundation ensures that customers are indeed working to resolve the issue rather than purely making a complaint.

Our proposed UPP Threshold relies on this as a standard process for the QSP, as well as that the only complaints measured are those received on the Commission's official complaint form. Further, because this metric is a "count" rather than average performance over the period like the other metrics, we propose the UPP Threshold be based on the number of complaints per 1,000 customers. This approach ensures that only those complaints that the Company has been unable to directly resolve are counted, that the counted complaints stem from a consistent process, and that our performance is measured in relation to our total customer base, incorporating natural customer base fluctuations.

We note that we considered expanding the Customer Complaints metric to include other sources of complaints, such as those from the OAG, based on discussions with stakeholders. We have demonstrated strong performance in both our performance under the QSP tariff, as well as our total complaints from all sources that we report in compliance with the Commission's Rules. Using a just and reasonable standard, there is no basis for expanding the metric to include other complaint sources. We have, however, incorporated stakeholder feedback into our proposed reporting, to which we

propose to add customer complaint “categories.” These categories include billing and credit, customer service, meter reading, trouble orders, reliability duration, reliability frequency and other.

Maintaining the current Commission complaint source is consistent with the Commission’s authority to ensure we provide our customers safe, adequate, efficient, and reasonable service. The complaints submitted to the Commission are comprehensive and representative of all customer complaints, so there is nothing to be gained by adding additional sources. In addition, the baseline data we used to base our UPP Threshold is verifiable, and has established processes supporting it; introducing other complaint sources has the potential to invite data issues similar to those that we have previously seen in this docket.

Because customer complaints encompass all aspects of our service to customers, this metric has unique potential to be impacted by a variety of sources and events, perhaps unrelated to our provision of service. For the Commission to assess whether our level of service to customers is adequate, the measurement must somehow be linked to only those complaints that are valid. As such, we propose exclusion language and a process that assesses and determines “fault” for each measured complaint. Our proposed exclusions include complaints stemming from social media campaigns and nuisance complaints, as well as the ability to seek exclusion of complaints where it has been determined that the Company has followed prevailing tariffs and rules.

We propose to work out the details of this process with the CAO, but generally, we propose to add a couple of steps to our current process with CAO. In addition to documenting the CAO’s referral of the complaining customer to the Company for direct issue resolution, we would also include our assessment of whether we had followed our tariff and rule requirements as part of our communication of the complaint resolution to the CAO. We would then maintain this monthly documentation that determines “fault.” This proposal provides the Commission with a full view of the Company’s complaint performance, but preserves its ability to request exclusion of certain complaints that are not indicative of a valid service issue.

b. UPP Threshold

After making the above-referenced changes to our proposed Customer Complaint metric and applying our guiding principles, we propose a UPP Threshold that is two standard deviations from the average, with the necessary ability to request exclusion of complaints for which the Company followed its tariffs and rules as outlined above. Because we have had such (positive) variation in our annual results, three standard deviations from the average fully represents our actual performance history and thus

expected future performance. But, as long as we pair the tighter standard with the exclusionary provision for complaints where it is determined and documented by parties that the Company was not at fault as outlined above, we believe our proposal is reasonable.

3. *Reliability Metrics*

Our reliability metrics are composed of the following two measurements:

- *SAIDI*. The “System Average Interruption Duration Index” measures the total duration of interruptions, in minutes, an average customer experiences over a given period of time.
- *SAIFI*. The “System Average Interruption Frequency Index” measures how often the average customer experiences a sustained interruption over a given period of time.

a. Metric Changes

Our tariff proposes to change our storm day normalization method for determining exclusions from the current method to the IEEE 2.5-2003 normalization method, as advocated by stakeholders for more consistent reporting across utilities under the Minnesota Rules. The effect of this change is that generally, the IEEE methodology does not include as many storm events in their allowed exclusions. Therefore, our reliability results will *appear* to be higher, as they will include more outage events.

In addition, as also advocated by stakeholders, we propose to include outages stemming from public damage in our SAIDI and SAIFI calculations, as well as our Customer Outage Credits, which are currently excluded under our existing QSP tariff.⁵ While public damage to our facilities is not within our control and increases our risk under the tariff, we note that this was an important inclusion for stakeholders.

We note that our performance results provided in the Proposal Summary Table in Section C and the summary provided as Attachment B reflect our proposed IEEE normalization method and inclusion of public damage events.

In addition, we highlight that we have proposed several changes to the reliability sections of the tariff in an effort to more-closely resemble IEEE definitions and methodology. In a further effort to streamline the current tariff, we also propose to

⁵ We did not propose to change the public damage exclusion from our municipal pumping credits which were the result of recent settlement negotiation term in our electric rate case Docket No. E002/GR-08-1065

eliminate the CAIDI (Customer Average Interruption Duration Index) definitions and discussion from our tariff, as it has never been a QSP metric.

b. UPP Threshold

We applied our second guiding principle regarding past penalties to our UPP foundation for our reliability metrics. As mentioned previously, we paid a penalty for our SAIDI performance in 2005. At three standard deviations from our past performance average, we would not have paid a penalty for our reliability performance in 2005.

Therefore, we determined that the appropriate level of expected go-forward performance is one-and-a-half (1.5) standard deviations, which matches our historical performance and UPP payment in 2005. One-and-a-half standard deviations from the average is a reasonable floor for our reliability performance as it assures the Commission that we will continue to maintain adequate service to our customers.

4. *Gas Emergency Response Time*

Our Gas Emergency Response Time metric measures the Company's average response time to gas emergency calls. As with our Telephone Response Time metric, and in line with our fourth guiding principle for our UPP Threshold foundation, we looked to an external benchmark for our proposed Gas Emergency Response Time UPP Threshold. The Minnesota Office of Pipeline Safety (MnOPS) is in the process of releasing an Alert Notice that requires the highest-priority (E1) gas emergency calls to be responded to within 60 minutes.⁶ We provide the Alert Notice as Attachment C.

MnOPS is the expert in this subject-area, so it is appropriate to look to their guidance in establishing a measure of adequate service. Acknowledging stakeholder input that strongly prefers our measures be all-inclusive, rather than propose to limit our reported performance to only E1 type calls as specified in the Alert Notice, we propose to apply the MnOPS guidance to *all* gas emergency calls in the form of an annual average response, which is also how we are currently measured. This UPP Threshold is reasonable because it is based on a relevant external benchmark, provides the Commission a view of our overall gas emergency response time, and is a representative standard that is applied to all Minnesota natural gas utilities.

⁶ E1 calls contain factual situations meriting an immediate response.

5. *Meter Reading and Billing Metrics*

Our proposal eliminates the current Meter Reading metric and instead adds two new invoice accuracy metrics.

a. Metric Changes

Our current QSP tariff measures the percent of meters that are read. Our performance has been consistently strong in this metric area, largely due to our implementation of automated meter reading. We perform well in this metric each year and have never incurred a financial penalty for our performance. Our decision to propose elimination of this metric is based on stakeholder input that this metric is no longer relevant due to our level of automated meter reading.

In place of the meter reading metric, and in response to the Commission's October 26, 2009 Order in Docket No. G-002/CI-08-871, we worked with stakeholders to develop the following two new billing metrics:⁷

- *Accurate Invoices.* This metric measures the overall accuracy of our customer billing. It will report the percent of accurate invoices the Company issues to its customers.
- *Invoice Adjustment Timeliness.* This metric measures the timeliness of our billing adjustments, or the duration of billing errors. It will report the average number of cancelled billing periods on rebilled invoices.

b. UPP Threshold

After assessing our actual performance results for our two new billing metrics, we determined that our baseline guidance of three standard deviations from the average is the appropriate UPP Threshold. It is fitting to use three standard deviations for those metrics for which we have little actual performance data, which translates to less predictably of future performance. As these are newly-proposed metrics, and we only have only five years of actual performance, it is reasonable to use three standard deviations from the average to establish an appropriate performance floor.

E. Proposed UPP Payment Levels

The UPPs in the current QSP tariff adjust upward or downward for each metric, based upon the Company's previous year's performance. The UPPs have ratcheted-down each year for all metrics since 2005, reaching the minimum level (\$500,000) for

⁷ Inclusive of controllable billing errors.

all metrics in 2010. The current ratcheting is complex, and is only impactful given extreme or consecutive years of non-performance.

Our proposed UPP for each metric is \$500,000. While this is the current minimum UPP provided in the tariff, we believe it is appropriate because the purpose of this docket was not to improve the Company's performance or financially-penalize the Company. The purpose is to ensure we maintain an adequate level of service to our customers. As demonstrated in our results under the QSP tariff and the Commission's Rules, we are consistently providing our customers with quality service; additionally, we are proposing metrics and performance thresholds that provide the Commission assurance that we will continue to maintain an adequate level of service to our customers.

F. Our Tariff Ensures Adequate Service

This is a reasonable QSP tariff proposal that meets or exceeds the adequate service standard. As noted by the Commission in their October 13, 2006 Order in this docket:

The Commission's expressed purpose throughout this matter has been to investigate and correct as necessary Xcel's reporting of its achievement or non-achievement of existing performance standards rather than to raise those standards.

As noted above, the original intent for this tariff was to ensure adequate service and provide a foundation for which to measure that service against. The goal was not to continue to increase the service quality standards or financially penalize the Company. Our proposed tariff continues to meet the goals of the docket as well as the just and reasonable standard for adequate service under the Minnesota Rules.

The reasonable performance measurement for the Commission to apply in determining adequate service is a foundation, below which performance is unacceptable. Our analysis determined that the appropriate starting point in establishing the performance floor is three standard deviations from the average. Though we still have more data than we did when we originally established our QSP, ideally, we would have even more data from which to establish an expected performance bandwidth, as it is only with more data that a performance pattern becomes predictable.

Our UPP Thresholds meet the reasonable standard as they are based on actual performance data or industry standards and allow a reasonable bandwidth that allow natural fluctuations in our year-to-year results while ensuring we continue to maintain adequate service to our customers. The Commission can be assured we will continue

to provide adequate service based on our UPP Thresholds as our guiding principles ensure the following:

- Our service levels will not decline;
- We have applied industry or other relevant guidelines where appropriate; and
- We will continue to pay for underperformance where we did in the past.

Further, our reliability data and associated processes have been validated through three external reviews.⁸ Our reporting has been investigated and it has been confirmed by an independent auditing firm that determined:

...using a reasonable and prudent utility practices standard, the OMS systems and processes implemented by Xcel have captured materially accurate and reliable data for the purpose of meeting regulatory reporting requirements.⁹

In addition to the fact that our reporting practices and data have been validated, all parties to our negotiations agree that the metrics should be based on historical performance. Using actual performance results as the basis for our standards is appropriate because it reflects stakeholder input and establishes reasonable expectations of adequate, future performance.

The metrics we propose are those having the most impact on the customer experience and satisfaction levels with Xcel Energy. Xcel Energy has made it a priority to provide quality service to our customers, which is a commitment we have fulfilled over time. This QSP provides a base upon which to measure the quality of our most customer-centered areas of service, and provides assurance to the Commission that we will continue to meet or exceed our obligation to provide adequate service to our customers.

V. MISCELLANEOUS INFORMATION

Pursuant to Minn. R. 7829.0700, the Company requests that the following persons be placed on the Commission's official service list for this proceeding:

Kari Valley
Assistant General Counsel
Xcel Energy
414 Nicollet Mall, 5th floor

SaGonna Thompson
Records Analyst
Xcel Energy
414 Nicollet Mall, 7th Floor

⁸ External audits validating our reliability data were filed in this docket on July 5, 2007, July 25, 2008, and December 2, 2010.

⁹ Davie's Final Report as filed with the Commission on July 25, 2008 in this Docket at 2.

Minneapolis, MN 55401
kari.l.valley@xcelenergy.com

Minneapolis, MN 55401
regulatory.records@xcelenergy.com

Any information requests in this proceeding should be submitted to Ms. Thompson.

CONCLUSION

Xcel Energy respectfully requests that the Commission approve our amended QSP Tariff. Our proposal:

- Provides assurance that we will continue to provide our customers safe, adequate, efficient and reasonable service,
- Incorporates stakeholder input;
- Focuses the metrics on key service components of our business; and,
- Ensures the externally-validated quality of our underlying reliability data is maintained.

Dated: April 16, 2012

Northern States Power Company

Respectfully submitted by:

/s/

JODY LONDO
MANAGER
REGULATORY ADMINISTRATION

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Phyllis Reha
David Boyd
J. Dennis O'Brien
Betsy Wergin

Vice Chair
Commissioner
Commissioner
Commissioner

IN THE MATTER OF THE PETITION OF
NORTHERN STATES POWER COMPANY
FOR APPROVAL OF AN AMENDED
QUALITY OF SERVICE PLAN IN OUR
ELECTRIC AND NATURAL GAS RATE
BOOKS

DOCKET NO. E,G002/CI-02-2034

PETITION

SUMMARY OF FILING

Please take notice that on April 16, 2012, Northern States Power Company doing business as Xcel Energy filed with the Minnesota Public Utilities Commission a Petition for approval of an amended Quality of Service Plan Tariff in the Company's Electric and Natural Gas Rate Books.

Proposed Tariffs

Electric

Redline

MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~3rd~~^{4th} Revised Sheet No. 7.1

~~C. the location of the interruption; and
D. the utility's best estimate of when service will be restored, by geographical area.~~

D
D

(Continued on Sheet No. 7.2)

Date Filed: ~~06-18-10~~⁰⁴⁻¹⁶⁻¹² By: Judy M. Pofert Effective Date: ~~12-03-10~~
President and CEO of Northern States Power Company, a Minnesota corporation
Docket No.: E,G002/~~M-10-694~~^{CI-02-2034} Order Date: ~~12-03-10~~

MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd3rd Revised Sheet No. 7.2

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

~~25. — "Average Number of Customers": [in the context of measuring SAIDI and SAIFI]~~

~~A. For the purposes of calculating CAIDI, SAIFI and SAIDI for this tariff, "average number of customers" is defined as the annual average of the monthly customer electric meter count from the Company's outage management system. The Company's outage management system bases its customer count on the number of addresses served.~~

~~B. For the purposes of customer complaints, "average number of customers" is to be accorded its plain meaning as a mathematical average, with the term "customer" defined as an electric and gas or an electric or a gas customer that receives a bill for utility service from the Company.~~

~~36. "Customer":~~

~~A. For the purposes of calculating CAIDI, SAIFI and SAIDI, "eCustomer" is defined as an address served electric service meter.~~

~~B. For the purposes of eCustomer eComplaints, "eCustomer" is defined as an electric and gas or an electric or a natural gas customer that receives a bill for utility service from the Company.~~

~~4. — "Customer Average Interruption Duration Index or CAIDI" is defined as the average customer minutes of interruption per Average Number of Customers interrupted. It approximates the average length of time required to complete service restoration. It is determined by dividing the annual sum of all customer minutes of interruption durations by the annual number of customer interruptions, excluding Storm Days, Public Damage and transmission, and including Stopped Restoration.~~

~~57. — "Customer Complaint" is defined as any unique complaint submitted, in writing, by US Mail, e-mail, or by fax, registered by the Minnesota Public Utilities Commission's Consumer Affairs Office, to the Company, regarding a complaint submitted by an Xcel Energy customer in which the customer states a specific grievance related to the Company's provision of service to that customer. The Company shall engage in a monthly reconciliation process with the Commission's Consumer Affairs Office that assesses for each complaint whether the Company complied with applicable rules and tariffs for potential future exclusion.~~

~~Customer Complaints will be reported in the following categories:~~

- ~~• Billing & Credit~~
- ~~• Customer Service~~
- ~~• Meter Reading~~
- ~~• Trouble Orders~~
- ~~• Reliability Duration~~
- ~~• Reliability Frequency~~
- ~~• Other~~

~~This is calculated by dividing the total number of Customer Complaints in the performance year by the product of the total number of Minnesota customers, as reported in the Company's electric and gas jurisdictional reports, divided by 1,000.~~

~~68. "Customer Minutes": [in the context of measuring SAIDI and SAIFI]~~

(Continued on Sheet No. 7.3)

Date Filed:	<u>44-03-0804-16-12</u>	By:	Judy M. Poferl	Effective Date:	<u>04-01-10</u>
			President and CEO of Northern States Power Company, a Minnesota corporation		
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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~3rd Revised Sheet No. 7.2

~~A. For the purposes of calculating CAIDI and SAIDI for this tariff, "customer minutes" is defined as the total number of minutes of a service interruption multiplied by the total number of eCustomers experiencing the interruption. The Company's outage management system bases its customer count for this purpose on the number of addresses served. Customer Minutes include Step Restoration.~~

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~~B. For the purposes of customer complaints, the term "customer minutes" is not commonly used. Nonetheless, "customer" is defined as an electric and gas or an electric or a gas customer that receives a bill for utility service from the Company.~~

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(Continued on Sheet No. 7.3)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~4st~~2nd Revised Sheet No. 7.2a

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

~~79.~~ - "Dispatch Time": [in the context of measuring natural gas emergency response] consists of the time from when a natural gas emergency order is received by the company's natural gas dispatch system or created in that system, until the first responder acknowledges the receipt of the natural gas emergency order from the natural gas dispatch system by pressing an "enroute" button on the mobile data terminal. In the event of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time will be recorded in the company's natural gas dispatch system by the natural gas dispatcher based on the voice acknowledgement received from the first responder by radio.

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~~810.~~ "Natural Gas Emergency Calls": [in the context of measuring natural gas emergency response] includes all calls received by the company related to a potential natural gas emergency, regardless of the identity of the caller (customer, fire & police departments, contractors, etc.~~....~~).

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~~9-11.~~ "Natural Gas Emergency Response": measures the company's annual average response to natural gas emergency calls. The average response time to natural gas emergency calls shall be calculated by adding the total Answer and Talk Time, Dispatch Time, and Travel Time for these calls and dividing the total response time for all natural gas emergency calls by the total number of natural gas emergency calls received. The natural gas emergency response time for the following internal response categories of natural gas emergencies will be included:

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(Continued on Sheet No. 7.2b)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~1st~~^{2nd} Revised Sheet No. 7.2b

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

Code	Description
EBG	Blowing natural gas; Broken / hit natural gas line (natural gas blowing); Covers all natural gas mains and service laterals that are broken. Natural gas must be blowing. Includes instances of hissing or blowing natural gas and/or occurrences of strong or sudden odor. Also covers any natural gas blowing situations such as meters/ reg stations struck by cars, lightning or other natural disasters.
EEX	Explosion; any natural gas explosion and/ or any explosion, we will respond to protect and investigate our interests
EFR EFI	Fire (when natural gas related); any natural gas fire or whenever requested by the fire department; all fire calls are handled the same with immediate response and there basically is no difference between the orders. Initially one work order type applied for working fires and the other for when we were called to make our checks after the fact (fire out)
ETX	Carbon monoxide order with symptoms; Customer feels that they have Carbon Monoxide symptoms. Company techs would call 911 upon arrival if they felt medical assistance was needed for the affected customers.
EOI	Customer smells natural gas odor inside; any Customer odor initiated order. When odor is faint and no sound (ie. blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.
EOO	Customer smells natural gas odor outside; any Customer odor initiated order. When odor is faint and no sound (ie. Blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.
ENG NOGAS	No natural gas: no natural gas due to Company equipment. In the winter months, this code will receive a higher priority since Customer's heat could be dependent on natural gas.
EPR	Pressure, High or Low Pressure; high pressure natural gas on Customer fuel line and equipment usually indicated by caller with unusually high/loud pilots or a noise associated with the pilots. Poor pressure; Problem with Regulator, may need change or adjusted. Such calls are prioritized higher in the winter.
EIR:	Ice and/or snow on regulator; Problem of ice and snow on the regulator and regulator vent (pressure problems) These are given a very high priority because blockage of the vent on the regulator by snow or ice build-up can cause the regulator to fail and possibly allow the street pressure (60 pounds) to pass thru the meter and into the building which can lead to many undesirable conditions (explosions/fires/etc)
ECO	Carbon Monoxide Check/Alarm Only: Customer has C.O alarm going off and does not have any symptoms.

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(Continued on Sheet No. 7.3)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~1st~~2nd Revised Sheet No. 7.2b

~~10. "Interruption" [in the context of measuring electric service interruptions] is defined as an interruption of electric service to a customer with a duration greater than five minutes.~~

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(Continued on Sheet No. 7.3)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd3rd Revised Sheet No. 7.3

1.9 SERVICE QUALITY (Continued)

A. Definitions (Continued)

~~12. "Interruption" [in the context of measuring electric service interruptions] is defined as an interruption of electric service to a customer with a duration greater than five minutes.~~

~~4413. "Invoice Adjustment Timeliness" measures the average number of canceled billing periods on invoices rebilled for controllable reasons. This will be calculated by determining the number of elapsed days between the original invoice issue date and the issue date of the rebilled invoice. To determine the number of billing periods on the rebilled invoice, the total elapsed days is divided by 30.5, which is representative of the average number of days in a billing period.~~

~~14. "Major Event Day" or "MED" [in the context of measuring electric service interruptions] is the IEEE 2.5-2003 qualifying storm days. MEDs are determined by using the IEEE 2.5-2003 methodology after removing Transmission Line level events.~~

~~15. "Performance Year" is defined as a calendar year.~~

~~4216. — "Public Damage" [in the context of measuring electric service interruptions] is defined as an outage resulting from the actions of an individual or contractor beyond Xcel Energy's control and is coded as such when recording the outage cause.~~

~~17. "Step Restoration" [in the context of measuring electric service interruptions]; is defined as restoration of customers downstream from an interrupted device occurs in steps, the eCustomer-out mMinutes will be calculated to reflect the incremental restoration.~~

~~4318. "System Average Interruption Duration Index" or "SAIDI" is defined as the total duration of interruptions, in minutes, that an average customer experiences during the performance year. average customer minutes of interruption per Average Number of Customers. It is determined by dividing the annual sum of eCustomer-mMinutes-of-interruption-by the average number of eCustomers-served-during-the-year, excluding Storm Days, Public Damage and transmission, and including Stepped Restoration.~~

~~SAIDI shall be calculated based on the following assumptions:~~

- ~~a. The IEEE 2.5-2003 method is used for determining MEDs.~~
- ~~b. Step Restoration is incorporated.~~
- ~~c. All outage causes, except as specified in a above, are included.~~

~~4419. — "System Average Interruption Frequency Index" or "SAIFI" is defined as how often the average customer experiences an number of iInterruptions during the performance year. per Average Number of Customer per years. It is determined by dividing the sum of total annual number of customer interruptions by the average number of eCustomers-served-during-the-year, excluding Storm Days, Public Damage and transmission, and including Stepped Restoration.~~

~~SAIFI shall be calculated based on the following assumptions:~~

- ~~a. The IEEE 2.5-2003 method is used for determining MEDs.~~
- ~~b. Step Restoration is incorporated.~~
- ~~c. All outage causes, except as specified in a above, are included.~~

(Continued on Sheet No. 7.4)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~^{3rd} Revised Sheet No. 7.3

~~15. "Stop Restoration" [in the context of measuring electric service interruptions] is defined as restoration of customers downstream from an interrupted device occurs in steps, the customer-out minutes will be calculated to reflect the incremental restoration.~~

~~16. "Travel Time": [in the context of measuring gas emergency response] consists of the time from when the first responder acknowledges the receipt of the gas emergency order from the gas dispatch system by pressing an "enroute" button on the mobile data terminal, to when the first responder arrives on site and presses the "arrive" button on the mobile data terminal. In the event of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time and arrive time will be recorded in the company's gas dispatch system by the gas dispatcher based on the voice acknowledgement received from the first responder by radio.~~

~~17. Xcel Energy Corporate "Storm Day" Designation [in the context of measuring electric service interruptions]:~~

- ~~1. Determine the number of sustained outage events by day for a 5-year historical period. Xcel Energy set this period in late 2001 and used September 1996 to August 2001. The intent is to recalculate this number every 5 years with an updated dataset.~~
- ~~2. Calculate the standard deviation of the events per day.~~
- ~~3. Remove values higher than 6 standard deviations above the mean.~~
- ~~4. Calculate the standard deviation of the remaining values of events per day.~~
- ~~5. The "storm day" threshold is set at 3 standard deviations above the mean of the remaining values of events per day.~~

(Continued on Sheet No. 7.4)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd3rd Revised Sheet No. 7.4

1.9 SERVICE QUALITY (Continued)

A. Definitions (Continued)

20. "Telephone Response Time" measures the time to answer all customer-initiated calls directed to the Company's call center, regardless of whether the call is answered by a Company representative or the Company's Interactive Voice Response (IVR) system.

21. "Travel Time": [in the context of measuring natural gas emergency response] consists of the time from when the first responder acknowledges the receipt of the natural gas emergency order from the natural gas dispatch system by pressing an "enroute" button on the mobile data terminal, to when the first responder arrives on site and presses the "arrive" button on the mobile data terminal. In the event of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time and arrive time will be recorded in the company's natural gas dispatch system by the natural gas dispatcher based on the voice acknowledgement received from the first responder by radio.

22. "Work Center" is defined as one of four regional areas comprising Xcel Energy's Minnesota service area. The four Work Centers are Metro East, Metro West, Northwest, and Southeast. There are also additional customers served by our North and South Dakota work centers that are in the state of Minnesota and are included in the Northwest and Southeast regions for purposes of calculating MEDs as well as SAIDI and SAIFI.

B. Under Performance Payments

The maximum total under performance payment in the performance year 2004 is \$10 million allocated as follows:

Customer complaints	\$1.25 million
Telephone response	\$1.25 million
SAIDI	\$2.0 million
SAIFI	\$2.0 million
Gas Emergency Response	\$1.25 million
Customer outage refunds	\$1.0 million
Meter reading	\$1.25 million

Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the Department and the RUD-OAG. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under performance payments required under this tariff.

The maximum SAIDI under performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be

(Continued on Sheet No. 7.5)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd3rd Revised Sheet No. 7.4

~~insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Commission.~~

~~These under performance payments shall ratchet up or down beginning in performance year 2005 depending on whether an under performance payment was incurred in 2004. Each measure may increase \$.5 million per year but in no case shall the total under performance payment increase more than \$2.0 million or decrease more than \$2.0 million annually based on performance in the previous year. The maximum under performance payment in any year will not exceed \$30.0 million allocated as follows:~~

Customer complaints	\$3.0 million
Telephone response	\$3.0 million
SAIDI	\$7.50 million
SAIFI	\$7.50 million
Gas Emergency Response	\$3.0 million
Customer outage refunds	\$3.0 million
Meter reading	\$3.0 million

(Continued on Sheet No. 7.5)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~^{3rd} Revised Sheet No. 7.5

1.9 SERVICE QUALITY (Continued)

B. Under Performance Payments ~~(Continued)~~

The ~~maximum total~~ under performance payments in the performance year 2004 is \$10 million allocated as follows:

Customer e Complaints	\$1.25 million	\$500,000	TN
Telephone r Response Time	\$1.25 million	\$500,000	TN
SAIDI	\$2.0 million	\$500,000	N
SAIFI	\$2.0 million	\$500,000	N
Natural Gas Emergency Response	\$1.25 million	\$500,000	TN
Customer outage refunds		\$1.0 million	D
Meter reading Accurate Invoices	\$1.25 million	\$500,000	N
Invoice Adjustment Timeliness		\$500,000	N

Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the Minnesota Department of Commerce and the ~~RUD-OAG~~ Minnesota Office of the Attorney General. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under-performance payments required under this tariff.

The ~~maximum~~ SAIDI under-performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Minnesota Public Utilities Commission.

~~During the Service Quality Tariff annual review process, the potential under performance payment amounts for the succeeding performance year will be adjusted (up or down) depending on each individual measure's previous year performance. In the event more than four measures require an under performance payment during that year, the \$2.0 million increase shall be prorated among the measures requiring an under performance payment according to the weight given the under performance payments established for Performance Year 2004.~~

~~If the Company's performance on an individual measure requires any under performance payment to be assessed (at the, 50%, 75%, or 100% levels or Customer Outage refunds paid in excess of \$500,000), the next year's potential under performance payment and/or refund amount(s) will be increased for that individual measure as follows:~~

(Continued on Sheet No. 7.6)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~^{3rd} Revised Sheet No. 7.5

Customer complaints	\$0.5 million
Telephone response	\$0.5 million
SAIDI	\$0.5 million
SAIFI	\$0.5 million
Gas Emergency Response	\$0.5 million
Customer outage refunds	\$0.5 million
Meter reading	\$0.5 million

~~If the Company's performance on an individual measure requires no under performance payment to be assessed (0% level), the next year's potential under performance payment amount(s) will be reduced for that individual measure as follows, but not below the \$.5 million minimum for each performance measure:~~

Customer complaints	\$0.5 million
Telephone response	\$0.5 million
SAIDI	\$0.5 million
SAIFI	\$0.5 million
Gas Emergency Response	\$0.5 million
Customer outage refunds	\$0.5 million
Meter reading	\$0.5 million

(Continued on Sheet No. 7.6)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~^{3rd} Revised Sheet No. 7.6

1.9 SERVICE QUALITY (Continued)

C. Under Performance Payment Disbursement

50% of any under performance payments assessed will be applied to customer bills during the following July billing cycle of a given performance year. Any bill credit amounts not remitted by the end of the July billing cycle shall accrue interest beginning after the September billing cycle of the applicable year at a rate equal to that applied to the Company's customer deposits.

50% of any under performance payments assessed will be added to the amount budgeted for the maintenance and repair of the Company's natural gas and electric distribution system. The Company shall maintain records sufficient to enable tracking, by ~~w~~Work ~~e~~Center, the amounts budgeted, amounts added due to under performance payments incurred, and amounts expended ~~by work center (Metro East, Metro West, Northwest, and Southeast)~~ in a given year.

D. Reporting Requirements

By ~~April~~^{May} 1 of each year, the Company will file a report with the Minnesota Public Utilities Commission detailing the Company's actual performance as compared with the ~~benchmark~~^{thresholds} established for each ~~measure~~^{metric}. This report will be accompanied by supporting data. ~~All metrics shall be reported statewide, with the following additional reporting provided: documentation related to the results achieved by the Company along with any bill credit calculations.~~

- SAIDI and SAIFI shall be presented by Work Center.
- Customer Complaints shall be presented by complaint category.
- The report shall specify the number of customers qualifying for Customer Outage Credits and the associated bill credit calculations.
- Natural Gas Emergency Response shall include the averages for Answer and Talk Time, Dispatch Time, Travel Time, and total response time by each call type and in total for all call types. If the Company adjusts any of its internal guidelines for dispatching and responding to natural gas emergency calls, those changes shall be noted.

~~By the 25th of each month, the Company will file a report with the Commission showing the number of written complaints received from the Commission's Consumer Affairs Office during the previous calendar month; telephone response times and meter reading results.~~

~~By the 25th of each month, the Company will file a report with the Commission showing the SAIDI, SAIFI, and CAIDI measures state wide and for each of its four work centers (Metro East, Metro West, Northwest, and Southeast) during the previous calendar month. These measures shall be calculated based on the raw outage data, the raw outage data after applying the Company's existing method for determining exclusions, and the raw outage data using the IEEE method for determining exclusions. The Company shall also provide the Commission with the raw outage data, including outage cause codes.~~

~~By the 25th of each month, the Company will file a report with the Commission showing gas emergency response times for the state of Minnesota. This report shall include the averages for answer & talk time, dispatch time, travel~~

(Continued on Sheet No. 7.7)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~3rd Revised Sheet No. 7.6

~~time and total response time by each call type and in total for all call types. If the Company adjusts any of its internal guidelines for dispatching and responding to gas emergency calls, those changes shall be noted in the Company's next monthly report.~~

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(Continued on Sheet No. 7.7)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~^{3rd} Revised Sheet No. 7.7

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures

1. Customer Complaints

This ~~metric~~ measures ~~will track~~ the number of ~~written e~~Customer Complaints received by the Company during the performance year submitted by the Commission's Consumer Affairs Office. ~~A~~The under performance payment will be assessed in any performance year in which the number of complaints exceeds 0.2375 complaints per 1,000 customers as follows for the 2004 Performance Year:

More than 450 but less than 500 complaints per year	\$625,000
500 or more but less than 550 complaints per year	\$937,500
550 or more per year	\$1,250,000

~~For Performance Years beginning after 2004, the under performance payments may be prorated up or down in accordance with Section B herein.~~

Exclusions

~~Customer complaints will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events may include but are not limited to complaints where the Commission's Consumer Affairs Office and the Company agree the Company complied with applicable rules or tariffs, disruptions in our automated phone system, periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers. Nuisance complaints, (those aimed at increasing the complaint volume to the Company) or complaints stemming from social media campaigns also may be considered for exclusion.~~

2. Telephone Response Time

~~On a performance year basis, t~~This metric measures ~~will assess~~ the Company's response time to answer customer calls directed to the Company's call center or to its business office during regular business hours. ~~The benchmark is 80 percent of the calls are answered within 20 seconds.~~ The under performance payments ~~to~~will be assessed in any performance year in which less than 80 percent of calls are answered within 20 seconds are as follows:

Less than 80% but \geq 76% of calls answered within 20 seconds	\$625,000
\geq 72% but $<$ 76% answered within 20 seconds	\$937,500
$<$ 72% answered within 20 seconds	\$1,250,000

~~For Performance Years beginning after 2004, the under performance payments may be prorated up or down in accordance with Section B herein.~~

(Continued on Sheet No. 7.8)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~^{3rd} Revised Sheet No. 7.7

Exclusions

Telephone ~~R~~esponse ~~T~~ime will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to disruptions in our automated phone system, periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers. Such events should include only those extraordinary events that result in an unusually heavy influx of telephone calls to the Company's call centers. Nuisance calls, (those aimed at increasing the call volume to the Company's call centers) or calls stemming from social media campaigns may also ~~may~~ be considered for exclusion.

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(Continued on Sheet No. 7.8)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~3rd~~^{4th} Revised Sheet No. 7.8

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

3. SAIDI

This ~~service quality metric~~ measures ~~will assess~~ the duration of ~~electric system service~~ interruptions that ~~the Company's Minnesota electric c~~ customers experience ~~on a~~ during the performance year ~~basis~~. ~~Company work centers tracked for this measure are Metro East, Metro West, Northwest, and Southeast. The SAIDI statewide goal set for the next two Performance Years will be 98 minutes. This measure will be renegotiated and filed with the PUC before March 1, 2007 for Performance Year 2006 based on data from the proposed Outage Management System. The under performance payments to~~ will be assessed ~~are as follows~~ in any performance year in which the Company's annual statewide SAIDI exceeds 135.6 minutes.:

SAIDI above 98 minutes but less than 108 minutes	\$1,000,000
SAIDI at 108 minutes but less than 118 minutes	\$1,500,000
SAIDI at 118 minutes or above	\$2,000,000

~~For Performance Years beginning after 2004, the under performance payments may be prorated up or down in accordance with Section B herein.~~

Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the ~~Minnesota~~ Department of Commerce and the ~~RUD-OAG~~ ~~Minnesota~~ Office of the Attorney General. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under-performance payments required under this tariff.

The ~~maximum~~ SAIDI under-performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Commission.

Exclusions

~~SAIDI will be reported as defined in this tariff. However, the Company may exclude interruptions request exclusion of customer outage events that occur as a result of Public Damage, and Storm Days illegal work stoppages, civil unrest, criminal acts, actions or orders of any~~

(Continued on Sheet No. 7.9)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~3rd~~^{4th} Revised Sheet No. 7.8

~~government branch or governing body that restricts vehicle movement or deployment of resources (road closures, etc.), natural disasters (flood, tornado, etc.), or loss of service from a foreign utility. The Company may include customer restorations resulting from Stopped Restorations.~~

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(Continued on Sheet No. 7.9)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~3rd~~^{4th} Revised Sheet No. 7.9

~~After the 2008 performance year, the Company may request a resetting of the gas emergency response metric standard if an increase in carbon monoxide calls has occurred due to the changes in state law regarding the installation of carbon monoxide alarms.~~

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Exclusions

Natural Gas Emergency Response will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers.
The Company may additionally request the exclusion of odor calls that occur due to a mercaptin (odorant) release or that are related to other natural gas incidents in the immediate area, if the Company provides sufficient documentation that such calls were made solely due to an odorant release or the other natural gas system incident.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~^{3rd} Revised Sheet No. 7.10

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

6. Customer Outage Refunds Credits

This service quality provision is intended to compensate individual customers directly impacted by outages unrelated to MEDs that occur at the premises they occupy, and that exceed the following performance year standards: who experience service levels below acceptable standards on a performance year basis for outages unrelated to Storm Days or Public Damage. The benchmarks and under performance payments are as follows:

\$50 annual credit to individual customers experiencing at least 6 ~~i~~ interruptions.
\$50 credit to individual customers per ~~i~~ interruption lasting 24 hours or more.

In addition, a \$200 credit to municipal pumping customers per ~~i~~ interruption of any duration, excluding ~~i~~ interruptions that occur as a result of Public Damage and MEDs Storm Days.

Exclusions

The Company may request exclusion of customer outage events that result from storms or other large scale outage events that occur in close proximity to each other, such as to restrict the Company's ability to effectively respond with Company and supplemental resources. In addition, the Company may request exclusion of certain circumstances or events. Such events include but are not limited to periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storms, civil unrest, criminal acts, or other events affecting large numbers of customers.

~~7. Meter Reading~~

~~This service quality provision is intended to minimize the number of unread meters. The benchmark for the months of April through November is that 90% of all meters are read. The benchmark for the months of December through March is that 80% of all meters are read. The Company will make an under performance payment of \$625,000 for meter reading falling below these thresholds:~~

~~April through November: \leq 90% 50% of under performance payment limit
December through March: \leq 80% 50% of under performance payment limit~~

~~The Company will make an under performance payment of \$1,250,000 for meter reading falling below these thresholds:~~

~~April through November: \leq 80% 50% of under performance payment limit
December through March: \leq 70% 50% of under performance payment limit~~

~~7. Accurate Invoices~~

~~For Performance Years beginning after 2004, the under performance payments may be prorated up or down in accordance with Section B herein.~~

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
4th Revised Sheet No. 7.1

1.9 SERVICE QUALITY

A. Definitions

1. "Accurate Invoices" measures the percent of accurate invoices the Company issues to its customers. This is calculated by determining the number of invoices canceled for controllable reasons divided by the total number of invoices issued.

2. "Answer and Talk Time" [in the context of measuring natural gas emergency response] is measured for calls answered, and begins the instant the Customer's call connects to the Company's natural gas emergency number, or the Customer selects the option from a mechanized menu to report a natural gas emergency. Data is gathered at the aggregate level (rather than for each individual call) and is used to calculate the average time involved with answering a potential natural gas emergency call, taking the customer's information and concluding that call. Specifically, Answer and Talk Time is measured in the following manner:

3. "Answer Time" [in the context of measuring natural gas emergency response] starts when the caller connects to the Company's natural gas emergency number or selects the option to report a natural gas emergency, and ends when a natural gas dispatcher or call center representative picks up the call. Once a natural gas dispatcher or call center representative answers the call, the *Talk Time* begins and will continue until the call concludes. These two segments are then combined to form Answer and Talk Time.

4. "Total Answer and Talk Time" [in the context of measuring natural gas emergency response] is the first element used to calculate the natural gas emergency response metric. Calculated by first dividing total Answer time for all Minnesota natural gas calls by the total number of Minnesota natural gas calls handled. Next, total Talk time for all Minnesota natural gas calls is divided by the total number of Minnesota natural gas calls handled. These two averages are added together for an average Answer and Talk Time for the month. The monthly average Answer and Talk Time is multiplied by the total number of natural gas emergency calls handled for the respective month, which results in the total Answer and Talk Time for the month.

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
3rd Revised Sheet No. 7.2

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

5. "Average Number of Customers" [in the context of measuring SAIDI and SAIFI] is defined as the annual average of the monthly electric meter count from the Company's outage management system.

6. "Customer"

A. For purposes of calculating SAIDI and SAIFI, "Customer" is defined as an electric service meter.

B. For purposes of Customer Complaints, "Customer" is defined as an electric or a natural gas customer that receives a bill for utility service from the Company.

7. "Customer Complaint" is defined as any unique complaint registered by the Minnesota Public Utilities Commission's Consumer Affairs Office, regarding a complaint submitted by an Xcel Energy customer in which the customer states a specific grievance related to the Company's provision of service to that customer. The Company shall engage in a monthly reconciliation process with the Commission's Consumer Affairs Office that assesses for each complaint whether the Company complied with applicable rules and tariffs for potential future exclusion.

Customer Complaints will be reported in the following categories:

- Billing & Credit
- Customer Service
- Meter Reading
- Trouble Orders
- Reliability Duration
- Reliability Frequency
- Other

This is calculated by dividing the total number of Customer Complaints in the performance year by the product of the total number of Minnesota customers, as reported in the Company's electric and gas jurisdictional reports, divided by 1,000.

8. "Customer Minutes" [in the context of measuring SAIDI and SAIFI] is defined as the total number of minutes of a service interruption multiplied by the total number of Customers experiencing the interruption. Customer Minutes includes Step Restoration.

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(Continued on Sheet No. 7.3)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 7.2a

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

9. "*Dispatch Time*" [in the context of measuring natural gas emergency response] consists of the time from when a natural gas emergency order is received by the company's natural gas dispatch system or created in that system, until the first responder acknowledges the receipt of the natural gas emergency order from the natural gas dispatch system by pressing an "enroute" button on the mobile data terminal. In the event of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time will be recorded in the company's natural gas dispatch system by the natural gas dispatcher based on the voice acknowledgement received from the first responder by radio.

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10. "*Natural Gas Emergency Calls*" [in the context of measuring natural gas emergency response] includes all calls received by the company related to a potential natural gas emergency, regardless of the identity of the caller (customer, fire & police departments, contractors, etc.).

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11. "*Natural Gas Emergency Response*" measures the company's annual average response to natural gas emergency calls. The average response time to natural gas emergency calls shall be calculated by adding the total Answer and Talk Time, Dispatch Time, and Travel Time for these calls and dividing the total response time for all natural gas emergency calls by the total number of natural gas emergency calls received. The natural gas emergency response time for the following internal response categories of natural gas emergencies will be included:

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(Continued on Sheet No. 7.2b)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
 2nd Revised Sheet No. 7.2b

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

Code	Description
EBG	Blowing natural gas; Broken / hit natural gas line (natural gas blowing); Covers all natural gas mains and service laterals that are broken. Natural gas must be blowing. Includes instances of hissing or blowing natural gas and/or occurrences of strong or sudden odor. Also covers any natural gas blowing situations such as meters/ reg stations struck by cars, lightning or other natural disasters.
EEX	Explosion; any natural gas explosion and/ or any explosion, we will respond to protect and investigate our interests
EFR EFI	Fire (when natural gas related); any natural gas fire or whenever requested by the fire department; all fire calls are handled the same with immediate response and there basically is no difference between the orders. Initially one work order type applied for working fires and the other for when we were called to make our checks after the fact (fire out)
ETX	Carbon monoxide order with symptoms; Customer feels that they have Carbon Monoxide symptoms. Company techs would call 911 upon arrival if they felt medical assistance was needed for the affected customers.
EOI	Customer smells natural gas odor inside; any Customer odor initiated order. When odor is faint and no sound (ie. blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.
EOO	Customer smells natural gas odor outside; any Customer odor initiated order. When odor is faint and no sound (ie. Blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.
ENG NOGAS	No natural gas: no natural gas due to Company equipment. In the winter months, this code will receive a higher priority since Customer's heat could be dependent on natural gas.
EPR	Pressure, High or Low Pressure; high pressure natural gas on Customer fuel line and equipment usually indicated by caller with unusually high/loud pilots or a noise associated with the pilots. Poor pressure; Problem with Regulator, may need change or adjusted. Such calls are prioritized higher in the winter.
EIR:	Ice and/or snow on regulator; Problem of ice and snow on the regulator and regulator vent (pressure problems) These are given a very high priority because blockage of the vent on the regulator by snow or ice build-up can cause the regulator to fail and possibly allow the street pressure (60 pounds) to pass thru the meter and into the building which can lead to many undesirable conditions (explosions/fires/etc)
ECO	Carbon Monoxide Check/Alarm Only: Customer has C.O alarm going off and does not have any symptoms.

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(Continued on Sheet No. 7.3)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
3rd Revised Sheet No. 7.3

1.9 SERVICE QUALITY (Continued)

A. Definitions (Continued)

12. "Interruption" [in the context of measuring electric service interruptions] is defined as an interruption of electric service to a customer with a duration greater than five minutes.

13. "Invoice Adjustment Timeliness" measures the average number of canceled billing periods on invoices rebilled for controllable reasons. This will be calculated by determining the number of elapsed days between the original invoice issue date and the issue date of the rebilled invoice. To determine the number of billing periods on the rebilled invoice, the total elapsed days is divided by 30.5, which is representative of the average number of days in a billing period.

14. "Major Event Day" or "MED" [in the context of measuring electric service interruptions] is the IEEE 2.5-2003 qualifying storm days. MEDs are determined by using the IEEE 2.5-2003 methodology after removing Transmission Line level events.

15. "Performance Year" is defined as a calendar year.

16. "Public Damage" [in the context of measuring electric service interruptions] is defined as an outage resulting from the actions of an individual or contractor beyond Xcel Energy's control and is coded as such when recording the outage cause.

17. "Step Restoration" [in the context of measuring electric service interruptions]: restoration of customers downstream from an interrupted device occurs in steps, the customer-out minutes will be calculated to reflect the incremental restoration.

18. "System Average Interruption Duration Index" or "SAIDI" is defined as the total duration of interruptions, in minutes, that an average customer experiences during the performance year. It is determined by dividing the sum of Customer Minutes by the number of Customers.

SAIDI shall be calculated based on the following assumptions:

- a. The IEEE 2.5-2003 method is used for determining MEDs.
- b. Step Restoration is incorporated.
- c. All outage causes, except as specified in a above, are included.

19. "System Average Interruption Frequency Index" or "SAIFI" is defined as how often the average customer experiences an Interruption during the performance year. It is determined by dividing the sum of Interruptions by the number of Customers.

SAIFI shall be calculated based on the following assumptions:

- a. The IEEE 2.5-2003 method is used for determining MEDs.
- b. Step Restoration is incorporated.
- c. All outage causes, except as specified in a above, are included.

(Continued on Sheet No. 7.4)

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
3rd Revised Sheet No. 7.4

1.9 SERVICE QUALITY (Continued)

A. Definitions (Continued)

20. "*Telephone Response Time*" measures the time to answer all customer-initiated calls directed to the Company's call center, regardless of whether the call is answered by a Company representative or the Company's Interactive Voice Response (IVR) system.

21. "*Travel Time*" [in the context of measuring natural gas emergency response] consists of the time from when the first responder acknowledges the receipt of the natural gas emergency order from the natural gas dispatch system by pressing an "enroute" button on the mobile data terminal, to when the first responder arrives on site and presses the "arrive" button on the mobile data terminal. In the event of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time and arrive time will be recorded in the company's natural gas dispatch system by the natural gas dispatcher based on the voice acknowledgement received from the first responder by radio.

22. "*Work Center*" is defined as one of four regional areas comprising Xcel Energy's Minnesota service area. The four Work Centers are Metro East, Metro West, Northwest, and Southeast. There are also additional customers served by our North and South Dakota work centers that are in the state of Minnesota and are included in the Northwest and Southeast regions for purposes of calculating MEDs as well as SAIDI and SAIFI.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
 3rd Revised Sheet No. 7.5

1.9 SERVICE QUALITY (Continued)

B. Under Performance Payments

The under performance payments are as follows:

Customer Complaints	\$500,000
Telephone Response Time	\$500,000
SAIDI	\$500,000
SAIFI	\$500,000
Natural Gas Emergency Response	\$500,000
Accurate Invoices	\$500,000
Invoice Adjustment Timeliness	\$500,000

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Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the Minnesota Department of Commerce and the Minnesota Office of the Attorney General. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under-performance payments required under this tariff.

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The SAIDI under performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Minnesota Public Utilities Commission.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
3rd Revised Sheet No. 7.6

1.9 SERVICE QUALITY (Continued)

C. Under Performance Payment Disbursement

50% of any under performance payments assessed will be applied to customer bills during the following July billing cycle of a given performance year. Any bill credit amounts not remitted by the end of the July billing cycle shall accrue interest beginning after the September billing cycle of the applicable year at a rate equal to that applied to the Company's customer deposits.

50% of any under performance payments assessed will be added to the amount budgeted for the maintenance and repair of the Company's natural gas and electric distribution system. The Company shall maintain records sufficient to enable tracking, by Work Center, the amounts budgeted, amounts added due to under performance payments incurred, and amounts expended in a given year.

D. Reporting Requirements

By May 1 of each year, the Company will file a report with the Minnesota Public Utilities Commission detailing the Company's actual performance as compared with the thresholds established for each metric. This report will be accompanied by supporting data. All metrics shall be reported statewide, with the following additional reporting provided

- SAIDI and SAIFI shall be presented by Work Center.
- Customer Complaints shall be presented by complaint category.
- The report shall specify the number of customers qualifying for Customer Outage Credits and the associated bill credit calculations.
- Natural Gas Emergency Response shall include the averages for Answer and Talk Time, Dispatch Time, Travel Time, and total response time by each call type and in total for all call types. If the Company adjusts any of its internal guidelines for dispatching and responding to natural gas emergency calls, those changes shall be noted.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
3rd Revised Sheet No. 7.7

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures

1. Customer Complaints

This metric measures the number of Customer Complaints received by the Company during the performance year. The under performance payment will be assessed in any performance year in which the number of complaints exceeds 0.2375 complaints per 1,000 customers.

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Exclusions

Customer complaints will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events may include but are not limited to complaints where the Commission's Consumer Affairs Office and the Company agree the Company complied with applicable rules or tariffs, disruptions in our automated phone system, periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers. Nuisance complaints, (those aimed at increasing the complaint volume to the Company) or complaints stemming from social media campaigns also may be considered for exclusion.

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2. Telephone Response Time

This metric measures the Company's time to answer customer calls directed to the Company's call center. The under performance payment will be assessed in any performance year in which less than 80 percent of calls are answered within 20 seconds.

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Exclusions

Telephone Response Time will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to disruptions in our automated phone system, periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers. Such events should include only those extraordinary events that result in an unusually heavy influx of telephone calls to the Company's call centers. Nuisance calls, (those aimed at increasing the call volume to the Company's call centers) or calls stemming from social media campaigns may also be considered for exclusion.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
4th Revised Sheet No. 7.8

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

3. SAIDI

This metric measures the duration of Interruptions that Customers experience during the performance year. The under performance payment will be assessed in any performance year in which the Company's annual statewide SAIDI exceeds 135.6 minutes.

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Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the Minnesota Department of Commerce and the Minnesota Office of the Attorney General. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under performance payments required under this tariff.

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The SAIDI under performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Commission.

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Exclusions

SAIDI will be reported as defined in this tariff. However, the Company may request exclusion of customer outage events that occur as a result of Public Damage, illegal work stoppages, civil unrest, criminal acts, actions or orders of any government branch or governing body that restricts vehicle movement or deployment of resources (road closures, etc.), natural disasters (flood, tornado, etc.), or loss of service from a foreign utility.

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MINNESOTA ELECTRIC RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
4th Revised Sheet No. 7.9

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

4. SAIFI

This metric measures the frequency of Interruption that Customers experience during the performance year. The under performance payment will be assessed in any performance year in which the Company's annual statewide SAIFI exceeds 1.23 events.

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Exclusions

SAIFI will be reported as defined in this tariff. However, the Company may request exclusion of customer outage events that occur during periods of, or as a result of Public Damage, illegal work stoppages, civil unrest, criminal acts, actions or orders of any government branch or governing body that restricts vehicle movement or deployment of resources (road closures, etc.), natural disasters (flood, tornado, etc.), or loss of service from a foreign utility.

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5. Natural Gas Emergency Response

This metric measures the Company's average annual response time to natural gas emergency calls. The under performance payment will be assessed in any year in which the Company's annual average natural gas emergency response time exceeds 60 minutes.

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Exclusions

Natural Gas Emergency Response will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers. The Company may additionally request the exclusion of odor calls that occur due to a mercaptin (odorant) release or that are related to other natural gas incidents in the immediate area, if the Company provides sufficient documentation that such calls were made solely due to an odorant release or the other natural gas system incident.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
3rd Revised Sheet No. 7.10

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

6. Customer Outage Credits

This service quality provision is intended to compensate individual customers directly impacted by outages unrelated to MEDs that occur at the premises they occupy, and that exceed the following performance year standards:

\$50 annual credit to individual customers experiencing at least 6 Interruptions.

\$50 credit to individual customers per Interruption lasting 24 hours or more.

In addition, a \$200 credit to municipal pumping customers per Interruption, excluding Interruptions that occur as a result of Public Damage and MEDs.

Exclusions

The Company may request exclusion of customer outage events that result from storms or other large scale outage events that occur in close proximity to each other, such as to restrict the Company's ability to effectively respond with Company and supplemental resources. In addition, the Company may request exclusion of certain circumstances or events. Such events include but are not limited to periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storms, civil unrest, criminal acts, or other events affecting large numbers of customers.

7. Accurate Invoices

This metric measures the level of accurate invoices issued to customers during the performance year. The under performance payment will be assessed in any performance year in which the annual accuracy rate is less than 98.7%.

8. Invoice Adjustment Timeliness

This metric measures the Company's average number of cancelled billing periods on a rebilled invoice. The under performance payment will be assessed in any performance year in which the average annual number of cancelled billing periods exceeds 2.14.

Exclusions

Invoice Accuracy and Invoice Adjustment Timeliness will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to disruptions in our billing systems, mass equipment failure, periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storms, civil unrest, criminal acts, or other events affecting large numbers of customers.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6

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~~B. the cause of the interruption;~~

~~C. the location of the interruption; and~~

~~D. the utility's best estimate of when service will be restored, by geographical area.~~

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(Continued on Sheet No. 6-7.2)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~1st~~2nd Revised Sheet No. 7.2

1.9 SERVICE QUALITY (Continued)

A. Definitions (Continued)

~~25. "Average Number of Customers":~~ [in the context of measuring SAIDI and SAIFI]

~~A. For the purposes of calculating CAIDI, SAIFI and SAIDI for this tariff, "average number of customers" is defined as the annual average of the monthly customer electric meter count from the Company's outage management system. The Company's outage management system bases its customer count on the number of addresses served.~~

~~B. For the purposes of customer complaints, "average number of customers" is to be accorded its plain meaning as a mathematical average, with the term "customer" defined as an electric and gas or an electric or a gas customer that receives a bill for utility service from the Company.~~

~~36. "Customer":~~

~~A. For the purposes of calculating CAIDI, SAIFI and SAIDI, "eCustomer" is defined as an address served electric service meter.~~

~~B. For the purposes of eCustomer eComplaints, "eCustomer" is defined as an electric and gas or an electric or a natural gas customer that receives a bill for utility service from the Company.~~

~~4. "Customer Average Interruption Duration Index or CAIDI" is defined as the average customer minutes of interruption per Average Number of Customers interrupted. It approximates the average length of time required to complete service restoration. It is determined by dividing the annual sum of all customer minutes of interruption durations by the annual number of customer interruptions, excluding Storm Days, Public Damage and transmission, and including Stepped Restoration.~~

~~57. "Customer Complaint" is defined as any unique complaint submitted, in writing, by US Mail, e-mail, or by fax, registered by the Minnesota Public Utilities Commission's Consumer Affairs Office to the Company, regarding a complaint submitted by an Xcel Energy customer in which the customer states a specific grievance related to the Company's provision of service to that customer. The Company shall engage in a monthly reconciliation process with the Commission's Consumer Affairs Office that assesses for each complaint whether the Company complied with applicable rules and tariffs for potential future exclusion.~~

Customer Complaints will be reported in the following categories:

- Billing & Credit
- Customer Service
- Meter Reading
- Trouble Orders
- Reliability Duration
- Reliability Frequency
- Other

(Continued on Sheet No. 6-7.2a)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

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~~This is calculated by dividing the total number of Customer Complaints in the performance year by the product of the total number of Minnesota customers, as reported in the Company's electric and gas jurisdictional reports, divided by 1,000.~~

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~~68. "Customer Minutes": [in the context of measuring SAIDI and SAIFI]~~

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~~A. For the purposes of calculating CAIDI and SAIDI for this tariff, "customer minutes" is defined as the total number of minutes of a service interruption multiplied by the total number of eCustomers experiencing the interruption. The Company's outage management system bases its customer count for this purpose on the number of addresses served. Customer Minutes includes Step Restoration.~~

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~~B. For the purposes of customer complaints, the term "customer minutes" is not commonly used. Nonetheless, "customer" is defined as an electric and gas or an electric or a gas customer that receives a bill for utility service from the Company.~~

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(Continued on Sheet No. 6-7.2a)

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GENERAL RULES AND REGULATIONS (Continued)

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~~Original~~1st Revised Sheet No. 7.2a

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

~~79.~~ *"Dispatch Time"* [in the context of measuring natural gas emergency response] consists of the time from when a natural gas emergency order is received by the company's natural gas dispatch system or created in that system, until the first responder acknowledges the receipt of the natural gas emergency order from the natural gas dispatch system by pressing an "enroute" button on the mobile data terminal. In the event of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time will be recorded in the company's natural gas dispatch system by the natural gas dispatcher based on the voice acknowledgement received from the first responder by radio.

~~810.~~ *"Natural Gas Emergency Calls"*: [in the context of measuring natural gas emergency response] includes all calls received by the company related to a potential natural gas emergency, regardless of the identity of the caller (customer, fire & police departments, contractors, etc---.).

~~9-11.~~ *"Natural Gas Emergency Response"*: measures the company's annual average response to natural gas emergency calls. The average response time to natural gas emergency calls shall be calculated by adding the total Answer and Talk Time, Dispatch Time, and Travel Time for these calls and dividing the total response time for all natural gas emergency calls by the total number of natural gas emergency calls received. The natural gas emergency response time for the following internal response categories of natural gas emergencies will be included:

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(Continued on Sheet No. 6-7.2b)

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GENERAL RULES AND REGULATIONS (Continued)

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~~Original~~ 1st Revised Sheet No. 7.2b

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

Code	Description
EBG	Blowing natural gas; Broken / hit natural gas line (natural gas blowing); Covers all natural gas mains and service laterals that are broken. Natural gas must be blowing. Includes instances of hissing or blowing natural gas and/or occurrences of strong or sudden odor. Also covers any natural gas blowing situations such as meters/ reg stations struck by cars, lightning or other natural disasters.
EEX	Explosion; any natural gas explosion and/ or any explosion, we will respond to protect and investigate our interests
EFR EFI	Fire (when natural gas related); any natural gas fire or whenever requested by the fire department; all fire calls are handled the same with immediate response and there basically is no difference between the orders. Initially one work order type applied for working fires and the other for when we were called to make our checks after the fact (fire out)
ETX	Carbon monoxide order with symptoms; Customer feels that they have Carbon Monoxide symptoms. Company techs would call 911 upon arrival if they felt medical assistance was needed for the affected customers.
EOI	Customer smells natural gas odor inside; any Customer odor initiated order. When odor is faint and no sound (ie. blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.
EOO	Customer smells natural gas odor outside; any Customer odor initiated order. When odor is faint and no sound (ie. Blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.
ENG NOGAS	No natural gas; no natural gas due to Company equipment. In the winter months, this code will receive a higher priority since Customer's heat could be dependent on natural gas.
EPR	Pressure, High or Low Pressure; high pressure natural gas on Customer fuel line and equipment usually indicated by caller with unusually high/loud pilots or a noise associated with the pilots. Poor pressure; Problem with Regulator, may need change or adjusted. Such calls are prioritized higher in the winter.
EIR:	Ice and/or snow on regulator; Problem of ice and snow on the regulator and regulator vent (pressure problems) These are given a very high priority because blockage of the vent on the regulator by snow or ice build-up can cause the regulator to fail and possibly allow the street pressure (60 pounds) to pass thru the meter and into the building which can lead to many undesirable conditions (explosions/fires/etc)
ECO	Carbon Monoxide Check/Alarm Only: Customer has C.O alarm going off and does not have any symptoms.

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(Continued on Sheet No. 6-7.3)

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~~10. "Interruption" [in the context of measuring electric service interruptions] is defined as an interruption of electric service to a customer with a duration greater than five minutes.~~

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(Continued on Sheet No. 6-7.3)

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Section No. 6

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1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

~~12. "Interruption" [in the context of measuring electric service interruptions] is defined as an interruption of electric service to a customer with a duration greater than five minutes.~~

~~13. "Invoice Adjustment Timeliness" measures the average number of canceled billing periods on invoices rebilled for controllable reasons. This will be calculated by determining the number of elapsed days between the original invoice issue date and the issue date of the rebilled invoice. To determine the number of billing periods on the rebilled invoice, the total elapsed days is divided by 30.5, which is representative of the average number of days in a billing period.~~

~~14. "Major Event Day" or "MED" [in the context of measuring electric service interruptions] is the IEEE 2.5-2003 qualifying storm days. MEDs are determined by using the IEEE 2.5-2003 methodology after removing Transmission Line level events.~~

~~15. "Performance Year" is defined as calendar year.~~

~~16. "Public Damage" [in the context of measuring electric service interruptions] is defined as an outage resulting from the actions of an individual or contractor beyond Xcel Energy's control and is coded as such when recording the outage cause.~~

~~17. "Step Restoration" [in the context of measuring electric service interruptions]; is defined as restoration of customers downstream from an interrupted device occurs in steps, the eCustomer mMinutes will be calculated to reflect the incremental restoration.~~

~~18. "System Average Interruption Duration Index" or "SAIDI" is defined as the total duration of interruptions, in minutes, that an average customer experiences during the performance year. average customer minutes of interruption per Average Number of Customers. It is determined by dividing the annual sum of eCustomer-mMinutes by the average number of eCustomers served during the year, excluding Storm Days, Public Damage and transmission, and including Stepped Restoration.~~

~~SAIDI shall be calculated based on the following assumptions:~~

- ~~a. The IEEE 2.5-2003 method is used for determining MEDs.~~
- ~~b. Step Restoration is incorporated.~~
- ~~c. All outage causes, except as specified in a above, are included.~~

~~19. "System Average Interruption Frequency Index" or "SAIFI" is defined as how often the average customer experiences an number of iInterruption during the performance year. per Average Number of Customer per years. It is determined by dividing the sum of total annual number of customer iInterruptions by the average number of eCustomers served during the year, excluding Storm Days, Public Damage and transmission, and including Stepped Restoration.~~

~~SAIFI shall be calculated based on the following assumptions:~~

(Continued on Sheet No. 6-7.4)

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- ~~a. The IEEE 2.5-2003 method is used for determining MEDs.~~
- ~~b. Step Restoration is incorporated.~~
- ~~c. All outage causes, except as specified in a above, are included.~~

~~15. “Step Restoration” [in the context of measuring electric service interruptions] is defined as restoration of customers downstream from an interrupted device occurs in steps, the customer-out minutes will be calculated to reflect the incremental restoration.~~

~~16. “Travel Time”: [in the context of measuring gas emergency response] consists of the time from when the first responder acknowledges the receipt of the gas emergency order from the gas dispatch system by pressing an “enroute” button on the mobile data terminal, to when the first responder arrives on site and presses the “arrive” button on the mobile data terminal. In the even of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time and arrive time will be recorded in the company’s gas dispatch system by the gas dispatcher based on the voice acknowledgement received from the first responder by radio.~~

~~17. Xcel Energy Corporate “Storm Day” Designation [in the context of measuring electric service interruptions].~~

- ~~1. Determine the number of sustained outage events by day for a 5-year historical period. Xcel Energy set this period in late 2001 and used September 1996 to August 2001. The intent is to recalculate this number every 5 years with an updated dataset.~~
- ~~2. Calculate the standard deviation of the events per day.~~
- ~~3. Remove values higher than 6 standard deviations above the mean.~~
- ~~4. Calculate the standard deviation of the remaining values of events per day~~
- ~~5. The “storm day” threshold is set at 3 standard deviations above the mean of the remaining values of events per day.~~

(Continued on Sheet No. 6-7.4)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~1st~~^{2nd} Revised Sheet No. 7.4

1.9 SERVICE QUALITY (Continued)

A. Definitions (Continued)

20. "Telephone Response Time" measures the time to answer all customer-initiated calls directed to the Company's call center, regardless of whether the call is answered by a Company representative or the Company's Interactive Voice Response (IVR) system.

21. "Travel Time": [in the context of measuring natural gas emergency response] consists of the time from when the first responder acknowledges the receipt of the natural gas emergency order from the natural gas dispatch system by pressing an "enroute" button on the mobile data terminal, to when the first responder arrives on site and presses the "arrive" button on the mobile data terminal. In the even of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time and arrive time will be recorded in the company's natural gas dispatch system by the natural gas dispatcher based on the voice acknowledgement received from the first responder by radio.

22. "Work Center" is defined as one of four regional areas comprising Xcel Energy's Minnesota service area. The four Work Centers are Metro East, Metro West, Northwest, and Southeast. There are also additional customers served by our North and South Dakota work centers that are in the state of Minnesota and are included in the Northwest and Southeast regions for purposes of calculating MEDs as well as SAIDI and SAIFI.

B. Under Performance Payments

~~The maximum total under performance payment in the performance year 2004 is \$10 million allocated as follows:~~

Customer complaints	\$1.25 million
Telephone response	\$1.25 million
SAIDI	\$2.0 million
SAIFI	\$2.0 million
Gas Emergency Response	\$1.25 million
Customer outage refunds	\$1.0 million
Meter reading	\$1.25 million

~~Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the Department and the RUD-OAG. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under performance payments required under this tariff.~~

(Continued on Sheet No. 6-7.5)

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GENERAL RULES AND REGULATIONS (Continued)

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~~The maximum SAIDI under performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Commission.~~

~~These under performance payments shall ratchet up or down beginning in performance year 2005 depending on whether an under performance payment was incurred in 2004. Each measure may increase \$.5 million per year but in no case shall the total under performance payment increase more than \$2.0 million or decrease more than \$2.0 million annually based on performance in the previous year. The maximum under performance payment in any year will not exceed \$30.0 million allocated as follows:~~

Customer complaints	\$3.0 million
Telephone response	\$3.0 million
SAIDI	\$7.50 million
SAIFI	\$7.50 million
Gas Emergency Response	\$3.0 million
Customer outage refunds	\$3.0 million
Meter reading	\$3.0 million

(Continued on Sheet No. 6-7.5)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~1st~~^{2nd} Revised Sheet No. 7.5

1.9 SERVICE QUALITY (Continued)

B. Under Performance Payments ~~(Continued)~~

~~The maximum total under performance payments in the performance year 2004 is \$10 million allocated~~are as follows:

Customer e <u>Complaints</u>	\$1.25 million <u>\$500,000</u>
Telephone r <u>esponse Time</u>	\$1.25 million <u>\$500,000</u>
SAIDI	\$2.0 million <u>\$500,000</u>
SAIFI	\$2.0 million <u>\$500,000</u>
Natural Gas Emergency Response	\$1.25 million <u>\$500,000</u>
Customer outage refunds	\$1.0 million
Meter reading <u>Accurate Invoices</u>	\$1.25 million <u>\$500,000</u>
Invoice Adjustment <u>Timeliness</u>	\$500,000

Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the Minnesota Department of Commerce and the ~~RUD-OAG~~Minnesota Office of Attorney General. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under-performance payments required under this tariff.

The ~~maximum~~ SAIDI under performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Minnesota Public Utilities Commission.

During the ~~Service Quality Tariff~~ annual review process, the potential under performance payment amounts for the succeeding performance year will be adjusted (up or down) depending on each individual measure's previous year performance. In the event more than four measures require an under performance payment during that year, the \$2.0 million increase shall be prorated among the measures requiring an under performance payment according to the weight given the under performance payments established for Performance Year 2004.

If the Company's performance on an individual measure requires any under performance payment to be assessed (at the, 50%, 75%, or 100% levels or Customer Outage refunds paid in excess of \$500,000), the next year's potential under performance payment and/or refund amount(s) will be increased for that individual measure as follows:

(Continued on Sheet No. 6-7.6)

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Customer complaints	\$0.5 million
Telephone response	\$0.5 million
SAIDI	\$0.5 million
SAIFI	\$0.5 million
Gas Emergency Response	\$0.5 million
Customer outage refunds	\$0.5 million
Meter reading	\$0.5 million

~~If the Company's performance on an individual measure requires no under performance payment to be assessed (0% level), the next year's potential under performance payment amount(s) will be reduced for that individual measure as follows, but not below the \$.5 million minimum for each performance measure:~~

Customer complaints	\$0.5 million
Telephone response	\$0.5 million
SAIDI	\$0.5 million
SAIFI	\$0.5 million
Gas Emergency Response	\$0.5 million
Customer outage refunds	\$0.5 million
Meter reading	\$0.5 million

(Continued on Sheet No. 6-7.6)

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~~By the 25th of each month the Company will file a report with the Commission showing gas emergency response times for the state of Minnesota. This report shall include the averages for answer & talk time, dispatch time, travel time and total response time by each call type and in total for all call types. If the Company adjusts any of its internal guidelines for dispatching and responding to gas emergency calls, those changes shall be noted in the Company's next monthly report.~~

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(Continued on Sheet No. 6-7.7)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~1st~~^{2nd} Revised Sheet No. 7.7

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures

1. Customer Complaints

~~This metric measures the number of written Customer eComplaints received by the Company during the performance year, submitted by the Commission's Consumer Affairs Office. The under performance payment will be assessed in any performance year in which the number of complaints exceeds 0.2375 complaints per 1,000 customers as follows for the 2004 Performance Year:~~

More than 450 but less than 500 complaints per year	\$625,000
500 or more but less than 550 complaints per year	\$937,500
550 or more per year	\$1,250,000

~~For Performance Years beginning after 2004, the under performance payments may be prorated up or down in accordance with Section B herein.~~

Exclusions

~~Customer complaints will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to complaints where the Commission's Consumer Affairs Office and the Company agree the Company complied with applicable rules or tariffs, disruptions in our automated phone system, periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers. Nuisance complaints, (those aimed at increasing the complaint volume to the Company) or complaints stemming from social media campaigns also may be considered for exclusion.~~

2. Telephone Response Time

~~On a performance year basis, this metric measures will assess the Company's response time to answer customer calls directed to the Company's call center or to its business office during regular business hours. The benchmark is 80 percent of the calls are answered within 20 seconds. The under performance payments will be assessed in any performance year in which less than 80 percent of calls are answered within 20 seconds, are as follows:~~

Less than 80% but ≥76% of calls answered within 20 seconds	\$625,000
≥ 72% but < 76% answered within 20 seconds	\$937,500
< 72% answered within 20 seconds	\$1,250,000

~~For Performance Years beginning after 2004, the under performance payments may be prorated up or down in accordance with Section B herein.~~

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~~1st~~^{2nd} Revised Sheet No. 7.7

Exclusions

Telephone ~~R~~esponse ~~T~~ime will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to disruptions in our automated phone system, periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers. Such events should include only those extraordinary events that result in an unusually heavy influx of telephone calls to the Company's call centers. Nuisance calls, (those aimed at increasing the call volume to the Company's call centers) or calls stemming from social media campaigns may also ~~may~~ be considered for exclusion.

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(Continued on Sheet No. 6-7.8)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
1st2nd Revised Sheet No. 7.8

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

3. SAIDI

~~This service quality metric measures will assess the duration of electric system service interruptions that the Company's Minnesota electric customers experience on during the performance year basis. Company work centers tracked for this measure are Metro East, Metro West, Northwest, and Southeast. The SAIDI statewide goal set for the next two Performance Years will be 98 minutes. This measure will be renegotiated and filed with the PUC before March 1, 2007 for Performance Year 2006 based on data from the proposed Outage Management System. The under performance payments to will be assessed are as follows in any performance year in which the Company's annual statewide SAIDI exceeds 135.6 minutes.~~

SAIDI above 98 minutes but less than 108 minutes	\$1,000,000
SAIDI at 108 minutes but less than 118 minutes	\$1,500,000
SAIDI at 118 minutes or above	\$2,000,000

~~For Performance Years beginning after 2004, the under performance payments may be prorated up or down in accordance with Section B herein.~~

Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the Minnesota Department of Commerce and the Minnesota Office of the Attorney General. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under-performance payments required under this tariff.

The ~~maximum~~ SAIDI under-performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Commission.

Exclusions

~~SAIDI will be reported as defined in this tariff. However, the Company may exclude interruptions request exclusions of customer outage events that occur as a result of Public Damage, and Storm Days. Illegal work stoppages, civil unrest, criminal acts, actions or orders of any government branch or governing body that restricts vehicle movement or deployment of resources (road~~

(Continued on Sheet No. 6-7.9)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~1st~~2nd Revised Sheet No. 7.8

~~closures, etc.), natural disasters (flood, tornado, etc.), or loss of service from a foreign utility. The Company may include customer restorations resulting from Stepped Restorations.~~

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(Continued on Sheet No. 6-7.9)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6

~~2nd~~^{3rd} Revised Sheet No. 7.9

~~After the 2008 performance year, the Company may request a resetting of the gas emergency response metric standard if an increase in carbon monoxide calls has occurred due to the changes in state law regarding the installation of carbon monoxide alarms.~~

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Exclusions

Natural Gas Emergency Response will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to periods of emergency, illegal work stoppages, catastrophes, natural disasters, catastrophic storms, civil unrest, criminal acts, or other events affecting large numbers of customers. The Company may additionally request the exclusion of odor calls that occur due to a mercaptin (odorant) release or that are related to other natural gas incidents in the immediate area, if the Company provides sufficient documentation that such calls were made solely due to an odorant release or the other natural gas system incident.

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(Continued on Sheet No. 6-7.10)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~^{3rd} Revised Sheet No. 7.10

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

6. Customer Outage Refunds Credits

This service quality provision is intended to compensate individual customers directly impacted by outages unrelated to MEDs that occur at the premises they occupy, and that exceed the following performance year standards: who experience service levels below acceptable standards on a performance year basis for outages unrelated to Storm Days or Public Damage. The benchmarks and under performance payments are as follows:

\$50 annual credit to individual customers experiencing at least 6 ~~i~~ interruptions.
\$50 credit to individual customers per ~~i~~ interruption lasting 24 hours or more.

In addition, a \$200 credit to municipal pumping customers per Interruption, excluding Interruptions that occur as a result of Public Damage or MEDs.

Exclusions

The Company may request exclusion of customer outage events that result from storm or other large scale outage events that occur in close proximity to each other, such as to restrict the Company's ability to effectively respond with Company and supplemental resources. In addition, the Company may request exclusion of certain circumstances or events. Such events include but are not limited to periods of emergency, illegal work stoppages, catastrophes, natural disasters, catastrophic storms, civil unrest, criminal acts, or other events affecting large numbers of customers.

~~7. Meter Reading~~

~~This service quality provision is intended to minimize the number of unread meters. The benchmark for the months of April through November is that 90% of all meters are read. The benchmark for the months of December through March is that 80% of all meters are read. The Company will make an under performance payment of \$625,000 for meter reading falling below these thresholds:~~

~~April through November: <90% 50% of under performance payment limit
December through March: <80% 50% of under performance payment limit~~

~~The Company will make an under performance payment of \$1,250,000 for meter reading falling below these thresholds:~~

~~April through November: <80% 50% of under performance payment limit
December through March: <70% 50% of under performance payment limit~~

~~7. Accurate Invoices~~

(Continued on Sheet No. 6-7.11)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
~~2nd~~3rd Revised Sheet No. 7.10

~~For Performance Years beginning after 2004, the under performance payments may be prorated up or down in accordance with Section B herein.~~

~~Company may request exclusion of certain circumstances or events. Such events include but are not limited to periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest or other events affecting large numbers of customers.~~

~~This metric measures the level of accurate invoices issued to customers during the performance year. The under performance payment will be assessed in any performance year in which the annual accuracy rate is less than 98.7%.~~

8. Invoice Adjustment Timeliness

~~This metric measures the Company's average number of cancelled billing periods on a rebilled invoice. The under performance payment will be assessed in any performance year in which the average annual number of cancelled billing periods exceeds 2.14.~~

Exclusions

~~Invoice Accuracy and Invoice Adjustment Timeliness will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to disruptions in our billing systems, mass equipment failure, periods of emergency, illegal work stoppages, catastrophes, natural disasters, catastrophic storms, civil unrest, criminal acts, or other events affecting large numbers of customers.~~

F. Duration.

~~This Settlement Agreement and the associated penalties will expire following the 2008 performance year, unless a new or revised SQP has not been negotiated to replace the plan, in which case this plan and associated penalties will remain in effect until a new or revised SQP is completed.~~

(Continued on Sheet No. 6-7.11)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 7.1

1.9 SERVICE QUALITY

A. Definitions

1. "Accurate Invoices" measures the percent of accurate invoices the Company issues to its customers. This is calculated by determining the number of invoices canceled for controllable reasons divided by the total number of invoices issued.

2. "Answer and Talk Time" [in the context of measuring natural gas emergency response] is measured for calls answered, and begins the instant the Customer's call connects to the Company's natural gas emergency number, or the Customer selects the option from a mechanized menu to report a natural gas emergency. Data is gathered at the aggregate level (rather than for each individual call) and is used to calculate the average time involved with answering a potential natural gas emergency call, taking the customer's information and concluding that call. Specifically, Answer and Talk Time is measured in the following manner:

3. "Answer Time" [in the context of measuring natural gas emergency response] starts when the caller connects to the Company's natural gas emergency number or selects the option to report a natural gas emergency, and ends when a natural gas dispatcher or call center representative picks up the call. Once a natural gas dispatcher or call center representative answers the call, the *Talk Time* begins and will continue until the call concludes. These two segments are then combined to form Answer and Talk Time.

4. "Total Answer and Talk Time" [in the context of measuring natural gas emergency response] is the first element used to calculate the natural gas emergency response metric. Calculated by first dividing total Answer time for all Minnesota gas calls by the total number of Minnesota natural gas calls handled. Next, total Talk time for all Minnesota natural gas calls is divided by the total number of Minnesota natural gas calls handled. These two averages are added together for an average Answer and Talk Time for the month. The monthly average Answer and Talk Time is multiplied by the total number of natural gas emergency calls handled for the respective month, which results in the total Answer and Talk Time for the month.

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(Continued on Sheet No. 6-7.2)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 7.2

1.9 SERVICE QUALITY (Continued)

A. Definitions (Continued)

5. "Average Number of Customers" [in the context of measuring SAIDI and SAIFI] is defined as the annual average of the monthly electric meter count from the Company's outage management system.

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6. "Customer"

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A. For purposes of calculating SAIDI and SAIFI, "Customer" is defined as an electric service meter.

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B. For purposes of Customer Complaints, "Customer" is defined as an electric or a natural gas customer that receives a bill for utility service from the Company.

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7. "Customer Complaint" is defined as any unique complaint registered by the Minnesota Public Utilities Commission's Consumer Affairs Office regarding a complaint submitted by an Xcel Energy customer in which the customer states a specific grievance related to the Company's provision of service to that customer. The Company shall engage in a monthly reconciliation process with the Commission's Consumer Affairs Office that assesses for each complaint whether the Company complied with applicable rules and tariffs for potential future exclusion.

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Customer Complaints will be reported in the following categories:

- Billing & Credit
- Customer Service
- Meter Reading
- Trouble Orders
- Reliability Duration
- Reliability Frequency
- Other

This is calculated by dividing the total number of Customer Complaints in the performance year by the product of the total number of Minnesota customers, as reported in the Company's electric and gas jurisdictional reports, divided by 1,000.

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8. "Customer Minutes" [in the context of measuring SAIDI and SAIFI] is defined as the total number of minutes of a service interruption multiplied by the total number of Customers experiencing the interruption. Customer Minutes includes Step Restoration.

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(Continued on Sheet No. 6-7.2a)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
1st Revised Sheet No. 7.2a

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

9. *"Dispatch Time"* [in the context of measuring natural gas emergency response] consists of the time from when a natural gas emergency order is received by the company's natural gas dispatch system or created in that system, until the first responder acknowledges the receipt of the natural gas emergency order from the natural gas dispatch system by pressing an "enroute" button on the mobile data terminal. In the event of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time will be recorded in the company's natural gas dispatch system by the natural gas dispatcher based on the voice acknowledgement received from the first responder by radio.

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10. *"Natural Gas Emergency Calls"* [in the context of measuring natural gas emergency response] includes all calls received by the company related to a potential natural gas emergency, regardless of the identity of the caller (customer, fire & police departments, contractors, etc.).

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11. *"Natural Gas Emergency Response"* measures the company's annual average response to natural gas emergency calls. The average response time to natural gas emergency calls shall be calculated by adding the total Answer and Talk Time, Dispatch Time, and Travel Time for these calls and dividing the total response time for all natural gas emergency calls by the total number of natural gas emergency calls received. The natural gas emergency response time for the following internal response categories of natural gas emergencies will be included:

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(Continued on Sheet No. 6-7.2b)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
 1st Revised Sheet No. 7.2b

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

Code	Description
EBG	Blowing natural gas; Broken / hit natural gas line (natural gas blowing); Covers all natural gas mains and service laterals that are broken. Natural gas must be blowing. Includes instances of hissing or blowing natural gas and/or occurrences of strong or sudden odor. Also covers any natural gas blowing situations such as meters/ reg stations struck by cars, lightning or other natural disasters.
EEX	Explosion; any natural gas explosion and/ or any explosion, we will respond to protect and investigate our interests
EFR EFI	Fire (when natural gas related); any natural gas fire or whenever requested by the fire department; all fire calls are handled the same with immediate response and there basically is no difference between the orders. Initially one work order type applied for working fires and the other for when we were called to make our checks after the fact (fire out)
ETX	Carbon monoxide order with symptoms; Customer feels that they have Carbon Monoxide symptoms. Company techs would call 911 upon arrival if they felt medical assistance was needed for the affected customers.
EOI	Customer smells natural gas odor inside; any Customer odor initiated order. When odor is faint and no sound (ie. blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.
EOO	Customer smells natural gas odor outside; any Customer odor initiated order. When odor is faint and no sound (ie. Blowing or hissing) is reported. If odor is strong or there is a hissing sound reported, call is upgraded to an EBG. Also, excavation occurring nearby may warrant an upgrade to EBG.
ENG NOGAS	No natural gas: no natural gas due to Company equipment. In the winter months, this code will receive a higher priority since Customer's heat could be dependent on natural gas.
EPR	Pressure, High or Low Pressure; high pressure natural gas on Customer fuel line and equipment usually indicated by caller with unusually high/loud pilots or a noise associated with the pilots. Poor pressure; Problem with Regulator, may need change or adjusted. Such calls are prioritized higher in the winter.
EIR:	Ice and/or snow on regulator; Problem of ice and snow on the regulator and regulator vent (pressure problems) These are given a very high priority because blockage of the vent on the regulator by snow or ice build-up can cause the regulator to fail and possibly allow the street pressure (60 pounds) to pass thru the meter and into the building which can lead to many undesirable conditions (explosions/fires/etc)
ECO	Carbon Monoxide Check/Alarm Only: Customer has C.O alarm going off and does not have any symptoms.

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(Continued on Sheet No. 6-7.3)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 7.3

1.9 SERVICE QUALITY (Continued)

A. Definitions (continued)

12. "*Interruption*" [in the context of measuring electric service interruptions] is defined as an interruption of electric service to a customer with a duration greater than five minutes.

13. "*Invoice Adjustment Timeliness*" measures the average number of canceled billing periods on invoices rebilled for controllable reasons. This will be calculated by determining the number of elapsed days between the original invoice issue date and the issue date of the rebilled invoice. To determine the number of billing periods on the rebilled invoice, the total elapsed days is divided by 30.5, which is representative of the average number of days in a billing period.

14. "*Major Event Day*" or "*MED*" [in the context of measuring electric service interruptions] is the IEEE 2.5-2003 qualifying storm days. MEDs are determined by using the IEEE 2.5-2003 methodology after removing Transmission Line level events.

15. "*Performance Year*" is defined as calendar year.

16. "*Public Damage*" [in the context of measuring electric service interruptions] is defined as an outage resulting from the actions of an individual or contractor beyond Xcel Energy's control and is coded as such when recording the outage cause.

17. "*Step Restoration*" [in the context of measuring electric service interruptions]: restoration of customers downstream from an interrupted device occurs in steps, the Customer Minutes will be calculated to reflect the incremental restoration.

18. "*System Average Interruption Duration Index*" or "*SAIDI*" is defined as the total duration of interruptions, in minutes, an average customer experiences during the performance year. It is determined by dividing the sum of Customer Minutes by the number of Customers.

SAIDI shall be calculated based on the following assumptions:

- a. The IEEE 2.5-2003 method is used for determining MEDs.
- b. Step Restoration is incorporated.
- c. All outage causes, except as specified in a above, are included.

19. "*System Average Interruption Frequency Index*" or "*SAIFI*" is defined as how often the average customer experiences an Interruption during the performance year. It is determined by dividing the sum of customer interruptions by the number of Customers.

SAIFI shall be calculated based on the following assumptions:

- a. The IEEE 2.5-2003 method is used for determining MEDs.
- b. Step Restoration is incorporated.
- c. All outage causes, except as specified in a above, are included.

(Continued on Sheet No. 6-7.4)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 7.4

1.9 SERVICE QUALITY (Continued)

A. Definitions (Continued)

20. *"Telephone Response Time"* measures the time to answer all customer-initiated calls directed to the Company's call center, regardless of whether the call is answered by a Company representative or the Company's Interactive Voice Response (IVR) system.

21. *"Travel Time"* [in the context of measuring natural gas emergency response] consists of the time from when the first responder acknowledges the receipt of the natural gas emergency order from the natural gas dispatch system by pressing an "enroute" button on the mobile data terminal, to when the first responder arrives on site and presses the "arrive" button on the mobile data terminal. In the even of a wireless service interruption affecting operation of the mobile data terminal, the acknowledge time and arrive time will be recorded in the company's natural gas dispatch system by the natural gas dispatcher based on the voice acknowledgement received from the first responder by radio.

22. *"Work Center"* is defined as one of four regional areas comprising Xcel Energy's Minnesota service area. The four Work Centers are Metro East, Metro West, Northwest, and Southeast. There are also additional customers served by our North and South Dakota work centers that are in the state of Minnesota and are included in the Northwest and Southeast regions for purposes of calculating MEDs as well as SAIDI and SAIFI.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
 2nd Revised Sheet No. 7.5

1.9 SERVICE QUALITY (Continued)

B. Under Performance Payments

The under performance payments are as follows:

Customer Complaints	\$500,000
Telephone Response Time	\$500,000
SAIDI	\$500,000
SAIFI	\$500,000
Natural Gas Emergency Response	\$500,000
Accurate Invoices	\$500,000
Invoice Adjustment Timeliness	\$500,000

Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the Minnesota Department of Commerce and the Minnesota Office of Attorney General. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under-performance payments required under this tariff.

The SAIDI under performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Minnesota Public Utilities Commission.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 7.6

1.9 SERVICE QUALITY (Continued)

C. Under Performance Payment Disbursement

50% of any under performance payments assessed will be applied to customer bills during the following July billing cycle of a given performance year. Any bill credit amounts not remitted by the end of the July billing cycle shall accrue interest beginning after the September billing cycle of the applicable year at a rate equal to that applied to the Company's customer deposits.

50% of any under performance payments assessed will be added to the amount budgeted for the maintenance and repair of the Company's natural gas and electric distribution system. The Company shall maintain records sufficient to enable tracking, by Work Center, the amounts budgeted, amounts added due to under performance payments incurred, and amounts expended in a given year.

D. Reporting Requirements

By May 1 of each year, the Company will file a report with the Minnesota Public Utilities Commission detailing the Company's actual performance as compared with the thresholds established for each metric. This report will be accompanied by supporting data. All metrics shall be reported statewide, with the following additional reporting provided:

- SAIDI and SAIFI shall be presented by Work Center.
- Customer Complaints shall be presented by complaint category.
- The report shall specify the number of customers qualifying for Customer Outage Credits and the associated bill credit calculations.
- Natural Gas Emergency Response shall include the averages for Answer and Talk Time, Dispatch Time, Travel Time, and total response time by each call type and in total for all call types. If the Company adjusts any of its internal guidelines for dispatching and responding to natural gas emergency calls, those changes shall be noted.

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(Continued on Sheet No. 6-7.7)

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 7.7

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures

1. Customer Complaints

This metric measures the number of Customer Complaints received by the Company during the performance year. The under performance payment will be assessed in any performance year in which the number of complaints exceeds 0.2375 complaints per 1,000 customers.

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Exclusions

Customer complaints will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events may include but are not limited to complaints where the Commission's Consumer Affairs Office and the Company agree the Company complied with applicable rules or tariffs, disruptions in our automated phone system, periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers. Nuisance complaints, (those aimed at increasing the complaint volume to the Company) or complaints stemming from social media campaigns also may be considered for exclusion.

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2. Telephone Response Time

This metric measures the Company's time to answer customer calls directed to the Company's call center. The under performance payment will be assessed in any performance year in which less than 80 percent of calls are answered within 20 seconds.

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Exclusions

Telephone Response Time will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to disruptions in our automated phone system, periods of emergency, illegal work stoppages, catastrophe, natural disaster, catastrophic storm, civil unrest, criminal acts, or other events affecting large numbers of customers. Such events should include only those extraordinary events that result in an unusually heavy influx of telephone calls to the Company's call centers. Nuisance calls, (those aimed at increasing the call volume to the Company's call centers) or calls stemming from social media campaigns may also be considered for exclusion.

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GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
2nd Revised Sheet No. 7.8

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

3. SAIDI

This metric measures the duration of Interruptions that Customers experience during the performance year. The under performance payment will be assessed in any performance year in which the Company's annual statewide SAIDI exceeds 135.6 minutes.

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Xcel Energy shall pay for periodic audits of the accuracy of the outage duration data by an independent firm overseen by the Minnesota Department of Commerce and the Minnesota Office of the Attorney General. The firm will have expertise in reliability reporting and electric industry practices and will evaluate the Company's outage records in light of reasonable and prudent utility practices. The verification of the Company's records by an independent firm shall identify whether the sufficiency of the documentation and/or errors in the documentation resulted in a problem that materially compromised the integrity of the annually reported value for outage duration. The results of these audits will inform the decision regarding the application of any under performance payments required under this tariff.

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The SAIDI under performance payment shall be triggered for a given reporting year in the event that the underlying outage records used by the Company to determine the annually reported SAIDI value are found to be insufficient or inaccurate on completion of the audit process. The determination of a required payment under this provision will be made, after notice and hearing, by the Commission.

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Exclusions

SAIDI will be reported as defined in this tariff. However, the Company may request exclusions of customer outage events that occur as a result of Public Damage, Illegal work stoppages, civil unrest, criminal acts, actions or orders of any government branch or governing body that restricts vehicle movement or deployment of resources (road closures, etc.), natural disasters (flood, tornado, etc.), or loss of service from a foreign utility.

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(Continued on Sheet No. 6-7.9)

Date Filed: 04-16-12 By: Judy M. Pofert Effective Date:
President and CEO of Northern States Power Company, a Minnesota corporation
Docket No. E,G002/C1-02-2034 Order Date:

MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
3rd Revised Sheet No. 7.9

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

4. SAIFI

This metric measures the frequency of Interruptions that Customers experience during the performance year. The under performance payment will be assessed in any performance year in which the Company's annual statewide SAIFI exceeds 1.23 events.

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Exclusions

SAIFI will be reported as defined in this tariff. However, the Company may request exclusion of customer outage events that occur during periods of, or as a result of Public Damage, illegal work stoppages, civil unrest, criminal acts, actions or orders of any government branch or governing body that restricts vehicle movement or deployment of resources (road closures, etc.), natural disasters (flood, tornado, etc.), or loss of service from a foreign utility.

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5. Natural Gas Emergency Response

This metric measures the Company's average annual response time to natural gas emergency calls. The under performance payment will be assessed in any year in which the Company's annual average natural gas emergency response time exceeds 60 minutes.

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Exclusions

Natural Gas Emergency Response will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to periods of emergency, illegal work stoppages, catastrophes, natural disasters, catastrophic storms, civil unrest, criminal acts, or other events affecting large numbers of customers. The Company may additionally request the exclusion of odor calls that occur due to a mercaptin (odorant) release or that are related to other natural gas incidents in the immediate area, if the Company provides sufficient documentation that such calls were made solely due to an odorant release or the other natural gas system incident.

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(Continued on Sheet No. 6-7.10)

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MINNESOTA GAS RATE BOOK – MPUC NO. 2

GENERAL RULES AND REGULATIONS (Continued)

Section No. 6
3rd Revised Sheet No. 7.10

1.9 SERVICE QUALITY (Continued)

E. Under Performance Measures (Continued)

6. Customer Outage Credits

This service quality provision is intended to compensate individual customers directly impacted by outages unrelated to MEDs that occur at the premises they occupy, and that exceed the following performance year standards:

- \$50 annual credit to individual customers experiencing at least 6 Interruptions.
- \$50 credit to individual customers per Interruption lasting 24 hours or more.

In addition, a \$200 credit to municipal pumping customers per interruption of any duration, excluding interruptions that occur as a result of Public Damage and MEDs.

Exclusions

The Company may request exclusion of customer outage events that result from storm or other large scale outage events that occur in close proximity to each other, such as to restrict the Company's ability to effectively respond with Company and supplemental resources. In addition, the Company may request exclusion of certain circumstances or events. Such events include but are not limited to periods of emergency, illegal work stoppages, catastrophes, natural disasters, catastrophic storms, civil unrest, criminal acts, or other events affecting large numbers of customers.

7. Accurate Invoices

This metric measures the level of accurate invoices issued to customers during the performance year. The under performance payment will be assessed in any performance year in which the annual accuracy rate is less than 98.7%.

8. Invoice Adjustment Timeliness

This metric measures the Company's average number of cancelled billing periods on a rebilled invoice. An underperformance payment will be assessed in any performance year in which the average annual number of cancelled billing periods exceeds 2.14.

Exclusions

Invoice Accuracy and Invoice Adjustment Timeliness will be recorded and reported with no exclusions, but the Company may request exclusion of certain circumstances or events. Such events include but are not limited to disruptions in our billing systems, mass equipment failure, periods of emergency, illegal work stoppages, catastrophes, natural disasters, catastrophic storms, civil unrest, criminal acts, or other events affecting large numbers of customers.

(Continued on Sheet No. 6-7.11)

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Metric Performance Summary

Metric	2005	2006	2007	2008	2009	2010	2011
PUC Complaints / 1,000	0.1996	0.1143	0.1558	0.1963	0.1222	0.0750	0.0764
Meter Reading	98.61	98.91	99.06	98.03	98.32	98.75	98.4
Gas Emergency Response	57.2	59.5	50.4	47.6	48.3	51.8	44.9
SAIDI*	140.58	99.98	113.32	100.54	74.48	110.83	83.87
SAIFI*	1.14	0.98	1.08	1.04	0.71	1.12	0.82
Invoice Adjustment Timeliness	n/a	n/a	1.74	1.84	1.67	1.97	1.74
Accurate Invoices	n/a	n/a	99.5	99.4	99.6	99.0	99.5
Call Center	79.3	84.5	84.4	82.7	84.8	81.8	82.2

**Our S-AIDI/S-AIFI proposal has calculation changes that change our storm normalization method and include public damage events. This summary reflects these changes.*

PUC Complaint Underlying Data

Actual PUC Complaints	316	183	253	321	201	124	127
MN Customer Counts**	1,582,960	1,601,614	1,623,858	1,634,948	1,644,645	1,653,793	1,663,129

*** MN Customer Counts are from Xcel Energy's Jurisdictional Annual Reports*

MINNESOTA DEPARTMENT OF PUBLIC SAFETY



Minnesota Office of Pipeline Safety

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Alert Notice-MNOPS AL-05-2010 to Natural Gas Pipeline Operators *Gas Emergency Response Guidance for Excavation-Related Leaks: Acceptable Response Practices and Documentation Requirements*

Date:

June 20, 2011

Purpose:

The purpose of this Alert Notice is to provide emergency response guidance for intrastate gas pipeline operators responding to excavation-related leaks in populated areas.

Guidance pertains to the following codes:

1. 49 CFR §192.5 Class locations
2. 49 CFR §192.603 General provisions
3. 49 CFR §192.605 Procedural manual for operations, maintenance and emergencies
4. 49 CFR §192.615 Emergency plans

Background:

Fatalities, injuries, property damage, evacuations, road closures and gas outages have resulted from more than 1,200 gas leaks per year caused by excavation in Minnesota. Since 1984, the sum of property damage and cost to pipeline operators due to these incidents exceeds seven million dollars.

Incidents nationwide illustrate a small window of time in which a prompt and effective emergency response is essential when dealing with excavation-related leaks in populated areas. These incidents underscore the need for gas pipeline operators to immediately dispatch personnel, equipment and resources to make the site and surrounding area safe.

Two Minnesota incidents clearly highlight the need for response in less than one hour. Both involved excavation-related leaks with natural gas migration into structures; both caused death and injuries — and both turned deadly in less than 40 minutes.

On July 22, 1993, an explosion at Third Street and Maria Avenue in St. Paul resulted in two fatalities, 12 injuries and significant property damage. The explosion and fire occurred about 20 minutes after a backhoe damaged a natural gas pipeline. The second incident occurred on December 11, 1998 in St. Cloud and resulted in four fatalities, 11 injuries and destruction of six buildings. That explosion and fire occurred about 39 minutes after a utility crew ruptured a natural gas pipeline.

In a more recent example, a 2010 excavation-related leak in Edina led to an explosion and fire that caused over \$333,857 in damages.

A review of emergency response times reported by pipeline operators from 2005 to 2010 shows an increase in both the number of incidents and the amount of time for operators to shut down the flow of gas; the average reported time to “gas off” doubled from 78 minutes to 153 minutes.

Alcohol and Gambling Enforcement

ARMER/911 Program

Bureau of Criminal Apprehension

Driver and Vehicle Services

Homeland Security and Emergency Management

Minnesota State Patrol

Office of Communications

Office of Justice Programs

Office of Traffic Safety

State Fire Marshal and Pipeline Safety



Current federal regulations require gas pipeline operators to have plans for responding to emergencies, including gas detected inside or near buildings, fires or explosions involving pipelines, and natural disasters. Current regulations do not specifically address, nor do they necessarily exclude, emergencies associated with excavation-related leaks. In order to address this type of emergency, the following *Acceptable Response Practices and Documentation Requirements* were developed following a review of PHMSA interpretations, case review of state-specific gas emergency responses, review of national gas emergencies and discussions with gas pipeline operators.

Acceptable Response Practices and Documentation Requirements

The code of Federal Regulations requires gas pipeline operators to have an emergency plan with written procedures to minimize the hazards resulting from gas pipeline emergencies. The operator's emergency plan must incorporate the following practices and documentation requirements in order to protect life and property through a prompt and effective emergency response.

Emergency Response Guidance for Excavation-Related Leaks in Populated Areas:

Existing procedures for identifying, classifying and responding to emergencies shall be amended to specifically include immediate emergency response to excavation-related leaks in populated areas. The immediate emergency response shall pertain to excavation-related leaks in Class 2, 3, and 4 locations for intrastate distribution and transmission pipelines. Excavation-related leaks on transmission pipeline segments identified in High Consequence Areas (HCA's) shall also be included in the immediate emergency response procedures. These procedures shall, at a minimum, address the following:

The prompt and effective response required by §192.615 shall be demonstrated by the operator through the following actions within 1 hour of the incident notification:

- All personnel, tools and equipment needed to make the area safe shall be on-scene
- Evacuations shall be coordinated with emergency responders
- Any other response actions taken must be communicated to fire, police and other public officials
- All emergency valves required to stop the flow of gas shall be identified

As soon as possible, the following actions shall be taken:

- Gas migration through above and below-ground structures shall be measured and gas flow shall be stopped if gas migration poses a clear and immediate danger to life, health or property
- Ignition sources shall be removed from areas with potentially dangerous gas concentrations

After the response, documentation (required by §192.603 to demonstrate how the operator made the area safe) shall include the following:

- Underground gas migration/barhole survey
- Time, location and results of leak survey, leak pinpointing and gas migration concentrations
- Above-ground structure gas monitoring documentation throughout the incident, including gas readings in all structures affected by the incident
- Time when each of the following occurs: receipt of notification; dispatch and arrival time for each responder (identify responders by name and title); identification of valves required to stop gas flow; and gas shut off time
- Location of all valves required to stop the flow of gas
- Number of anticipated service outages should the valves need to be turned (regardless if they were turned)

Address questions to:

Todd Stansbury, Senior Engineer
Minnesota Office of Pipeline Safety
Minnesota Department of Public Safety
651-201-7243
todd.stansbury@state.mn.us

CERTIFICATE OF SERVICE

I, Lindsey Didion, 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. E,G002/CI-02-2034

Dated this 16th day of April 2012

/s/

Lindsey Didion

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