



414 Nicollet Mall  
Minneapolis, Minnesota 55401

**PUBLIC DOCUMENT  
PRIVATE DATA ON INDIVIDUALS EXCISED**

May 1, 2014

**—VIA ELECTRONIC FILING—**

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

RE: ANNUAL REPORT  
NATURAL GAS SERVICE QUALITY  
DOCKET NO. G002/M-14-\_\_\_\_

Dear Dr. Haar:

Enclosed for filing is the 2013 Natural Gas Service Quality Performance Report of Northern States Power Company, doing business as Xcel Energy, pursuant to the Commission's August 26, 2010 Order in Docket No. G999/CI-09-409 and March 6, 2012 Order in Docket No. G002/M-11-360.

This submission includes "private data on individuals," such as customer names and outage events from which they were impacted. This information is maintained by the Company as private customer data, and for this reason, pursuant to Minn. Stat. § 13.679, we have excised this data from the public version of our filing.

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

Please contact Rebecca Eilers at (612) 330-5570 or [rebecca.d.eilers@xcelenergy.com](mailto:rebecca.d.eilers@xcelenergy.com) or me at (612) 330-7529 or [paul.lehman@xcelenergy.com](mailto:paul.lehman@xcelenergy.com) if you have any questions regarding this filing.

Sincerely,

/s/

PAUL J LEHMAN  
MANAGER, REGULATORY COMPLIANCE & FILINGS

Enclosures

c: Service List

STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
David Boyd	Commissioner
Nancy Lange	Commissioner
Dan Lipschultz	Commissioner
Betsy Wergin	Commissioner

IN THE MATTER OF NORTHERN STATES  
POWER COMPANY, ANNUAL REPORT ON  
NATURAL GAS SERVICE QUALITY FOR 2013

DOCKET NO. G002/M-14-\_\_\_\_\_

**ANNUAL REPORT**

**INTRODUCTION**

Northern States Power Company, doing business as Xcel Energy, submits to the Minnesota Public Utilities Commission this Annual Report regarding our Natural Gas Service Quality for 2013. We submit this Report pursuant to the Commission's Orders dated August 26, 2010 in Docket No. G999/CI-09-409, March 6, 2012 in Docket No. G002/M-11-360, and April 7, 2014 in Docket Nos. G002/M-12-440 and G002/M-13-371, and we request the Commission accept our 2013 Annual Report.

In response to the April 7, 2014 Order in Docket No. G002/M-13-371 specifically, we include in our 2013 report:

- complete and accurate meter reading data with multiple reads excluded, and
- gas and electric meter equipment malfunction, investigation and remediation information.

Our 2013 report incorporates changes made in our 2012 Natural Gas Service Quality report which resulted from the Natural Gas Service Quality Utility Stakeholder Group discussions. The Stakeholder Group, which included the Department of Commerce and the gas utilities that have common reporting requirements, met in 2012 in an effort to streamline reporting.

**ANNUAL REPORT**

Our Annual Report is organized according to the Commission's August 26, 2010 Order Points and includes the following attachments:

Attachment A\* – Call Center Response Times  
 Attachment B\* – Meter Reading Performance  
 Attachment C – Involuntary Service Disconnections  
 Attachment D – Service Extension Response Times  
 Attachment E\* – Customer Complaints  
 Attachment E1 – Commission/Xcel Complaint Categories  
 Attachment F – Copy of May 1, 2014 Annual Complaint Report  
 Attachment G – Natural Gas Emergency Calls Average Speed of Answer  
 Attachment H – Natural Gas Emergency Response Times  
 Attachment H1 – Natural Gas Emergency Response/MnOPS Categories  
 Attachment I – MnOPS Emergency Response Reporting Forms  
 Attachment J – Mislocate Rate  
 Attachment K – System Damages  
 Attachment L – Service Interruptions  
 Attachment M – Incident Notification Summary  
 Attachment N – Customer-Service Related O&M Expenses  
 Attachment O\* – Meter Equipment Malfunction

\*Also included in the April 1, 2014 Electric Service Quality Rules Report.

## **A. Call Center Response Times**

We provide our Call Center Response times as **Attachment A** to this Annual Report. Our call center service level is 89 percent of calls answered in 20 seconds or less. We calculated this service level from all calls received to our call centers (both natural gas and electric customers), which includes calls from customers using our Interactive Voice Response system and credit calls. For 2013, our average speed of answer was 26 seconds.

## **B. Meter Reading Performance**

*7826.1400 Reporting Meter Reading Performance. The annual service quality report must include a detailed report on the utility's meter-reading performance, including for each customer class and for each calendar month:*

- A. The number and percentage of customer meters read by utility personnel.*
- B. The number and percentage of customer meters self-read by customers.*
- C. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and periods of longer than 12 months, and an explanation as to why they have not been read.*
- D. Data on monthly meter reading staffing levels, by work center or geographical area.*

We provide the required meter reading information for items A through C as **Attachment B** to this filing. As this part of our workforce is integrated, our meter reading information includes data for both natural gas and electric operations.

In compliance with the April 7 Order in Docket No. G002/M-13-371, Attachment B excludes multiple reads per month when reporting meter read totals so that the “Percent Read by Company” does not exceed 100% in any given month. In addition, we have reported the number of meters installed by month rather than only a year-end total.

We provide the following meter reading staffing level information, as required by Part D above.<sup>1</sup> The “Other” category numbers include Xcel Energy personnel located in the Fargo and Sioux Falls Service Centers who read meters in western Minnesota, North Dakota, and South Dakota.

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Metro East	6	6	6	6	6	6	6	6	6	5	5	5
Metro West	5	5	5	5	5	5	5	5	5	5	5	5
Northwest	4	4	4	4	4	4	4	4	4	4	4	4
Southeast	4	4	4	4	4	4	4	3	3	3	3	3
Other	2	2	2	2	2	1	1	1	1	1	1	1

We note that all of our Minnesota service areas have been converted to AMR, and our Minnesota meter readers have only meter reading responsibilities. Our meter readers generally obtain certain commercial meter readings, special reads, and meter readings where our AMR provider is not able to obtain billing reads.

### C. Involuntary Service Disconnections

We provide **Attachment C** in compliance with Order Point D of the August 26, 2010 Order in Docket No. G999/CI-09-409. The involuntary service disconnections data in Attachment C fully compiles the monthly data filed in the Cold Weather Rule docket (Docket No. E,G999/PR-13-2) and aligns with the reporting format used by CenterPoint Energy.

### D. Service Extension Response Times

*7826.1600 Reporting Service Extension Request Response Times. The annual service quality report must include a report on service extension request response times, including, for each customer class and each calendar month:*

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<sup>1</sup> Full-time equivalent employee numbers; does not count temporary/contract staff positions.

- A. *The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.*
- B. *The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.*

We provide the required information as **Attachment D** to this Annual Report.

As noted in our May 18, 2009 Comments in Docket No. G999/CI-09-409, for our natural gas operations, the requests for service to locations that have been previously served, but are not being served at the time of the request (as required by Minn. R. 7826.1600 subp. B), are nearly all requests from customers who have had their meter locked due to credit. This is because we rarely disconnect service to a natural gas customer or premise for reasons other than credit.

Reconnection times for service upgrades involving a disconnection of service – as well as reconnection times to locations where we disconnected due to vacancy – are included with our requests for new service, provided as Attachment D to this report.

## **E. Customer Deposit Data**

7826.1900 Reporting Customer Deposits. *The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.*

During 2013, we requested a total of 652 deposits as a condition of service for our residential customers that had filed for bankruptcy, which is inclusive of both our natural gas and electric operations.

We request these deposits upon notification from the bankruptcy court and/or customers of their bankruptcy petitions; we do not request them for reconnection of service. Once customers file for bankruptcy, we begin their service anew, and include a deposit amount on their first bills.

## **F. Customer Complaint Data**

7826.2000 Reporting Customer Complaints. *The annual service quality report must include a detailed report on complaints by customer class and calendar month, including at least the following information:*

- A. *The number of complaints received.*

- B. *The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service-extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.*
- C. *The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.*
- D. *The number and percentage of all complaints resolved by taking any of the following actions:*
  - (1) *Taking the action the customer requested;*
  - (2) *Taking an action the customer and the utility agree is an acceptable compromise.*
  - (3) *Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.*
  - (4) *Refusing to take the action the customer requested.*
- E. *The number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.*

We provide the information required by Items A through E as **Attachment E** to this Annual Report. Pages 1-4 of Attachment E contain information on customer complaints handled by the Company's Customer Advocate group; pages 5-16 contain information on complaints handled upon initial inquiry in the Call Centers. The information provided is data for both natural gas and electric operations.

We additionally provide **Attachment E1**, which demonstrates how our call center complaint categories correspond with the categories contained in Minn. R. 7826.2000.

Our Annual Complaint Report is provided as **Attachment F**, which is also filed on May 1 in a separate docket.

## **G. Natural Gas Emergency Response**

### *1. Telephone Response*

We provide as **Attachment G** to this Annual Report, our Average Speed of Answer for calls from Minnesota customers either directly to our Gas Emergency phone line, or to one of our other customer service phone numbers from which customers selected a prompt to report a natural gas emergency.<sup>2</sup> For 2013, we exceeded our internal performance goal of answering at least 80 percent of calls in 20 seconds by answering 83.3 percent of gas emergency calls in 20 seconds.

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<sup>2</sup> Phone numbers included in the "all gas calls" here are our general customer service line (1-800-895-4999), our Builders Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999).

## 2. *Field Response*

We provide our Natural Gas Emergency Response Time - MnOPS as **Attachment H** to this Annual Report. Our average annual response time for 2013 is 41.73 minutes. We responded to 82.94 percent of the calls within one hour. Page 1 of Attachment H is a Summary of our performance, with the following pages our bi-monthly, unredacted 2013 MnOPS Emergency Response Reporting Forms. We based our 2013 emergency field response results on our 2013 MnOPS reports to align with how other utilities report this information.

## 3. *Additional Emergency Response Information*

We additionally provide our 2013 Natural Gas Emergency Response Time results under our QSP tariff as **Attachment I** to this Annual Report. We also submit a summary of these performance results to the Commission as part of our Annual Report – Service Quality Plan filed on May 1, 2014 in Docket No. E,G002/CI-02-2034.

We note that a comparison of our performance between the MnOPS reports and our QSP tariff report is not possible because each is based on different call types and reporting criteria. The MnOPS report was developed through input from MnOPS, and based on their definitions of response time, and preference for only including the following call types: fire, explosion, blowing gas, and indoor and outdoor odors. Our QSP tariff Natural Gas Emergency Response performance criteria was developed through Docket No. E,G002/CI-02-2034, and memorialized in the Commission’s May 6, 2009 Order in that Docket.

To illustrate the difference in the call types included in each of the reports, we provide **Attachment H1**, which describes the types of natural gas emergency calls we include in our QSP tariff reporting compared to our MnOPS reporting. In summary, the following call types are included in our QSP tariff reporting and are *not* included in our MnOPS reports:

- Carbon monoxide calls, *with* and *without* symptoms;
- Ice/snow on regulator;
- No gas; and
- High pressure gas.

## H. **Mislocates**

We provide our 2013 natural gas mislocate information as **Attachment J** to this Annual Report. We define “mislocate” as a natural gas line that is damaged as a result of mismarking or failure to mark a line, and is calculated as follows:



Mislocate Rate =	$\frac{\text{Total Number of Mislocates}}{\text{Total Number of Locate Tickets}}$	X 1,000
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Attachment J separates mislocates due to mismarked lines from mislocates due to failure to mark lines.

## I. System Damage

Our 2013 System Damage report is provided as **Attachment K** to this Annual Report. In compliance with the August 26 Order, we provide our Natural Gas System Damage data in the following categories:

- Damage under the control of Xcel Energy employees and contractors; and
- Damage from all other causes.

## J. Service Interruptions/Event Reporting

### 1. *Natural Gas Service Interruptions*

We provide our Natural Gas Service Interruption report for 2013 as **Attachment L** to this Annual Report. This metric reports the number of homes that experienced an unplanned service interruption, the number of incidents, and the average outage time of those interruptions.

We have summarized our natural gas service interruption data into the following two categories of interruptions, consistent with the other Stakeholder Group utilities:

1. Outages due to utility Employees/Contractors; and
2. Outages due to all other causes.

### 2. *Major Incident Summaries*

We provide as **Attachment M** to this Annual Report, a Summary of the natural gas incidents we contemporaneously reported<sup>3</sup> during 2013.

Similar to our contemporaneous reporting of electric system events, our Customer Advocate group receives internal email notifications of major reportable incidents from Operations, and emails the completed forms to the Consumer Affairs Office (CAO) and Department of Commerce, within a reasonably prompt time. Once the incident has

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<sup>3</sup> Major reportable incidents are as defined by the Minnesota Office of Pipeline Safety.

been resolved, Operations notifies our Customer Advocate group, who then emails a Summary to the CAO and Department to close the loop.

#### **K. Customer Service-Related O&M Expenses**

We provide our customer service-related Operations and Maintenance expenses as **Attachment N** to this Annual Report. This information includes costs recorded in FERC accounts 901 and 903, plus payroll taxes and benefits for 2013. For 2013, these expenses totaled \$6,231,206 for our State of Minnesota, natural gas utility operations.

#### **L. Meter Equipment Malfunctions**

In compliance with the April 7, 2014 Order in Docket No. G002/M-13-371, we provide as **Attachment O** meter equipment malfunction, investigation and remediation information for our natural gas and electric operations as included in our April 1, 2014 Service Quality Rules Report.

### **CONCLUSION**

Xcel Energy respectfully requests the Commission accept this 2013 Annual Natural Gas Service Quality Report.

Dated: May 1, 2014

Northern States Power Company

Respectfully submitted by,

/s/

PAUL J LEHMAN  
MANAGER  
REGULATORY COMPLIANCE & FILINGS

		January	February	March	April	May	June	July	August	September	October	November	December	2013
1	All <b>Residential</b> Calls offered to Agents	95,813	90,558	90,585	111,276	128,837	175,527	145,716	143,989	126,119	122,944	102,506	105,798	1,439,668
2	All <b>BSC</b> Calls Offered to Agents	4,012	3,367	3,529	3,774	3,773	3,488	4,109	4,035	4,069	4,582	3,653	3,735	46,126
3	All <b>Credit</b> Calls Offered to Agents	21,024	19,940	24,809	40,728	33,567	27,971	32,191	36,893	38,344	32,430	22,265	15,788	345,950
4	All <b>PAR</b> Calls Offered to Agents	6,285	4,882	4,881	8,519	9,262	7,083	6,449	6,017	6,336	5,915	3,751	3,575	72,955
5	All Calls Offered to Agents	127,134	118,747	123,804	164,297	175,439	214,069	188,465	190,934	174,868	165,871	132,175	128,896	1,904,699
6	All Calls Excluding Credit and PAR	99,825	93,925	94,114	115,050	132,610	179,015	149,825	148,024	130,188	127,526	106,159	109,533	1,485,794
7	All <b>Residential</b> Calls Answered by Agents within 20 seconds	76,842	72,431	75,279	95,162	102,177	119,794	89,053	94,123	117,983	102,984	87,558	82,352	1,115,738
8	All <b>BSC</b> Calls Answered by Agents within 20 seconds	2,561	2,264	2,554	3,040	2,892	2,331	2,429	2,592	3,052	3,101	2,868	2,883	32,567
9	All <b>Credit</b> Calls Answered by Agents within 20 seconds	14,902	13,007	15,965	25,180	21,940	17,201	18,509	17,613	33,635	24,371	16,151	12,752	231,226
10	All <b>PAR</b> Calls Answered by Agents within 20 seconds	5,813	4,325	4,295	5,978	7,419	5,745	5,389	4,842	4,835	4,574	3,149	3,124	59,488
11	All Calls Answered by Agents within 20 seconds	100,118	92,027	98,093	129,360	134,428	145,071	115,380	119,170	159,505	135,030	109,726	101,111	1,439,019
12	All Calls Answered by Agents within 20 seconds Excluding Credit and PAR	79,403	74,695	77,833	98,202	105,069	122,125	91,482	96,715	121,035	106,085	90,426	85,235	1,148,305
13	Non-Billing and Outage Calls Completed in IVR	11,487	10,613	12,176	16,533	12,827	75,284	14,351	17,918	14,672	17,681	15,303	14,163	233,008
14	Billing Calls Handled by IVR	123,467	117,163	133,281	134,248	130,499	123,402	138,466	140,123	137,801	142,261	126,710	124,551	1,571,972
15	Outage Calls Handled by IVR	14,469	13,567	14,107	20,621	32,446	234,717	47,982	63,522	31,824	21,869	16,902	20,370	532,396
16	Outage Calls Offered to Agents	25,067	21,005	21,906	35,779	36,284	86,155	38,240	41,122	37,236	30,828	23,772	38,449	435,843
17	Total Outage Calls	39,536	34,572	36,013	56,400	68,730	320,872	86,222	104,644	69,060	52,697	40,674	58,819	968,239
18	All Calls Offered to Agents + Outage Calls Handled by IVR	141,603	132,314	137,911	184,918	207,885	448,786	236,447	254,456	206,692	187,740	149,077	149,266	2,437,095
19	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	114,587	105,594	112,200	149,981	166,874	379,788	163,362	182,692	191,329	156,899	126,628	121,481	1,971,415
20	Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR	114,294	107,492	108,221	135,671	165,056	413,732	197,807	211,546	162,012	149,395	123,061	129,903	2,018,190
21	Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	93,872	88,262	91,940	118,823	137,515	356,842	139,464	160,237	152,859	127,954	107,328	105,605	1,680,701
22	All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	265,070	249,477	271,192	319,166	338,384	572,188	374,913	394,579	344,493	330,001	275,787	273,817	4,009,067
23	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	238,054	222,757	245,481	284,229	297,373	503,190	301,828	322,815	329,130	299,160	253,338	246,032	3,543,387

		January	February	March	April	May	June	July	August	September	October	November	December	2013
24	Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	237,761	224,655	241,502	269,919	295,555	537,134	336,273	351,669	299,813	291,656	249,771	254,454	3,590,162
25	Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	217,339	205,425	225,221	253,071	268,014	480,244	277,930	300,360	290,660	270,215	234,038	230,156	3,252,673
26	Service Level All Calls (including calls handled by IVR)	90.2%	89.7%	90.9%	89.6%	88.3%	89.3%	81.2%	82.6%	95.7%	91.1%	92.3%	90.4%	89.0%
27	Service Level All Calls (not including billing calls handled by IVR)	80.9%	79.8%	81.4%	81.1%	80.3%	84.6%	69.1%	71.8%	92.6%	83.6%	84.9%	81.4%	80.9%
28	Service Level Res and BSC Calls (including outage and billing calls handled by IVR)	91.4%	91.4%	93.3%	93.8%	90.7%	89.4%	82.7%	85.4%	96.9%	92.6%	93.7%	90.5%	90.6%
29	Service Level Res and BSC Calls (not including billing calls handled by IVR)	82.1%	82.1%	85.0%	87.6%	83.3%	86.2%	70.5%	75.7%	94.4%	85.6%	87.2%	81.3%	83.3%
30	Service Level (agent only)	78.7%	77.5%	79.2%	78.7%	76.6%	67.8%	61.2%	62.4%	91.2%	81.4%	83.0%	78.4%	75.6%
31	ASA (Agent only Residential, BSC, Credit and PAR)	17	20	18	30	19	52	41	42	7	13	14	18	26
	ASA Residential	15	17	14	13	16	56	39	37	6	10	12	19	23
	ASA BSC	41	36	30	18	24	35	48	44	20	34	22	21	31
	ASA Credit	25	34	33	76	32	36	53	68	8	19	24	13	37
	ASA PAR	7	10	10	34	19	17	14	17	24	22	12	12	17

**Notes:**

29	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR)
26	The service level formula is: (All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR)
	Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park), at the Business call center at Sky Park, at the Credit call centers at Amarillo and Centre
	Data on calls to agents is gathered from the phone switch (Avaya) based on skills.
	Data on IVR calls is gathered from the IVR reporting tool (Voice Portal).

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

	Residential	Commercial	Industrial	Other	Total	Total Of All Readings	Percent Read by Utility (Company)
<b>JANUARY</b>	1,683,321	167,666	9,674	4,788	1,865,449	1,879,001	99.28%
<b>FEBRUARY</b>	1,489,233	151,645	9,067	4,426	1,654,371	1,665,981	99.30%
<b>MARCH</b>	1,487,585	154,167	9,313	4,439	1,655,504	1,667,755	99.27%
<b>APRIL</b>	1,632,407	166,110	9,892	4,871	1,813,280	1,825,503	99.33%
<b>MAY</b>	1,563,972	155,587	9,226	4,522	1,733,307	1,749,121	99.10%
<b>JUNE</b>	1,567,191	160,480	9,563	4,665	1,741,899	1,760,869	98.92%
<b>JULY</b>	1,638,131	165,313	9,680	4,752	1,817,876	1,839,320	98.83%
<b>AUGUST</b>	1,583,946	156,824	9,355	4,621	1,754,746	1,775,288	98.84%
<b>SEPTEMBER</b>	1,569,269	160,800	9,511	4,662	1,744,242	1,760,551	99.07%
<b>OCTOBER</b>	1,708,418	170,140	9,705	4,905	1,893,168	1,908,393	99.20%
<b>NOVEMBER</b>	1,372,059	143,947	8,849	4,255	1,529,110	1,543,028	99.10%
<b>DECEMBER</b>	1,494,394	152,133	8,850	4,361	1,659,738	1,673,375	99.19%

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

	Residential	Commercial	Industrial	Other	Total	Total Of All Readings	Percent Read by Customer
<b>JANUARY</b>	23	3			26	1,879,001	0.00001%
<b>FEBRUARY</b>	20	4			24	1,665,981	0.00001%
<b>MARCH</b>	23	3			26	1,667,755	0.00001%
<b>APRIL</b>	15	1			16	1,825,503	0.00001%
<b>MAY</b>	18	4	2		24	1,749,121	0.00001%
<b>JUNE</b>	39	1			40	1,760,869	0.00002%
<b>JULY</b>	41	1	1		43	1,839,320	0.00002%
<b>AUGUST</b>	30	1	1		32	1,775,288	0.00001%
<b>SEPTEMBER</b>	25	1			26	1,760,551	0.00001%
<b>OCTOBER</b>	11	1	1		13	1,908,393	0.00001%
<b>NOVEMBER</b>	13	2			15	1,543,028	0.00001%
<b>DECEMBER</b>	14	1			15	1,673,375	0.00001%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

**Account Class: Residential**

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	240	206	179	180	84	31	44	41	57	43	65	108	1278	49.15%
NO ANSWER	32	31	36	22	42	48	26	24	21	25	23	18	348	13.38%
DOOR LOCKED	28	20	24	23	27	20	19	13	12	11	15	8	220	8.46%
OC Meter Maint	34	54	35	21	10	0	1	1	0	1	1	1	159	6.12%
METER OFF	4	6	6	7	18	20	16	17	7	10	9	11	131	5.04%
VACANT	8	6	5	12	5	9	4	7	10	4	3	6	79	3.04%
NEED KEY OR CODE	20	4	3	1	6	11	2	1	1	1	2	15	67	2.58%
SERVICE CUT AT POLE	8	8	8	3	6	4	3	3	3	9	4	7	66	2.54%
KEY NOT AVAILABLE	7	0	1	2	4	11	4	8	3	3	5	2	50	1.92%
BAD KEY OR CODE	2	4	8	2	3	2	3	4	2	4	5	6	45	1.73%
DEAD REGISTER	5	5	3	1	6	2	1	2	2	1	1	1	30	1.15%
GATE PROBLEM	7	3	2	1	1	1	1	3	1	1	1	2	24	0.92%
CUSTOMER READING	1	2	1	1	2	1	1	1	1	1	4	1	17	0.65%
CUST REQUESTS SKIP	0	0	0	0	0	4	2	2	1	3	0	1	13	0.50%
DOG	1	2	0	2	1	1	0	0	2	2	1	0	12	0.46%
METER REMOVED	3	0	1	1	2	1	0	0	0	0	2	1	11	0.42%
SEASONAL	1	2	3	3	0	0	0	0	0	0	1	0	10	0.38%
METER BLOCKED	1	1	1	1	0	0	0	0	0	2	1	2	9	0.35%
UNSAFE CONDITION	3	0	1	0	1	2	1	0	0	1	0	0	9	0.35%
BAD ROAD	1	0	3	0	1	0	0	0	0	0	0	0	5	0.19%
HANDHELD ESTIMATE	0	0	0	0	0	1	0	0	1	1	1	1	5	0.19%
REFUSED ADMITTANCE	0	1	0	0	0	0	1	0	0	1	0	0	3	0.12%
METER WILL NOT PROBE	0	0	0	1	1	0	0	0	0	0	0	0	2	0.08%
SNOW/MUD	0	1	1	0	0	0	0	0	0	0	0	0	2	0.08%
EMED Data Corrupt	0	0	0	0	0	0	0	0	0	0	0	1	1	0.04%
EMED Meter Maint	0	0	0	0	1	0	0	0	0	0	0	0	1	0.04%
LEFT CARD	0	0	0	0	0	0	0	0	0	1	0	0	1	0.04%
OC CellNet New: no premise ID	0	0	0	0	0	0	0	0	0	0	0	1	1	0.04%
SPS DEAD REGISTER	0	0	0	0	0	0	0	0	0	0	1	0	1	0.04%
TOTAL	406	356	321	284	221	169	129	127	124	125	145	193	2600	100%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

**Account Class: Commercial**

<b>Message</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>	<b>Percent</b>
NO READING RETURNED	45	44	45	51	22	13	27	6	12	18	18	30	331	40.27%
METER OFF	4	7	5	8	11	12	9	8	7	5	8	11	95	11.56%
VACANT	7	3	4	6	5	6	1	7	5	8	5	7	64	7.79%
NO ANSWER	8	3	3	0	9	13	4	5	0	3	3	2	53	6.45%
SEASONAL	1	4	2	3	1	4	4	4	3	3	3	5	37	4.50%
DOOR LOCKED	6	4	2	8	4	5	3	1	0	2	0	1	36	4.38%
SERVICE CUT AT POLE	1	3	1	3	6	3	1	3	5	4	2	2	34	4.14%
DEAD REGISTER	4	3	4	1	4	1	4	1	0	1	2	6	31	3.77%
BAD KEY OR CODE	0	2	2	1	3	4	0	1	1	1	0	2	17	2.07%
GATE PROBLEM	1	1	2	1	2	2	2	1	0	0	2	1	15	1.82%
OC Meter Maint	2	5	4	2	1	0	1	0	0	0	0	0	15	1.82%
METER REMOVED	3	0	0	2	3	2	0	0	0	1	2	1	14	1.70%
CANNOT LOCATE	2	0	0	0	4	1	0	1	0	1	0	3	12	1.46%
NEED KEY OR CODE	1	2	1	2	1	1	1	0	1	0	0	0	10	1.22%
UNSAFE CONDITION	1	1	1	2	1	2	0	1	0	0	0	0	9	1.09%
HANDHELD ESTIMATE	1	1	1	1	1	0	0	0	1	1	1	0	8	0.97%
KEY NOT AVAILABLE	2	0	0	0	0	2	1	0	0	2	0	1	8	0.97%
CUST REQUESTS SKIP	1	2	0	0	2	0	0	0	1	1	0	0	7	0.85%
CUSTOMER READING	1	0	0	0	1	1	0	1	0	0	1	0	5	0.61%
METER WILL NOT PROBE	0	0	0	0	0	0	2	2	0	0	0	0	4	0.49%
BAD ROAD	1	1	1	0	0	0	0	0	0	0	0	0	3	0.36%
METER BLOCKED	0	0	1	1	0	1	0	0	0	0	0	0	3	0.36%
ABS Data Corrupt - MCC	0	0	0	0	1	1	0	0	0	0	0	0	2	0.24%
ABS MCC Calc Reading	0	0	0	0	2	0	0	0	0	0	0	0	2	0.24%
REFUSED ADMITTANCE	0	0	0	0	0	0	0	1	1	0	0	0	2	0.24%
WRONG ROUTE	0	1	0	0	0	0	0	0	0	0	1	0	2	0.24%
ABS Stale Reads - MCC	0	0	0	0	0	0	0	0	0	0	0	1	1	0.12%
Bad Ert	0	0	0	0	0	0	1	0	0	0	0	0	1	0.12%
SNOW/MUD	0	0	1	0	0	0	0	0	0	0	0	0	1	0.12%
TOTAL	92	87	80	92	84	74	61	43	37	51	48	73	822	100%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

**Account Class: Industrial**

**Message**

NO READING RETURNED	9	10	12	10	11	11	14	10	12	3	4	7	113	63.84%
SEASONAL	3	3	0	4	3	3	0	3	0	4	1	3	27	15.25%
METER OFF	0	1	1	1	3	3	1	1	0	1	1	1	14	7.91%
METER WILL NOT PROBE	3	2	2	2	2	0	1	0	0	0	0	0	12	6.78%
METER REMOVED	0	0	0	0	1	0	1	1	0	1	0	0	4	2.26%
VACANT	1	1	1	1	0	0	0	0	0	0	0	0	4	2.26%
DEAD REGISTER	0	0	0	1	0	1	0	0	0	0	0	0	2	1.13%
NO ANSWER	0	0	0	0	0	1	0	0	0	0	0	0	1	0.56%
TOTAL	16	17	16	19	20	19	17	15	12	9	6	11	177	100%

C-1. The number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and an explanation as to why they have not been read.

**Account Class: Other**

**Message**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	5	5	4	6	5	6	6	5	6	5	5	6	64	81.01%
CUST REQUESTS SKIP	0	1	0	1	1	1	0	1	1	1	0	0	7	8.86%
CUSTOMER READING	1	0	1	0	0	0	1	0	0	0	1	1	5	6.33%
METER REMOVED	0	0	0	0	0	1	0	0	0	0	1	0	2	2.53%
WRONG ROUTE	0	0	0	0	0	0	0	1	0	0	0	0	1	1.27%
TOTAL	6	6	5	7	6	8	7	7	7	6	7	7	79	100%



C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

**Account Class: Residential**

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	30	23	21	26	18	6	12	11	22	10	12	15	206	34.22%
DOOR LOCKED	14	11	11	11	14	11	15	13	5	1	3	0	109	18.11%
NO ANSWER	6	5	7	7	17	21	9	11	6	8	5	2	104	17.28%
VACANT	4	3	3	5	4	6	4	5	6	4	1	1	46	7.64%
OC Meter Maint	4	5	7	10	3	0	1	0	0	1	0	0	31	5.15%
METER OFF	1	3	2	1	3	3	2	2	3	5	3	2	30	4.98%
SERVICE CUT AT POLE	1	1	1	0	0	0	1	1	0	6	1	2	14	2.33%
CUSTOMER READING	0	2	1	1	2	1	1	1	1	1	1	1	13	2.16%
KEY NOT AVAILABLE	1	0	0	1	0	6	1	1	0	0	1	0	11	1.83%
CUST REQUESTS SKIP	0	0	0	0	0	2	2	1	1	2	0	1	9	1.50%
NEED KEY OR CODE	0	0	0	0	1	2	1	0	1	1	0	0	6	1%
DEAD REGISTER	2	1	0	0	0	0	0	0	0	0	1	0	4	0.66%
SEASONAL	0	1	2	1	0	0	0	0	0	0	0	0	4	0.66%
BAD ROAD	0	0	2	0	1	0	0	0	0	0	0	0	3	0.50%
GATE PROBLEM	0	0	0	1	1	0	1	0	0	0	0	0	3	0.50%
METER BLOCKED	1	1	1	0	0	0	0	0	0	0	0	0	3	0.50%
BAD KEY OR CODE	0	0	0	0	1	0	0	0	0	0	1	0	2	0.33%
UNSAFE CONDITION	0	0	0	0	0	1	1	0	0	0	0	0	2	0.33%
OC CellNet New: no premise ID	0	0	0	0	0	0	0	0	0	0	0	1	1	0.17%
REFUSED ADMITTANCE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.17%
TOTAL	64	56	58	64	65	59	51	46	45	40	29	25	602	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

<b>Account Class: Commercial</b>														
<b>Message</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>	<b>Percent</b>
NO READING RETURNED	16	15	12	20	12	9	17	4	7	8	4	5	129	38.51%
VACANT	3	3	3	5	4	4	0	6	5	6	5	5	49	14.63%
METER OFF	2	4	3	3	2	4	5	4	5	1	4	3	40	11.94%
SEASONAL	1	3	2	1	1	2	2	2	1	1	1	3	20	5.97%
DOOR LOCKED	3	2	1	2	3	2	2	1	0	0	0	1	17	5.07%
SERVICE CUT AT POLE	1	0	0	1	1	2	1	2	2	3	2	2	17	5.07%
NO ANSWER	1	0	0	0	0	5	2	2	0	1	0	1	12	3.58%
DEAD REGISTER	2	1	2	0	0	0	0	0	0	1	1	1	8	2.39%
UNSAFE CONDITION	1	1	1	2	1	1	0	1	0	0	0	0	8	2.39%
GATE PROBLEM	0	0	1	1	2	0	2	0	0	0	1	0	7	2.09%
CUST REQUESTS SKIP	0	2	0	0	1	0	0	0	1	0	0	0	4	1.19%
KEY NOT AVAILABLE	0	0	0	0	0	1	1	0	0	2	0	0	4	1.19%
OC Meter Maint	0	2	2	0	0	0	0	0	0	0	0	0	4	1.19%
BAD KEY OR CODE	0	0	0	0	0	1	0	1	1	0	0	0	3	0.90%
CANNOT LOCATE	1	0	0	0	2	0	0	0	0	0	0	0	3	0.90%
CUSTOMER READING	0	0	0	0	1	0	0	1	0	0	1	0	3	0.90%
HANDHELD ESTIMATE	0	1	1	1	0	0	0	0	0	0	0	0	3	0.90%
NEED KEY OR CODE	0	0	1	1	0	0	0	0	0	0	0	0	2	0.60%
BAD ROAD	0	0	1	0	0	0	0	0	0	0	0	0	1	0.30%
METER BLOCKED	0	0	0	0	0	1	0	0	0	0	0	0	1	0.30%
TOTAL	31	34	30	37	30	32	32	24	22	23	19	21	335	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

<b>Account Class: Industrial</b>														
<b>Message</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>	<b>Percent</b>
NO READING RETURNED	9	9	12	9	9	9	12	9	10	3	4	5	100	76.34%
SEASONAL	3	3	0	3	3	3	0	3	0	4	1	3	26	19.85%
METER OFF	0	0	0	0	0	0	0	0	0	1	1	1	3	2.29%
VACANT	0	0	1	1	0	0	0	0	0	0	0	0	2	1.53%
TOTAL	12	12	13	13	12	12	12	12	10	8	6	9	131	100%

C-2. The number and percentage of customer meters that have not been read by utility personnel for periods of longer than 12 months and an explanation as to why they have not been read.

**Account Class: Other**

<b>Message</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>	<b>Percent</b>
NO READING RETURNED	5	5	4	5	4	4	4	4	4	4	4	5	52	81.25%
CUST REQUESTS SKIP	0	1	0	1	1	1	0	1	1	1	0	0	7	10.94%
CUSTOMER READING	1	0	1	0	0	0	1	0	0	0	1	1	5	7.81%
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>64</b>	<b>100%</b>

D. Total number of meters installed by month.

	<b>Residential</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Other</b>	<b>Total</b>
<b>JANUARY</b>	1,528,884	157,175	9,799	4,984	1,700,842
<b>FEBRUARY</b>	1,529,286	157,205	9,793	4,982	1,701,266
<b>MARCH</b>	1,529,656	157,232	9,788	4,977	1,701,653
<b>APRIL</b>	1,530,389	157,213	9,780	4,977	1,702,359
<b>MAY</b>	1,531,249	157,265	9,769	4,972	1,703,255
<b>JUNE</b>	1,532,153	157,305	9,758	4,972	1,704,188
<b>JULY</b>	1,533,505	157,359	9,744	4,972	1,705,580
<b>AUGUST</b>	1,534,955	157,459	9,739	4,971	1,707,124
<b>SEPTEMBER</b>	1,535,988	157,612	9,731	4,966	1,708,297
<b>OCTOBER</b>	1,537,717	157,837	9,719	4,969	1,710,242
<b>NOVEMBER</b>	1,539,086	158,063	9,690	4,971	1,711,810
<b>DECEMBER</b>	1,540,064	158,264	9,680	4,972	1,712,980

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### RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS

**Xcel Energy**  
**Natural Gas Service Quality Report 2013**  
**Involuntary Service Disconnection (Minnesota Cold Weather Rule)**  
**Utility Monthly Reports (216B.091) Docket #13-2**  
**(electric and natural gas)**

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	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
PAYMENT SCHEDULE (PS)												
16	Number of "Right to Appeal" notices mailed to customers:											
	0	0	0	0	0	0	0	0	0	0	0	0
a)	Number of PS requests received											
	14,349	12,870	15,802	35,067	0	0	0	0	0	18,561	18,014	11,814
17	Intentionally Blank											
18	Number of PS negotiations mutually agreed upon:											
	14,349	12,870	15,802	35,067	0	0	0	0	0	18,561	18,014	11,814
19	Intentionally Blank											
DISCONNECTIONS												
20	Number of disconnection notices mailed to customers											
	98,128	96,137	106,092	105,733	99,860	91,796	96,863	114,264	104,816	121,924	90,722	90,714
21	Number of customer accounts disconnected who did not seek protection											
	April 1-15 and October 1-15											
a)	# Electric - heat affected											
	0	0	0	0	3,786	2,517	0	0	0	150	0	0
b)	# Electric - heat not affected											
	1,020	1,067	1,075	982	0	0	2,757	2,250	2,470	0	697	672
c)	# Gas - heat affected											
	0	0	0	0	625	514	0	0	0	0	0	2
d)	# Gas - heat not affected											
	0	3	4	0	0	0	542	351	340	4	0	0
e)	Total # disconnected											
	1,020	1,070	1,079	982	4,411	3,031	3,299	2,601	2,810	154	697	674
	April 16-30 and October 16-31											
a)	# Electric - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected											
	0	0	0	656	0	0	0	0	0	890	0	0
c)	# Gas - heat affected											
	0	0	0	115	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected											
	0	0	0	0	0	0	0	0	0	4	0	0
e)	Total # disconnected											
	0	0	0	771	0	0	0	0	0	894	0	0
22	Number of customer accounts disconnected seeking protection:											
a)	# Electric - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected											
	0	0	0	0	0	0	0	0	0	0	0	0
c)	# Gas - heat affected											
	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected											
	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected (See Note)											
	0	0	0	0	0	0	0	0	0	0	0	0
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):											
	1,020	1,070	1,079	1,753	4,411	3,031	3,299	2,601	2,810	1,048	697	674

**Xcel Energy**  
**Natural Gas Service Quality Report 2013**  
**Involuntary Service Disconnection (Minnesota Cold Weather Rule)**  
**Utility Monthly Reports (216B.091) Docket #13-2**  
**(electric and natural gas)**

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	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	
DOLLAR VALUE													
24	Total dollars past due on all residential accounts:	\$44,985,471	\$51,939,586	\$55,943,509	\$48,421,514	\$43,530,771	\$39,202,456	\$36,708,975	\$41,436,914	\$38,172,401	\$42,470,759	\$39,660,694	\$36,301,106
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):	\$242	\$273	\$290	\$266	\$230	\$206	\$199	\$208	\$204	\$212	\$214	\$216
26	Total dollars received from energy assistance programs:	\$3,068,822	\$3,238,254	\$3,081,836	\$4,703,752	\$3,303,150	\$1,481,453	\$235,189	\$11,795	\$9,076	\$9,139	\$2,825,277	\$2,975,117
27	Total dollars received from other sources (private organizations):	\$383,648	\$257,207	\$254,781	\$675,913	\$1,117,843	\$1,064,305	\$931,252	\$1,067,673	\$882,007	\$727,689	\$324,317	\$195,180
28	Total Revenue from sales to residential accounts:	\$155,928,680	\$129,547,667	\$127,084,370	\$121,187,364	\$100,877,619	\$89,288,821	\$134,477,214	\$117,770,637	\$120,890,482	\$99,414,304	\$93,793,573	\$138,585,179
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)	\$132	\$110	\$108	\$103	\$85	\$75	\$114	\$99	\$103	\$85	\$80	\$118
30	Intentionally Blank												
31	Total residential account write-offs due to uncollectible:	\$1,374,022	\$1,259,840	\$1,480,037	\$991,614	\$1,436,783	\$989,440	\$819,934	\$702,018	\$492,329	\$723,654	\$677,656	\$847,187
DISCONNECTION DURATION													
32	Number of customer accounts disconnected 24 hours or more:												
a)	# Electric - heat affected	0	0	0	0	0	0	0	0	0	0	0	0
b)	# Electric - heat not affected	430	436	449	838	0	0	0	0	0	552	345	301
c)	# Gas - heat affected	0	0	0	0	0	0	0	0	0	0	0	0
d)	# Gas - heat not affected	0	0	0	0	0	0	0	0	0	0	0	0
e)	Total # disconnected	430	436	449	838	0	0	0	0	0	552	345	301
33	Intentionally Blank												
34	Number occupied heat-affected accounts disconnected 24 hours or more (to include customers who did and did not seek protection).	0	0	0	0	0	0	0	0	0	0	0	0
35	Intentionally Blank												
36	Intentionally Blank												
RECONNECTION DATA													
37	# Accounts reconnected	660	910	1,068	2,613	2,639	2,744	1,751	2,468	2,162	1,153	1,437	673
38	# Accounts remaining disconnected	165	176	263	340	1,249	1,798	2,146	1,736	1,885	804	376	256
a)	1-30 days	103	119	187	251	1,095	1,025	1,038	569	987	256	113	84
b)	31-60 days	37	35	47	58	117	690	609	458	333	296	107	45
c)	61+ days	25	22	29	31	37	83	499	709	565	252	156	127

<b>Residential</b>													
	Jan-13	Feb-13	Mar-13	Apr-13	May-03	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total 2013
# Service Installations	92	67	84	94	121	185	207	175	206	221	119	11	1582
Avg days to complete from customer and site ready	0.0	0.0	0.1	0.0	0.6	0.0	0.1	0.2	0.4	0.3	0.1	7.5	0.8
<b>Commercial</b>													
	Jan-13	Feb-13	Mar-13	Apr-13	May-03	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total 2013
# Service Installations	2	7	0	2	6	6	16	19	24	23	23	2	130
Avg days to complete from customer and site ready	0.0	0.0	0.0	0.0	0.0	0.4	0.4	3.6	2.4	0.9	0.0	0.7	0.7

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

**7826.2000 REPORTING CUSTOMER COMPLAINTS**  
For the period of January 01, 2013 to December 31, 2013

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

A. The Number of Complaints Received														
CustomerType	Source	Month												2013
		Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	
Commercial	Commission	1	0	0	1	1	3	0	0	2	1	1	0	10
	Direct Customer Contact	0	1	0	0	0	1	0	0	0	0	0	0	2
	Informational	0	0	0	1	0	0	0	0	0	0	0	0	1
	Internal	1	4	3	1	1	3	1	0	3	0	1	0	18
	OAG	0	0	1	1	0	0	0	0	0	1	1	1	5
	Officer	0	0	1	0	0	0	2	0	1	0	1	0	5
Commercial Total		2	5	5	4	2	7	3	0	6	2	4	1	41
Industrial	Internal	1	0	0	0	0	2	0	0	0	1	0	0	4
	Referral	0	0	0	0	0	0	0	1	0	0	0	0	1
Industrial Total		1	0	0	0	0	2	0	1	0	1	0	0	5
Residential	BBB	1	2	0	2	3	2	5	6	2	3	3	1	30
	Commission	2	4	3	11	8	4	13	8	9	4	4	7	77
	Commission/BBB	0	0	1	0	1	0	0	0	0	0	0	0	2
	Commission/OAG	0	0	0	1	1	0	0	0	0	0	0	0	2
	Direct Customer Contact	0	1	0	3	0	0	1	0	1	0	0	0	6
	Informational	2	0	3	2	0	0	0	0	1	0	1	0	9
	Internal	10	15	13	33	19	22	24	24	28	20	13	11	232
	OAG	8	9	6	24	23	23	28	36	41	22	5	6	231
	Officer	0	1	3	2	2	5	5	1	3	7	3	0	32
	Referral	2	2	3	7	9	9	11	13	6	2	0	8	72
	Repeat Customer	0	0	0	0	0	0	0	0	0	1	0	1	2
	OAG/Officer	0	0	0	0	0	0	0	0	0	0	1	0	1
	Commission/Internal	0	0	0	0	0	1	1	0	0	0	0	0	2
Residential Total		25	34	32	85	66	66	88	88	91	59	30	34	698
	Commission	0	0	0	1	0	0	0	0	0	0	0	0	1
Government Total		0	0	0	1	0	0	0	0	0	0	0	0	1
Grand Total		28	39	37	90	68	75	91	89	97	62	34	35	745



<b>Name of Utility:</b>	Northern States Power Company
<b>Address:</b>	3115 Centre Pointe Drive, Roseville, MN 55113
<b>Prepared by:</b>	Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

		Month												
CustomerType	MPUC	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	2013
Commercial	Billing Error	0	0	0	2	0	0	0	0	2	1	0	1	6
	High Bill	0	1	0	0	0	2	0	0	0	0	1	0	4
	Inadequate Service	0	4	4	2	2	4	2	0	3	1	1	0	23
	Serv Rest Interval	1	0	0	0	0	1	1	0	0	0	1	0	4
	Service Ext Interval	0	0	1	0	0	0	0	0	1	0	0	0	2
	Wrongful Disconnect	1	0	0	0	0	0	0	0	0	0	1	0	2
	Commercial Total	2	5	5	4	2	7	3	0	6	2	4	1	41
Industrial	High Bill	0	0	0	0	0	0	0	0	0	1	0	0	1
	Inadequate Service	0	0	0	0	0	2	0	1	0	0	0	0	3
	Inaccurate Metering	1	0	0	0	0	0	0	0	0	0	0	0	1
Industrial Total		1	0	0	0	0	2	0	1	0	1	0	0	5
Residential	Billing Error	5	7	10	8	7	9	9	12	11	7	5	7	97
	High Bill	0	4	3	3	1	4	7	2	1	1	1	0	27
	Inadequate Service	18	13	15	55	34	31	41	58	54	35	16	19	389
	Inaccurate Metering	0	0	0	1	1	0	2	2	1	1	1	1	10
	Serv Rest Interval	0	1	0	0	1	5	4	4	2	4	1	0	22
	Service Ext Interval	0	0	1	2	1	1	2	0	0	0	0	1	8
	Wrongful Disconnect	1	5	2	12	20	14	23	7	16	9	2	3	114
	Inaccurate	1	4	1	4	1	2	0	3	6	2	4	3	31
	Residential Total	25	34	32	85	66	66	88	88	91	59	30	34	698
	Government	Inadequate Service	0	0	0	1	0	0	0	0	0	0	0	0
Government Total		0	0	0	1	0	0	0	0	0	0	0	0	1
Totals	Billing Error	5	7	10	10	7	9	9	12	13	8	5	8	103
	High Bill	0	5	3	3	1	6	7	2	1	2	2	0	32
	Inadequate Service	18	17	19	58	36	37	43	59	57	36	17	19	416
	Inaccurate Metering	1	0	0	1	1	0	2	2	1	1	1	1	11
	Serv Rest Interval	1	1	0	0	1	6	5	4	2	4	2	0	26
	Service Ext Interval	0	0	2	2	1	1	2	0	1	0	0	1	10
	Wrongful Disconnect	2	5	2	12	20	14	23	7	16	9	3	3	116
	Inaccurate	1	4	1	4	1	2	0	3	6	2	4	3	31
	Grand Total	28	39	37	90	68	75	91	89	97	62	34	35	745

CustomerType	Complaint Type	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	2013	
Commercial	Billing Error	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	33.3%	50.0%	0.0%	100.0%	14.6%	
	High Bill	0.0%	20.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	9.8%	
	Inadequate Service	0.0%	80.0%	80.0%	50.0%	100.0%	57.1%	66.7%	0.0%	50.0%	50.0%	25.0%	0.0%	56.1%	
	Serv Rest Interval	50.0%	0.0%	0.0%	0.0%	0.0%	14.3%	33.3%	0.0%	0.0%	0.0%	25.0%	0.0%	9.8%	
	Service Ext Interval	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	4.9%	
	Wrongful Disconnect	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	4.9%
Industrial	High Bill	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	20.0%	
		0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	60.0%	
		100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	
Residential	Billing Error	20.0%	20.6%	31.3%	9.4%	10.6%	13.6%	10.2%	13.6%	12.1%	11.9%	16.7%	20.6%	13.9%	
	High Bill	0.0%	11.8%	9.4%	3.5%	1.5%	6.1%	8.0%	2.3%	1.1%	1.7%	3.3%	0.0%	3.9%	
	Inadequate Service	72.0%	38.2%	46.9%	64.7%	51.5%	47.0%	46.6%	65.9%	59.3%	59.3%	53.3%	55.9%	55.7%	
	Inaccurate Metering	0.0%	0.0%	0.0%	1.2%	1.5%	0.0%	2.3%	2.3%	1.1%	1.7%	3.3%	2.9%	1.4%	
	Serv Rest Interval	0.0%	2.9%	0.0%	0.0%	1.5%	7.6%	4.5%	4.5%	2.2%	6.8%	3.3%	0.0%	3.2%	
	Service Ext Interval	0.0%	0.0%	3.1%	2.4%	1.5%	1.5%	2.3%	0.0%	0.0%	0.0%	0.0%	2.9%	1.1%	
	Wrongful Disconnect	4.0%	14.7%	6.3%	14.1%	30.3%	21.2%	26.1%	8.0%	17.6%	15.3%	6.7%	8.8%	16.3%	
	Inaccurate	4.0%	11.8%	3.1%	4.7%	1.5%	3.0%	0.0%	3.4%	6.6%	3.4%	13.3%	8.8%	4.4%	
Total	Billing Error	17.9%	17.9%	27.0%	11.1%	10.3%	12.0%	9.9%	13.5%	13.4%	12.9%	14.7%	22.9%	13.8%	
	High Bill	0.0%	12.8%	8.1%	3.3%	1.5%	8.0%	7.7%	2.2%	1.0%	3.2%	5.9%	0.0%	4.3%	
	Inadequate Service	64.3%	43.6%	51.4%	64.4%	52.9%	49.3%	47.3%	66.3%	58.8%	58.1%	50.0%	54.3%	55.8%	
	Inaccurate Metering	3.6%	0.0%	0.0%	1.1%	1.5%	0.0%	2.2%	2.2%	1.0%	1.6%	2.9%	2.9%	1.5%	
	Serv Rest Interval	3.6%	2.6%	0.0%	0.0%	1.5%	8.0%	5.5%	4.5%	2.1%	6.5%	5.9%	0.0%	3.5%	
	Service Ext Interval	0.0%	0.0%	5.4%	2.2%	1.5%	1.3%	2.2%	0.0%	1.0%	0.0%	0.0%	2.9%	1.3%	
	Wrongful Disconnect	7.1%	12.8%	5.4%	13.3%	29.4%	18.7%	25.3%	7.9%	16.5%	14.5%	8.8%	8.6%	15.6%	
	Inaccurate	3.6%	10.3%	2.7%	4.4%	1.5%	2.7%	0.0%	3.4%	6.2%	3.2%	11.8%	8.6%	4.2%	

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For the period of January 01, 2013 to December 31, 2013

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

**C. The Number and Percentage of Complaints Resolved upon:**

		Month												2013
CustomerType	DTR Status	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	
Commercial	Immediate	0	1	1	0	0	2	0	0	0	0	0	0	4
	10 Days or Less	1	4	4	4	1	5	2	0	5	2	4	1	33
	Greater Than 10 Days	1	0	0	0	1	0	1	0	1	0	0	0	4
<b>Commercial Total</b>		<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>41</b>
Industrial	Immediate	1	0	0	0	0	0	0	0	0	0	0	0	1
	10 Days or Less	0	0	0	0	0	2	0	1	0	1	0	0	4
	Greater Than 10 Days	1	0	0	0	0	2	0	1	0	1	0	0	5
<b>Industrial Total</b>		<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>
Residential	Immediate	8	9	5	18	13	13	16	23	15	7	4	6	137
	10 Days or Less	14	23	24	65	50	48	69	64	73	51	26	28	535
	Greater Than 10 Days	3	2	3	2	3	5	3	1	3	1	0	0	26
<b>Residential Total</b>		<b>25</b>	<b>34</b>	<b>32</b>	<b>85</b>	<b>66</b>	<b>66</b>	<b>88</b>	<b>88</b>	<b>91</b>	<b>59</b>	<b>30</b>	<b>34</b>	<b>698</b>
Government	Immediate	0	0	0	1	0	0	0	0	0	0	0	0	1
	10 Days or Less	0	0	0	1	0	0	0	0	0	0	0	0	1
	Greater Than 10 Days	0	0	0	1	0	0	0	0	0	0	0	0	1
<b>Government Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Grand Total</b>	Immediate	8	10	6	18	13	15	16	23	15	7	4	6	141
	10 Days or Less	16	27	28	70	51	53	71	64	78	53	30	29	570
	Greater Than 10 Days	4	2	3	2	4	7	4	2	4	2	0	0	34
<b>Grand Total</b>		<b>28</b>	<b>39</b>	<b>37</b>	<b>90</b>	<b>68</b>	<b>75</b>	<b>91</b>	<b>89</b>	<b>97</b>	<b>62</b>	<b>34</b>	<b>35</b>	<b>745</b>
Commercial	Immediate	0.0%	20.0%	20.0%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.8%
	10 Days or Less	50.0%	80.0%	80.0%	100.0%	50.0%	71.4%	66.7%	0.0%	83.3%	100.0%	100.0%	100.0%	80.5%
	Greater Than 10 Days	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%	33.3%	0.0%	16.7%	0.0%	0.0%	0.0%	9.8%
Industrial	Immediate	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
	10 Days or Less	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	80.0%
	Greater Than 10 Days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Residential	Immediate	32.0%	26.5%	15.6%	21.2%	19.7%	19.7%	18.2%	26.1%	16.5%	11.9%	13.3%	17.6%	19.6%
	10 Days or Less	56.0%	67.6%	75.0%	76.5%	75.8%	72.7%	78.4%	72.7%	80.2%	86.4%	86.7%	82.4%	76.6%
	Greater Than 10 Days	12.0%	5.9%	9.4%	2.4%	4.5%	7.6%	3.4%	1.1%	3.3%	1.7%	0.0%	0.0%	3.7%
Government	Immediate	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
	10 Days or Less	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
	Greater Than 10 Days	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
<b>Grand Total</b>	Immediate	28.6%	25.6%	16.2%	20.0%	19.1%	20.0%	17.6%	25.8%	15.5%	11.3%	11.8%	17.1%	18.9%
	10 Days or Less	57.1%	69.2%	75.7%	77.8%	75.0%	70.7%	78.0%	71.9%	80.4%	85.5%	88.2%	82.9%	76.5%
	Greater Than 10 Days	14.3%	5.1%	8.1%	2.2%	5.9%	9.3%	4.4%	2.2%	4.1%	3.2%	0.0%	0.0%	4.6%

**D. The Number and Percentage of Complaints Resolved by taking the following actions:**

		Month												2013
CustomerType	MN_Action	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	
Commercial	Action not in Control of Utility	0	0	0	0	0	1	0	0	1	0	0	0	2
	Refuse Action Cust Requested	0	0	1	0	1	2	1	0	1	1	2	0	9
	Take Action Cust and Utility Agree Upon	1	1	0	2	0	3	2	0	2	1	2	1	15
	Take Action Cust Request	1	4	4	2	1	1	0	0	2	0	0	0	15
<b>Commercial Total</b>		<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>41</b>
Industrial	Take Action Cust and Utility Agree Upon	1	0	0	0	0	0	0	0	0	0	0	0	1
	Take Action Cust Request	0	0	0	0	0	2	0	1	0	1	0	0	4
	Greater Than 10 Days	1	0	0	0	0	2	0	1	0	1	0	0	5
<b>Industrial Total</b>		<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>
Residential	Action not in Control of Utility	0	1	1	4	2	5	0	2	3	3	4	1	26
	Refuse Action Cust Requested	1	6	5	6	10	10	9	5	7	6	2	5	72
	Take Action Cust and Utility Agree Upon	16	18	12	39	35	28	47	43	43	29	9	15	334
	Take Action Cust Request	8	9	14	36	19	23	32	38	38	21	15	13	266
<b>Residential Total</b>		<b>25</b>	<b>34</b>	<b>32</b>	<b>85</b>	<b>66</b>	<b>66</b>	<b>88</b>	<b>88</b>	<b>91</b>	<b>59</b>	<b>30</b>	<b>34</b>	<b>698</b>
Government	Take Action Cust and Utility Agree Upon	0	0	0	1	0	0	0	0	0	0	0	0	1
	Take Action Cust Request	0	0	0	1	0	0	0	0	0	0	0	0	1
	Greater Than 10 Days	0	0	0	1	0	0	0	0	0	0	0	0	1
<b>Government Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Grand Total</b>	Action not in Control of Utility	0	1	1	4	2	6	0	2	4	3	4	1	28
	Refuse Action Cust Requested	1	6	6	6	11	12	10	5	8	7	4	5	81
	Take Action Cust and Utility Agree Upon	18	19	12	42	35	31	49	43	45	30	11	16	351
	Take Action Cust Request	9	13	18	38	20	26	32	39	40	22	15	13	285
<b>Grand Total</b>		<b>28</b>	<b>39</b>	<b>37</b>	<b>90</b>	<b>68</b>	<b>75</b>	<b>91</b>	<b>89</b>	<b>97</b>	<b>62</b>	<b>34</b>	<b>35</b>	<b>745</b>

		Month												2013
CustomerType	MN_Action	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	
Commercial	Action Not In Control Of Utility	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	4.9%
	Refuse Action Cust Requested	0.0%	0.0%	20.0%	0.0%	50.0%	28.6%	33.3%	0.0%	16.7%	50.0%	50.0%	0.0%	22.0%
	Take Action Cust and Utility Agree Upon	50.0%	20.0%	0.0%	50.0%	0.0%	42.9%	66.7%	0.0%	33.3%	50.0%	50.0%	100.0%	36.6%
	Take Action Cust Request	50.0%	80.0%	80.0%	50.0%	50.0%	14.3%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	36.6%
Industrial	Refuse Action Cust Requested	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
	Take Action Cust Request	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	80.0%
	Greater Than 10 Days	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Residential	Action Not In Control Of Utility	0.0%	2.9%	3.1%	4.7%	3.0%	7.6%	0.0%	2.3%	3.3%	5.1%	13.3%	2.9%	3.7%
	Refuse Action Cust Requested	4.0%	17.6%	15.6%	7.1%	15.2%	15.2%	10.2%	5.7%	7.7%	10.2%	6.7%	14.7%	10.3%
	Take Action Cust and Utility Agree Upon	64.0%	52.9%	37.5%	45.9%	53.0%	42.4%	53.4%	48.9%	47.3%	49.2%	30.0%	44.1%	47.9%
	Take Action Cust Request	32.0%	26.5%	43.8%	42.4%	28.8%	34.8%	36.4%	43.2%	41.8%	35.6%	50.0%	38.2%	38.1%
Government	Take Action Cust Request	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Take Action Cust Request	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Greater Than 10 Days	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Total</b>	Action Not In Control Of Utility	0.0%	2.6%	2.7%	4.4%	2.9%	8.0%	0.0%	2.2%	4.1%	4.8%	11.8%	2.9%	3.76%
	Refuse Action Cust Requested	3.6%	15.4%	16.2%	6.7%	16.2%	16.0%	11.0%	5.6%	8.2%	11.3%	11.8%	14.3%	10.87%
	Take Action Cust and Utility Agree Upon	64.3%	48.7%	32.4%	46.7%	51.5%	41.3%	53.8%	48.3%	46.4%	48.4%	32.4%	45.7%	47.11%

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

**7826.2000 REPORTING CUSTOMER COMPLAINTS**

For the period of January 01, 2013 to December 31, 2013

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Jeff Eden, Customer Advocate Analyst. Customer Care (303) 294-2214

**E. The Number of Complaints forwarded to the Utility by the Commission's Consumer Affairs Office for Further Investigation and Action**

		Month												2013
CustomerType	Source	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	
Commercial	Commission	1	0	0	1	1	3	0	0	2	1	1	0	10
<b>Commercial Total</b>		<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>10</b>
Residential	Commission	2	4	3	11	8	4	13	8	9	4	4	7	77
	Commission/BBB	0	0	1	0	1	0	0	0	0	0	0	0	2
	Commission/OAG	0	0	0	1	1	0	0	0	0	0	0	0	2
	Commission/Internal	0	0	0	0	0	1	1	0	0	0	0	0	2
<b>Residential Total</b>		<b>2</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>10</b>	<b>5</b>	<b>14</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>83</b>
Government	Commission	0	0	0	1	0	0	0	0	0	0	0	0	1
<b>Government Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Grand Total</b>		<b>3</b>	<b>4</b>	<b>4</b>	<b>14</b>	<b>11</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>94</b>

**Xcel Energy  
Customer Complaint Report  
January, 2013**

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	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	2671	18	21	4	2,714	74.66%	2,702	11	1
Inaccurate Metering	20	0	0	0	20	0.55%	17	3	0
Wrongful Disconnect	264	6	9	1	280	7.70%	278	2	0
High Bill	97	0	0	0	97	2.67%	96	1	0
Inadequate Service	282	7	9	0	298	8.20%	296	1	1
Service Extension	1	0	0	0	1	0.03%	1	0	0
Service Restoration	217	4	4	0	225	6.19%	225	0	0
Total Commercial	3,552	35	43	5	3,635		3,615	18	2
Total Commercial Percentage	97.72%	0.96%	1.18%	0.14%					
<b>Industrial</b>									
Billing errors	350	5	2	0	357	77.27%	356	1	0
Inaccurate Metering	4	0	0	0	4	0.87%	4	0	0
Wrongful Disconnect	14	0	0	0	14	3.03%	14	0	0
High Bill	2	0	0	0	2	0.43%	2	0	0
Inadequate Service	33	3	0	0	36	7.79%	35	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	48	0	1	0	49	10.61%	49	0	0
Total Industrial	451	8	3	0	462		460	2	0
Total Industrial Percentage	97.62%	1.73%	0.65%	0.00%					
<b>Residential</b>									
Billing errors	31253	406	369	19	32,047	58.29%	32000	33	1
Inaccurate Metering	46	1	2	0	49	0.09%	48	1	0
Wrongful Disconnect	9949	125	184	8	10,266	18.67%	10254	11	0
High Bill	1473	39	52	0	1,564	2.84%	1561	3	0
Inadequate Service	9293	202	285	2	9,782	17.79%	9773	9	0
Service Extension	13	1	0	0	14	0.03%	14	0	0
Service Restoration	1195	28	29	1	1,253	2.28%	1251	2	0
Total Residential	53,222	802	921	30	54,975		54,901	59	1
Total Residential Percentage	96.81%	1.46%	1.68%	0.05%					
<b>Total State of Minnesota</b>	<b>57,225</b>	<b>845</b>	<b>967</b>	<b>35</b>	<b>59,072</b>		<b>58,976</b>	<b>79</b>	<b>3</b>
<b>Total ST of MN Percentage</b>	<b>96.87%</b>	<b>1.43%</b>	<b>1.64%</b>	<b>0.06%</b>					

**Xcel Energy  
Customer Complaint Report  
February, 2013**

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						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	2,168	16	11	0	2,195	75.77%	2,184	11	0
Inaccurate Metering	12	0	0	0	12	0.41%	12	0	0
Wrongful Disconnect	213	3	7	0	223	7.70%	220	3	0
High Bill	88	1	1	0	90	3.11%	89	1	0
Inadequate Service	189	2	3	0	194	6.70%	190	4	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	175	2	6	0	183	6.32%	183	0	0
Total Commercial	2,845	24	28	0	2,897		2,878	19	0
Total Commercial Percent	98.21%	0.83%	0.97%	0.00%					
<b>Industrial</b>									
Billing errors	272	2	0	0	274	74.05%	273	1	0
Inaccurate Metering	1	0	0	0	1	0.27%	1	0	0
Wrongful Disconnect	6	0	0	0	6	1.62%	5	1	0
High Bill	1	0	0	0	1	0.27%	1	0	0
Inadequate Service	34	0	0	0	34	9.19%	33	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	52	1	1	0	54	14.59%	54	0	0
Total Industrial	366	3	1	0	370		367	3	0
Total Industrial Percentage	98.92%	0.81%	0.27%	0.00%					
<b>Residential</b>									
Billing errors	27,949	386	300	16	28,651	59.03%	28,606	33	0
Inaccurate Metering	37	1	1	0	39	0.08%	39	0	0
Wrongful Disconnect	8,736	93	183	11	9,023	18.59%	9,017	6	0
High Bill	1,179	35	46	2	1,262	2.60%	1,261	1	0
Inadequate Service	8,066	179	196	3	8,444	17.40%	8,438	6	0
Service Extension	9	0	2	0	11	0.02%	11	0	0
Service Restoration	1,053	21	31	1	1,106	2.28%	1,104	2	0
Total Residential	47,029	715	759	33	48,536		48,476	48	0
Total Residential Percentage	96.90%	1.47%	1.56%	0.07%					
<b>Total State of Minnesota</b>	<b>50,240</b>	<b>742</b>	<b>788</b>	<b>33</b>	<b>51,803</b>		<b>51,721</b>	<b>70</b>	<b>0</b>
<b>Total ST of MN Percentage</b>	<b>96.98%</b>	<b>1.43%</b>	<b>1.52%</b>	<b>0.06%</b>					

**Xcel Energy  
Customer Complaint Report  
March, 2013**

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						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	2,311	15	17	1	2,344	77.11%	2334	9	1
Inaccurate Metering	11	0	0	0	11	0.36%	11	0	0
Wrongful Disconnect	214	1	1	1	217	7.14%	216	1	0
High Bill	50	3	1	0	54	1.78%	54	0	0
Inadequate Service	241	3	3	0	247	8.13%	244	3	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	163	1	3	0	167	5.49%	167	0	0
Total Commercial	2,990	23	25	2	3,040		3,026	13	1
Total Commercial Percent	98.36%	0.76%	0.82%	0.07%					
<b>Industrial</b>									
Billing errors	240	3	0	0	243	75.70%	241	2	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	8	0	0	0	8	2.49%	8	0	0
High Bill	5	0	1	0	6	1.87%	6	0	0
Inadequate Service	28	0	0	0	28	8.72%	28	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	35	0	1	0	36	11.21%	36	0	0
Total Industrial	316	3	2	0	321		319	2	0
Total Industrial Percentage	98.44%	0.93%	0.62%	0.00%					
<b>Residential</b>									
Billing errors	30,001	378	407	14	30,800	58.59%	30,764	33	2
Inaccurate Metering	26	0	2	0	28	0.05%	28	0	0
Wrongful Disconnect	10,709	117	182	16	11,024	20.97%	11019	4	1
High Bill	788	14	42	1	845	1.61%	843	1	1
Inadequate Service	8,434	189	226	6	8,855	16.84%	8843	12	0
Service Extension	8	1	0	0	9	0.02%	9	0	0
Service Restoration	964	20	23	1	1,008	1.92%	1,008	0	0
Total Residential	50,930	719	882	38	52,569		52,514	50	4
Total Residential Percentage	96.88%	1.37%	1.68%	0.07%					
<b>Total State of Minnesota</b>	<b>54,236</b>	<b>745</b>	<b>909</b>	<b>40</b>	<b>55,930</b>		<b>55,859</b>	<b>65</b>	<b>5</b>
<b>Total ST of MN Percentage</b>	<b>96.97%</b>	<b>1.33%</b>	<b>1.63%</b>	<b>0.07%</b>					

**Xcel Energy  
Customer Complaint Report  
April, 2013**

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						<b>Turnaround Days for Closing a Complaint</b>			
	<b>Agree</b>	<b>Compromise</b>	<b>Demonstrate</b>	<b>Refuse</b>	<b>Total</b>	<b>%</b>	<b>Initial Inquiry</b>	<b>within 10 days</b>	<b>Longer than 10 days</b>
<b>Commercial</b>									
Billing errors	2,284	19	27	0	2,330	73.09%	2325	4	1
Inaccurate Metering	15	1	0	0	16	0.50%	15	1	0
Wrongful Disconnect	281	4	3	0	288	9.03%	286	2	0
High Bill	36	1	1	0	38	1.19%	38	0	0
Inadequate Service	277	4	3	0	284	8.91%	283	1	0
Service Extension	1	0	0	0	1	0.03%	1	0	0
Service Restoration	223	2	6	0	231	7.25%	230	1	0
Total Commercial	3,117	31	40	0	3,188	100%	3,178	9	1
Total Commercial Percent	97.77%	0.97%	1.25%	0.00%					
<b>Industrial</b>					305				
Billing errors	299	3	3	0	4	74.03%	305	0	0
Inaccurate Metering	4	0	0	0	8	0.97%	4	0	0
Wrongful Disconnect	8	0	0	0	2	1.94%	8	0	0
High Bill	2	0	0	0	35	0.49%	2	0	0
Inadequate Service	35	0	0	0	1	8.50%	34	1	0
Service Extension	1	0	0	0	57	0.24%	1	0	0
Service Restoration	56	0	1	0		13.83%	56	1	0
Total Industrial	405	3	4	0	412		410	2	0
Total Industrial Percentage	98.30%	0.73%	0.97%	0.00%					
<b>Residential</b>					33,103				
Billing errors	32,244	452	384	23	35	48.88%	33,071	30	1
Inaccurate Metering	31	2	2	0	18,914	0.05%	34	1	0
Wrongful Disconnect	18,156	344	395	19	679	27.93%	18906	7	0
High Bill	630	16	29	4	13,112	1.00%	677	2	0
Inadequate Service	12,383	391	324	14	23	19.36%	13104	6	2
Service Extension	17	1	5	0	1,859	0.03%	23	0	0
Service Restoration	1,791	25	42	1		2.74%	1,858	0	0
Total Residential	65,252	1,231	1,181	61	67,725		67,673	46	3
Total Residential Percentage	96.35%	1.82%	1.74%	0.09%					
<b>Total State of Minnesota</b>	<b>68,774</b>	<b>1,265</b>	<b>1,225</b>	<b>61</b>	<b>71,325</b>		<b>71,261</b>	<b>57</b>	<b>4</b>
<b>Total ST of MN Percentage</b>	<b>96.42%</b>	<b>1.77%</b>	<b>1.72%</b>	<b>0.09%</b>					

**Xcel Energy  
Customer Complaint Report  
May, 2013**

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						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	2,150	10	33	0	2,193	72.14%	2182	11	0
Inaccurate Metering	14	0	0	0	14	0.46%	14	0	0
Wrongful Disconnect	220	1	5	1	227	7.47%	224	3	0
High Bill	37	1	1	0	39	1.28%	39	0	0
Inadequate Service	258	5	2	0	265	8.72%	264	1	0
Service Extension	2	0	0	0	2	0.07%	2	0	0
Service Restoration	289	4	7	0	300	9.87%	299	1	0
Total Commercial	2,970	21	48	1	3,040		3,024	16	0
Total Commercial Percent	97.70%	0.69%	1.58%	0.03%					
<b>Industrial</b>									
Billing errors	264	2	3	0	269	71.16%	264	5	0
Inaccurate Metering	4	0	0	0	4	1.06%	4	0	0
Wrongful Disconnect	2	0	0	0	2	0.53%	2	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	29	0	0	0	29	7.67%	28	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	73	1	0	0	74	19.58%	74	0	0
Total Industrial	372	3	3	0	378		372	6	0
Total Industrial Percentage	98.41%	0.79%	0.79%	0.00%					
<b>Residential</b>									
Billing errors	32,148	455	429	22	33,054	49.46%	33,007	42	1
Inaccurate Metering	39	4	2	0	45	0.07%	45	0	0
Wrongful Disconnect	17,168	388	444	26	18,026	26.97%	18014	10	1
High Bill	525	14	22	0	561	0.84%	561	0	0
Inadequate Service	12,136	327	321	14	12,798	19.15%	12786	11	1
Service Extension	25	0	3	0	28	0.04%	28	0	0
Service Restoration	2,217	34	64	1	2,316	3.47%	2,316	0	0
Total Residential	64,258	1,222	1,285	63	66,828		66,757	63	3
Total Residential Percentage	96.15%	1.83%	1.92%	0.09%					
<b>Total State of Minnesota</b>	<b>67,600</b>	<b>1,246</b>	<b>1,336</b>	<b>64</b>	<b>70,246</b>		<b>70,153</b>	<b>85</b>	<b>3</b>
<b>Total ST of MN Percentage</b>	<b>96.23%</b>	<b>1.77%</b>	<b>1.90%</b>	<b>0.09%</b>					



**Xcel Energy  
Customer Complaint Report  
June, 2013**

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	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	2,000	18	18	0	2,036	55.90%	2032	4	0
Inaccurate Metering	9	0	0	0	9	0.25%	9	0	0
Wrongful Disconnect	181	2	3		186	5.11%	186	0	0
High Bill	59	2	0	0	61	1.67%	61	0	0
Inadequate Service	220	3	6	0	229	6.29%	229	0	0
Service Extension	4	1	0	0	5	0.14%	5	0	0
Service Restoration	1,057	18	40	1	1116	30.64%	1115	0	1
Total Commercial	3,530	44	67	1	3,642		3,637	4	1
Total Commercial Percent	96.92%	1.21%	1.84%	0.03%					
<b>Industrial</b>									
Billing errors	218	0	0	0	218	38.65%	217	1	0
Inaccurate Metering	2	0	0	0	2	0.35%	2	0	0
Wrongful Disconnect	11	0	0	0	11	1.95%	10	1	0
High Bill	2	1	0	0	3	0.53%	3	0	0
Inadequate Service	26	0	0	0	26	4.61%	26	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	287	6	11	0	304	53.90%	304	0	0
Total Industrial	546	7	11	0	564		562	2	0
Total Industrial Percentage	96.81%	1.24%	1.95%	0.00%					
<b>Residential</b>									
Billing errors	31,372	420	405	17	32,214	43.23%	32,186	26	0
Inaccurate Metering	70	6	3	0	79	0.11%	78	1	0
Wrongful Disconnect	14,355	212	326	22	14,915	20.02%	14904	10	0
High Bill	635	13	35	1	684	0.92%	683	1	0
Inadequate Service	10,174	259	319	11	10,763	14.45%	10752	11	0
Service Extension	37	3	3	0	43	0.06%	43	0	0
Service Restoration	14,880	239	684	9	15,812	21.22%	15,805	7	0
Total Residential	71,523	1,152	1,775	60	74,510		74,451	56	0
Total Residential Percentage	95.99%	1.55%	2.38%	0.08%					
<b>Total State of Minnesota</b>	<b>75,599</b>	<b>1,203</b>	<b>1,853</b>	<b>61</b>	<b>78,716</b>		<b>78,650</b>	<b>62</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>96.04%</b>	<b>1.53%</b>	<b>2.35%</b>	<b>0.08%</b>					

**Xcel Energy  
Customer Complaint Report  
July, 2013**

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						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	2,236	26	4	5	2,271	68.44%	2263	6	1
Inaccurate Metering	22	0	0	0	22	0.66%	21	1	0
Wrongful Disconnect	203	5	9	1	218	6.57%	217	1	0
High Bill	82	0	5	0	87	2.62%	87	0	0
Inadequate Service	230	2	3	0	235	7.08%	233	2	0
Service Extension	2	0	2	0	4	0.12%	4	0	0
Service Restoration	468	7	6	0	481	14.50%	481	0	0
Total Commercial	3,243	40	29	6	3,318		3,306	10	1
Total Commercial Percent	97.74%	1.21%	0.87%	0.18%					
<b>Industrial</b>									
Billing errors	289	3	3	0	295	62.50%	293	2	0
Inaccurate Metering	3	0	0	0	3	0.64%	3	0	0
Wrongful Disconnect	6	0	0	0	6	1.27%	5	1	0
High Bill	11	0	0	0	11	2.33%	11	0	0
Inadequate Service	25	0	1	0	26	5.51%	26	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	127	1	3	0	131	27.75%	131	0	0
Total Industrial	461	4	7	0	472		469	3	0
Total Industrial Percentage	97.67%	0.85%	1.48%	0.00%					
<b>Residential</b>									
Billing errors	36,860	497	473	21	37,851	52.94%	37,810	40	1
Inaccurate Metering	158	9	2	0	169	0.24%	169	0	0
Wrongful Disconnect	15,143	185	372	24	15,724	21.99%	15706	12	1
High Bill	1,760	53	54	1	1,868	2.61%	1868	0	0
Inadequate Service	11,302	275	303	7	11,887	16.63%	11878	9	0
Service Extension	29	2	11	0	42	0.06%	42	0	0
Service Restoration	3,766	64	119	2	3,951	5.53%	3,948	2	0
Total Residential	69,018	1,085	1,334	55	71,492		71,421	63	2
Total Residential Percentage	96.54%	1.52%	1.87%	0.08%					
<b>Total State of Minnesota</b>	<b>72,722</b>	<b>1,129</b>	<b>1,370</b>	<b>61</b>	<b>75,282</b>		<b>75,196</b>	<b>76</b>	<b>3</b>
<b>Total ST of MN Percentage</b>	<b>96.60%</b>	<b>1.50%</b>	<b>1.82%</b>	<b>0.08%</b>					

**Xcel Energy  
Customer Complaint Report  
August, 2013**

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	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2,198	29	18	3	2,248	66.45%	2240	8	0
Inaccurate Metering	9	0	0	0	9	0.27%	8	1	0
Wrongful Disconnect	210	1	6	0	217	6.41%	215	2	0
High Bill	99	1	0	0	100	2.96%	100	0	0
Inadequate Service	286	5	6	0	297	8.78%	295	2	0
Service Extension	1	2	0	0	3	0.09%	3	0	0
Service Restoration	488	6	15	0	509	15.05%	508	1	0
Total Commercial	3,291	44	45	3	3,383		3,369	14	0
Total Commercial Percent	97.28%	1.30%	1.33%	0.09%					
Industrial									
Billing errors	265	1	1	0	267	53.40%	267	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	14	0	0	0	14	2.80%	14	0	0
High Bill	10	0	0	0	10	2.00%	9	1	0
Inadequate Service	30	0	1	0	31	6.20%	30	1	0
Service Extension	1	0	0	0	1	0.20%	1	0	0
Service Restoration	166	2	9	0	177	35.40%	177	0	0
Total Industrial	486	3	11	0	500		498	2	0
Total Industrial Percentage	97.20%	0.60%	2.20%	0.00%					
Residential									
Billing errors	34,305	700	408	19	35,432	49.38%	35,405	24	1
Inaccurate Metering	90	3	1	0	94	0.13%	94	0	0
Wrongful Disconnect	15,620	451	508	42	16,621	23.16%	16608	11	0
High Bill	1,835	66	72	2	1,975	2.75%	1974	1	0
Inadequate Service	11,796	412	293	10	12,511	17.44%	12503	6	2
Service Extension	41	6	6	0	53	0.07%	53	0	0
Service Restoration	4,745	91	230	2	5,068	7.06%	5,066	2	0
Total Residential	68,432	1,729	1,518	75	71,754		71,703	44	3
Total Residential Percentage	95.37%	2.41%	2.12%	0.10%					
Total State of Minnesota	72,209	1,776	1,574	78	75,637		75,570	60	3
Total ST of MN Percentage	95.47%	2.35%	2.08%	0.10%					

**Xcel Energy  
Customer Complaint Report  
September, 2013**

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	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2,711	33	15	0	2,759	76.49%	2752	6	1
Inaccurate Metering	10	0	1	0	11	0.30%	10	1	0
Wrongful Disconnect	161	2	3	1	167	4.63%	165	2	0
High Bill	58	2	1	0	61	1.69%	61	0	0
Inadequate Service	220	7	4	0	231	6.40%	230	1	0
Service Extension	0	0	1	0	1	0.03%	1	0	0
Service Restoration	364	6	7	0	377	10.45%	375	1	0
Total Commercial	3,524	50	32	1	3,607		3,594	11	1
Total Commercial Percent	97.70%	1.39%	0.89%	0.03%					
Industrial									
Billing errors	268	1	0	0	269	66.09%	268	1	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	5	0	0	0	5	1.23%	5	0	0
High Bill	4	0	0	0	4	0.98%	4	0	0
Inadequate Service	19	3	0	0	22	5.41%	22	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	102	1	4	0	107	26.29%	107	0	0
Total Industrial	398	5	4	0	407		406	1	0
Total Industrial Percentage	97.79%	1.23%	0.98%	0.00%					
Residential									
Billing errors	35,994	610	506	24	37,134	53.74%	37,084	50	0
Inaccurate Metering	69	0	1	0	70	0.10%	70	0	0
Wrongful Disconnect	15,140	399	593	38	16,170	23.40%	16156	13	0
High Bill	1,144	43	57	2	1,246	1.80%	1245	1	0
Inadequate Service	11,365	357	309	10	12,041	17.43%	12033	7	1
Service Extension	24	3	11	0	38	0.05%	37	1	0
Service Restoration	2,297	38	67	0	2,402	3.48%	2,395	7	0
Total Residential	66,033	1,450	1,544	74	69,101		69,020	79	1
Total Residential Percentage	95.56%	2.10%	2.23%	0.11%					
Total State of Minnesota	69,955	1,505	1,580	75	73,115		73,020	91	2
Total ST of MN Percentage	95.68%	2.06%	2.16%	0.10%					

**Xcel Energy  
Customer Complaint Report  
October, 2013**

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	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2,758	29	12	0	2799	76.33%	2,792	7	0
Inaccurate Metering	9	0	0	0	9	0.25%	9	0	0
Wrongful Disconnect	239	7	4	0	250	6.82%	250	0	0
High Bill	59	2	0	0	61	1.66%	61	0	0
Inadequate Service	295	5	2	0	302	8.24%	299	3	0
Service Extension	3	0	0	0	3	0.08%	3	0	0
Service Restoration	236	2	5	0	243	6.63%	243	0	0
Total Commercial	3,599	45	23	0	3,667		3,657	10	0
Total Commercial Percent	98.15%	1.23%	0.63%	0.00%					
Industrial									
Billing errors	341	2	2	0	345	75.16%	343	2	0
Inaccurate Metering	3	0	0	0	3	0.65%	3	0	0
Wrongful Disconnect	11	0	0	0	11	2.40%	11	0	0
High Bill	6	0	0	0	6	1.31%	6	0	0
Inadequate Service	26	1	0	0	27	5.88%	26	1	0
Service Extension	1	0	0	0	1	0.22%	1	0	0
Service Restoration	66	0	0	0	66	14.38%	66	0	0
Total Industrial	454	3	2	0	459		456	3	0
Total Industrial Percentage	98.91%	0.65%	0.44%	0.00%					
Residential									
Billing errors	36,027	403	489	15	36,934	54.55%	36,901	31	2
Inaccurate Metering	39	0	0	0	39	0.06%	38	1	0
Wrongful Disconnect	13,605	366	335	33	14,339	21.18%	14,332	7	0
High Bill	1,217	34	41	0	1,292	1.91%	1292	0	0
Inadequate Service	12,328	324	366	9	13,027	19.24%	13,003	24	0
Service Extension	32	3	10	0	45	0.07%	45	0	0
Service Restoration	1,937	35	61	2	2,035	3.01%	2,033	2	0
Total Residential	65,185	1,165	1,302	59	67,711		67,644	65	2
Total Residential Percentage	96.27%	1.72%	1.92%	0.09%					
Total State of Minnesota	69,238	1,213	1,327	59	71,837		71,757	78	2
Total ST of MN Percentage	96.38%	1.69%	1.85%	0.08%					

**Xcel Energy  
Customer Complaint Report  
November, 2013**

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						Turnaround Days for Closing a Complaint			
	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
<b>Commercial</b>									
Billing errors	2,245	21	12	1	2,279	77.39%	2,274	5	0
Inaccurate Metering	11	0	0	0	11	0.37%	11	0	0
Wrongful Disconnect	163	2	2	0	167	5.67%	166	1	0
High Bill	36	1	0	0	37	1.26%	35	2	0
Inadequate Service	241	5	3	0	249	8.46%	249	0	0
Service Extension	2	0	0	0	2	0.07%	2	0	0
Service Restoration	193	5	2	0	200	6.79%	200	0	0
Total Commercial	2,891	34	19	1	2,945		2,937	8	0
Total Commercial Percent	98.17%	1.15%	0.65%	0.03%					
<b>Industrial</b>									
Billing errors	279	2	0	0	281	79.83%	281	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	3	0	0	0	3	0.85%	3	0	0
High Bill	7	0	1	0	8	2.27%	8	0	0
Inadequate Service	23	1	0	0	24	6.82%	24	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	36	0	0	0	36	10.23%	36	0	0
Total Industrial	348	3	1	0	352		352	0	0
Total Industrial Percentage	98.86%	0.85%	0.28%	0.00%					
<b>Residential</b>									
Billing errors	32,736	483	352	18	33,589	59.00%	33,540	47	1
Inaccurate Metering	36	1	1	0	38	0.07%	38	0	0
Wrongful Disconnect	10,097	254	251	22	10,624	18.66%	10,620	1	0
High Bill	556	19	23	1	599	1.05%	598	1	0
Inadequate Service	10,324	222	255	9	10,810	18.99%	10,805	5	0
Service Extension	11	1	4	0	16	0.03%	16	0	0
Service Restoration	1,187	29	36	0	1,252	2.20%	1,252	0	0
Total Residential	54,947	1,009	922	50	56,928		56,869	54	1
Total Residential Percentage	96.52%	1.77%	1.62%	0.09%					
<b>Total State of Minnesota</b>	<b>58,186</b>	<b>1,046</b>	<b>942</b>	<b>51</b>	<b>60,225</b>		<b>60,158</b>	<b>62</b>	<b>1</b>
<b>Total ST of MN Percentage</b>	<b>96.61%</b>	<b>1.74%</b>	<b>1.56%</b>	<b>0.08%</b>					

**Xcel Energy  
Customer Complaint Report  
December, 2013**

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						<b>Turnaround Days for Closing a Complaint</b>			
	<b>Agree</b>	<b>Compromise</b>	<b>Demonstrate</b>	<b>Refuse</b>	<b>Total</b>	<b>%</b>	<b>Initial Inquiry</b>	<b>within 10 days</b>	<b>Longer than 10 days</b>
<b>Commercial</b>									
Billing errors	2,358	21	14	1	2,394	79.69%	2,389	5	0
Inaccurate Metering	2	0	0	0	2	0.07%	2	0	0
Wrongful Disconnect	150	1	4	0	155	5.16%	154	0	0
High Bill	45	1	1	0	47	1.56%	47	0	0
Inadequate Service	217	5	1	1	224	7.46%	221	3	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	179	1	2	0	182	6.06%	181	1	0
Total Commercial	2,951	29	22	2	3,004		2,994	9	0
Total Commercial Percentage	98.24%	0.97%	0.73%	0.07%					
<b>Industrial</b>									
Billing errors	267	1	2	0	270	78.49%	270	0	0
Inaccurate Metering	2	0	0	0	2	0.58%	2	0	0
Wrongful Disconnect	8	0	0	0	8	2.33%	7	1	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	21	1	0	0	22	6.40%	22	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	41	1	0	0	42	12.21%	42	0	0
Total Industrial	339	3	2	0	344		343	1	0
Total Industrial Percentage	98.55%	0.87%	0.58%	0.00%					
<b>Residential</b>									
Billing errors	34,634	377	262	12	35,285	62.76%	35,259	22	4
Inaccurate Metering	33	0	1	0	34	0.06%	34	0	0
Wrongful Disconnect	8,255	248	220	14	8,737	15.54%	8,727	5	1
High Bill	796	14	18	4	832	1.48%	832	0	0
Inadequate Service	9,387	168	178	6	9,739	17.32%	9,732	3	1
Service Extension	9	1	2	0	12	0.02%	11	1	0
Service Restoration	1,528	28	23	0	1,579	2.81%	1,578	1	0
Total Residential	54,642	836	704	36	56,218		56,173	32	6
Total Residential Percentage	97.20%	1.49%	1.25%	0.06%					
<b>Total State of Minnesota</b>	<b>57,932</b>	<b>868</b>	<b>728</b>	<b>38</b>	<b>59,566</b>		<b>59,510</b>	<b>42</b>	<b>6</b>
<b>Total ST of MN Percentage</b>	<b>97.26%</b>	<b>1.46%</b>	<b>1.22%</b>	<b>0.06%</b>					

MPUC Complaint Types	Xcel Energy Complaint Types
<b>Billing Error</b>	Disputed Billing-Billing Disputed Transfer-Credit Collection Agency Referral-Credit Credit Policy Averaged Monthly Payments-Billing Unknown User-Credit Payment Posting-Credit Tenant Change/Revert to Owner-Customer Contact Center Tenant Change/Revert to Owner-Billing Rate Dispute-Billing Switched Meters-Billing Deposit-Credit No Bill/Delayed Billing Late Payment Charge-Credit Payment Posting-External-Credit Energy Diversion-Credit Bill Format Related-Billing Shared Meter-Billing One/Synch Bill-Billing Billing Rules & Errors Meter Set/Changed – Billing Misinformation by Credit Collections Personnel-Credit Short Due Date-Billing Cancel/Rebill-Billing
<b>Inaccurate Metering</b>	Switched Meters-Metering Systems Automated Meter Reading/Automated Energy Systems Maintenance Related-Metering Systems Switched Meters-Distribution Construction Maintenance Automated Meter Reading/Automated Energy Systems Maintenance Related-Distribution Construction Maintenance Automated Metering Systems-Meter Reading Meter Reading Error-Meter Reading
<b>Wrongful Disconnect</b>	Shut Off Delinquent-Credit Medical Certificate/Extension-Credit
<b>High Bill</b>	Customer Contact Center-High Bill Rate/Tariff Issue-Other Retail Renewable Energy Trust-Other Retail
<b>Inadequate Service</b>	Estimate/No Meter Reading-Meter Reading Marketing/Rebate Programs-Other Retail Homesmart-Other Retail E-Bill-Other Retail Tenant Change Revert To Owner/Credit Disconnect Notice/Arrangements-Credit Discourteous Rude Customer Service Employee-Customer Contact Center Discourteous Rude Credit Collections Employee-Credit Shared Meter – Credit Shared Meter-Customer Contact Center Damage Claim/Customer Operations-Other Retail Process/Procedure Error-Customer Contact Center Misinformation by Customer Service Personnel-Customer Contact Center Meter Set/Changed Stopped-Metering Systems



MPUC Complaint Types	Xcel Energy Complaint Types
<b>Inadequate Service (cont)</b>	Meter Set/Changed Stopped-Distribution Construction Maintenance Easements-Field Service Other Communication-Tree Related Service Quality Credits-Other Retail Electric Miscellaneous-Field Service Other Excessive Clearance-Tree Related Fixed Gas Bill Program-Other Retail Customer Service Policy-Customer Contact Center Damage Claim/Field Operations-Field Service Other Gas Miscellaneous-Field Service Other Brush-Tree Related Unable to Determine-Other Retail Saver's Switch-Other Retail Policy Other-Other Retail Voltage Problem-Field Service Order Chemical Spill/Environmental-Field Service Order Trees Burning/Tree Related Area/Street Light Maintenance-Outdoor Lighting Business Solutions Center Issues-Customer Contact Center Service Upgrade-Field Service Other Restoration Service-Field Service Other Outage-Tree Related Field Collections-Credit Electric Trouble-Trouble Order Gas Trouble-Trouble Order Field Operations Policy-Field Service Other Order Routing Problem-Field Service Other Discourteous Rude Employee-Field Service Other Slow Customer Service Phone Response-Customer Contact Center Interference-Electric,Radio,TV-Field Service Other Customer Refusal-Tree Related Property Damage-Tree Related
<b>Service Extension Interval</b>	Electric Service Upgrade-New Construction Location/Operation Distribution-Field Service Other Restoration Services-New Construction Service Extension-Design-New Construction Builder's Call Line-New Construction Location/Operation Transmission
<b>Service Extension Service</b>	Location/Operation Substation
<b>Service Restoration Interval</b>	Electric Outage-Frequency-Reliability Frequency Electric Outage-Communication-Reliability Duration Electric Outage-Duration-Reliability Duration

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

**ANNUAL SUMMARY OF CUSTOMER COMPLAINTS**

For the period of January 01, 2013 to December 31, 2013

filed in accordance with Minn. R. 7820.0500

**Name of Utility:** Northern States Power Company, a Minnesota Corporation  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Jeff Eden, Customer Advocate Analyst, Customer Care (303) 294-2214

	<u>RESIDENTIAL</u>			<u>COMMERCIAL</u>			<u>INDUSTRIAL</u>			<u>GOVERNMENT</u>		
	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
I. Complaint Type												
A. Billing Error	22	22	0	3	3	0	0	0	0	0	0	0
B. High Bill	9	9	0	1	1	0	0	0	0	0	0	0
C. Inaccurate Metering	2	2	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	30	30	0	5	5	0	0	0	0	1	1	0
E. Service Extension Interval	3	3	0	0	0	0	0	0	0	0	0	0
F. Inaccurate	1	1	0	0	0	0	0	0	0	0	0	0
G. Service Restoration Interval	6	6	0	1	1	0	0	0	0	0	0	0
H. Wrongful Disconnection	<u>10</u>	<u>10</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total Complaints</b>	<b>83</b>	<b>83</b>	<b>0</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

	<u>Electric</u>			<u>Gas</u>		
	<u>2012</u>	<u>2013</u>	<u>Net Change</u>	<u>2012</u>	<u>2013</u>	<u>Net Change</u>
II. Number of Customers						
Residential	0	0	0	0	0	0
Commercial/ Industrial	0	0	0	0	0	0
<u>Other</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Note: A customer that has both gas and electric service from Xcel Energy will be included in both gas and electric counts

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

**ANNUAL SUMMARY OF MPUC, OAG and OTHER CUSTOMER COMPLAINTS**

For the period of January 01, 2013 to December 31, 2013

**Name of Utility:** Northern States Power Company

**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113

**Prepared by:** Jeff Eden, Customer Advocate Analyst, Customer Care (303) 294-2214

<b><u>MPUC</u></b>	<b><u>RESIDENTIAL</u></b>			<b><u>COMMERCIAL</u></b>			<b><u>INDUSTRIAL</u></b>			<b><u>GOVERNMENT</u></b>		
	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
I Complaint Type												
A. Billing Error	22	22	0	3	3	0	0	0	0	0	0	0
B. High Bill	9	9	0	1	1	0	0	0	0	0	0	0
C. Inaccurate Metering	2	2	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	30	30	0	5	5	0	0	0	0	1	1	0
E. Service Extension Interval	3	3	0	0	0	0	0	0	0	0	0	0
F. Inaccurate	1	1	0	0	0	0	0	0	0	0	0	0
G. Service Restoration Interval	6	6	0	1	1	0	0	0	0	0	0	0
H. Wrongful Disconnection	10	10	0	0	0	0	0	0	0	0	0	0
<b>Total Complaints</b>	<b>83</b>	<b>83</b>	<b>0</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

<b><u>OAG</u></b>	<b><u>RESIDENTIAL</u></b>			<b><u>COMMERCIAL</u></b>			<b><u>INDUSTRIAL</u></b>			<b><u>GOVERNMENT</u></b>		
	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
II Complaint Type												
A. Billing Error	22	22	0	1	1	0	0	0	0	0	0	0
B. High Bill	3	3	0	0	0	0	0	0	0	0	0	0
C. Inaccurate Metering	3	3	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	140	140	0	4	4	0	0	0	0	0	0	0
E. Service Extension Interval	2	2	0	0	0	0	0	0	0	0	0	0
F. Inaccurate	1	1	0	0	0	0	0	0	0	0	0	0
G. Service Restoration Interval	2	2	0	0	0	0	0	0	0	0	0	0
H. Wrongful Disconnection	61	61	0	0	0	0	0	0	0	0	0	0
<b>Total Complaints</b>	<b>234</b>	<b>234</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b><u>OTHER</u></b>	<b><u>RESIDENTIAL</u></b>			<b><u>COMMERCIAL</u></b>			<b><u>INDUSTRIAL</u></b>			<b><u>GOVERNMENT</u></b>		
	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
III Complaint Type												
A. Billing Error	55	55	0	2	2	0	0	0	0	0	0	0
B. High Bill	16	16	0	3	3	0	1	1	0	0	0	0
C. Inaccurate Metering	5	5	0	0	0	0	1	1	0	0	0	0
D. Inadequate Service	221	221	0	14	14	0	3	3	0	0	0	0
E. Service Extension Interval	3	3	0	2	2	0	0	0	0	0	0	0
F. Inaccurate	29	29	0	0	0	0	0	0	0	0	0	0
G. Service Restoration Interval	14	14	0	3	3	0	0	0	0	0	0	0
H. Wrongful Disconnection	45	45	0	2	2	0	0	0	0	0	0	0
<b>Total Complaints</b>	<b>388</b>	<b>388</b>	<b>0</b>	<b>26</b>	<b>26</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**2013 MN Natural Gas Emergency Calls Average Speed of Answer**

Docket No. G002/M-14-\_\_\_\_  
Attachment G  
Page 1 of 1

**All Natural Gas Emergency Calls\***

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	2013 Average
<b>Average Speed of Answer (in Seconds)</b>	8	7	8	8	8	49	7	8	7	7	7	8	17
<b>Agent Offered Call Volume</b>	1,893	1,578	1,527	1,688	2,055	6,615	2,189	2,272	1,847	2,108	1,767	2,130	27,669

**Natural Gas Emergency Line Only (1-800-895-2999)**

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	2013 Average
<b>Average Speed of Answer (in Seconds)</b>	8	7	8	8	8	29	7	8	6	7	7	8	10
<b>Agent Offered Call Volume</b>	1,148	965	959	990	1,163	1,979	1,289	1,185	1,079	1,278	1,101	1,295	14,431

\*Phone numbers included here are our general phone customer service line (1-800-895-4999), our Business Line (1-800-481-4700), our Electric Outage Line (1-800-895-1999) and our Gas Emergency Line (1-800-895-2999)

	<u>Jan - Feb</u>	<u>Mar - Apr</u>	<u>May - Jun</u>	<u>Jul - Aug</u>	<u>Sep - Oct</u>	<u>Nov - Dec</u>	<u>YTD 2013</u>
Calls responded to in one hour or less	1,459	1,396	1,381	1,519	1,805	1,553	9,113
Calls responded to in more than one hour	<u>255</u>	<u>182</u>	<u>218</u>	<u>322</u>	<u>537</u>	<u>401</u>	<u>1,915</u>
<i>Total Calls</i>	<i>1,714</i>	<i>1,578</i>	<i>1,599</i>	<i>1,841</i>	<i>2,342</i>	<i>1,954</i>	<i>10,987</i>
Percent responded to in one hour or less	85.12%	88.47%	86.37%	82.51%	77.07%	79.48%	82.94%
Percent responded to in more than one hour	14.88%	11.53%	13.63%	17.49%	22.93%	20.52%	17.43%
Average number of minutes to respond to an emergency	41.98	36.84	40.48	42.70	42.42	44.13	41.73

Per MnOPS definition: Response time is the cumulative time from the initial notification through the commute to the arrival at the incident location. This time is for a person who is qualified for emergency response and is qualified to begin to make the area safe.



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2013

Reporting Company: Northern States Power Company - Minnesota

### Circle Reporting Period:

Contact Person: Lisa Kallberg

**January/February**

March/April

Phone: 651-229-2282

May/June

July/August

Email Address: [elisabeth.m.kallberg@xcelenergy.com](mailto:elisabeth.m.kallberg@xcelenergy.com)

September/October

November/December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	750	26	0	1	0
> 10 min. to 20 min.	510	203	0	4	3
> 20 min. to 40 min.	251	853	1	6	35
> 40 min. to 60 min.	106	377	0	2	252
> 60 min. to 80 min.	50	124	2	3	425
> 80 min. to 100 min.	14	73	1	0	410
> 100 min. to 120 min	14	20	2	0	243
> 2 hrs to 3 hrs	15	30	1	0	271
> 3 hrs to 4 hrs	3	7	0	0	54
> 4 hrs to 6 hrs	1	1	0	0	16
> 6 hrs to 8 hrs	0	0	0	0	2
> 8 hrs	0	0	0	0	3

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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**Repair Crew** - Time interval - If the first response person is not able to shut off the gas and/or repair the facility, additional help by a "repair crew" may be required. The repair crew interval is the cumulative time from the initial notification through the commute to the arrival time at the incident location.

**Gas shut off** - Time interval - The gas shut off interval is the cumulative time from the initial notification to the time the gas is shut off. The gas shut off time for small leaks that get scheduled for repair are not included in this report.

**Line repaired** - Time interval - The line repaired interval is the cumulative time from the initial notification to the time the gas line is repaired, purged and repressurized, so relight(s) can begin. The line repaired time for small leaks that get scheduled for repair are not included in this report.

Send report within 30 days of the end of the reporting period to:

Mail to:  
Minnesota Office of Pipeline Safety  
444 Cedar St, Suite 147  
St. Paul MN 55101- 5147

Email: [Dps.Mnops.Response@state.mn.us](mailto:Dps.Mnops.Response@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-201-7230



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2013

Reporting Company: Northern States Power Company - Minnesota

**Circle Reporting Period:**

Contact Person: Lisa Kallberg

January/February

**March/April**

Phone: 651-229-2282

May/June

July/August

Email Address: [elisabeth.m.kallberg@xcelenergy.com](mailto:elisabeth.m.kallberg@xcelenergy.com)

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	788	27	0	1	0
> 10 min. to 20 min.	463	255	1	11	4
> 20 min. to 40 min.	188	831	0	12	43
> 40 min. to 60 min.	79	283	0	5	224
> 60 min. to 80 min.	34	102	1	3	439
> 80 min. to 100 min.	17	47	1	4	354
> 100 min. to 120 min	5	20	1	0	232
> 2 hrs to 3 hrs	3	12	3	2	225
> 3 hrs to 4 hrs	1	1	0	0	31
> 4 hrs to 6 hrs	0	0	0	0	18
> 6 hrs to 8 hrs	0	0	0	0	4
> 8 hrs	0	0	0	0	4

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or Fax: 651-296-9641

For more information call 651-201-7230



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2013

Reporting Company: Xcel Energy

### Circle Reporting Period:

Contact Person: Randy Risen

January/February

March/April

Phone: 715-737-1595

**May/June**

July/August

Email Address: [randy.s.risen@xcelenergy.com](mailto:randy.s.risen@xcelenergy.com)

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	699	23	0	14	0
> 10 min. to 20 min.	473	193	0	8	2
> 20 min. to 40 min.	260	794	3	43	55
> 40 min. to 60 min.	105	371	4	16	209
> 60 min. to 80 min.	33	126	0	3	398
> 80 min. to 100 min.	16	51	4	2	356
> 100 min. to 120 min	6	22	2	0	257
> 2 hrs to 3 hrs	6	16	0	0	265
> 3 hrs to 4 hrs	1	3	0	1	38
> 4 hrs to 6 hrs	0	0	0	1	11
> 6 hrs to 8 hrs	1	1	0	0	5
> 8 hrs	0	0	0	1	4

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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For more information call 651-201-7230





# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2013

Reporting Company: Northern States Power Company - Minnesota

### Circle Reporting Period:

Contact Person: Lisa Kallberg

January/February

March/April

Phone: 651-229-2282

May/June

**July/August**

Email Address: elisabeth.m.kallberg@xcelenergy.com

September/October

November/December

	<b>Dispatch Time interval</b>	<b>Response Time interval</b>	<b>Repair Crew Time interval</b>	<b>Gas shut off Time interval</b>	<b>Line repaired Time interval</b>
> 0 min. to 10 min.	737	26	1	6	0
> 10 min. to 20 min.	535	233	0	14	3
> 20 min. to 40 min.	327	818	1	36	44
> 40 min. to 60 min.	119	442	1	21	254
> 60 min. to 80 min.	70	171	3	6	403
> 80 min. to 100 min.	31	88	2	5	443
> 100 min. to 120 min	11	37	5	1	295
> 2 hrs to 3 hrs	10	24	2	2	304
> 3 hrs to 4 hrs	1	2	1	0	66
> 4 hrs to 6 hrs	0	0	0	0	22
> 6 hrs to 8 hrs	0	0	0	0	4
> 8 hrs	0	0	0	0	3

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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For more information call 651-201-7230



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2013

Reporting Company: Northern States Pwer Company - Minnesota

### Circle Reporting Period:

Contact Person: Randy Risen

January/February

March/April

Phone: 715-737-1595

May/June

July/August

Email Address: [randy.s.risen@xcelenergy.com](mailto:randy.s.risen@xcelenergy.com)

**September/October**

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	881	45	0	6	0
> 10 min. to 20 min.	598	267	0	15	7
> 20 min. to 40 min.	475	949	2	41	71
> 40 min. to 60 min.	201	544	1	10	302
> 60 min. to 80 min.	95	275	3	6	499
> 80 min. to 100 min.	35	138	4	4	491
> 100 min. to 120 min	23	58	2	2	375
> 2 hrs to 3 hrs	28	58	1	1	463
> 3 hrs to 4 hrs	4	5	1	1	89
> 4 hrs to 6 hrs	2	3	0	1	37
> 6 hrs to 8 hrs	0	0	0	0	5
> 8 hrs	0	0	0	0	3

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

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or Fax: 651-296-9641

For more information call 651-201-7230



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2013

Reporting Company: Northern States Power Company - Minnesota

### Circle Reporting Period:

Contact Person: Garth Pawluk

January/February

March/April

Phone: 651-229-2203

May/June

July/August

Email Address: [garth.r.pawluk@xcelenergy.com](mailto:garth.r.pawluk@xcelenergy.com)

September/October

**November/December**

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	790	19	0	2	0
> 10 min. to 20 min.	560	216	0	7	4
> 20 min. to 40 min.	323	878	1	17	53
> 40 min. to 60 min.	140	440	2	5	238
> 60 min. to 80 min.	73	214	1	0	446
> 80 min. to 100 min.	35	96	1	2	465
> 100 min. to 120 min	22	48	0	0	288
> 2 hrs to 3 hrs	10	40	1	0	375
> 3 hrs to 4 hrs	1	3	0	0	62
> 4 hrs to 6 hrs	0	0	0	0	18
> 6 hrs to 8 hrs	0	0	0	0	2
> 8 hrs	0	0	0	0	3

For each gas odor/leak notification add one to the appropriate time group and event column when applicable.

**Dispatch** - Time interval - The dispatch interval is the time taken from the point of initial notification from a customer, emergency responder or other information source of a gas leak to the time that a company person, who is qualified to make an area safe, begins his commute to respond.

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444 Cedar St, Suite 147  
St. Paul MN 55101- 5147

Email: [Dps.Mnops.Response@state.mn.us](mailto:Dps.Mnops.Response@state.mn.us)  
or Fax: 651-296-9641

For more information call 651-201-7230

## Gas Emergency Reporting Summary

Gas Code	Description	MnOPS Bi-Monthly Reporting
<b>EBG</b> Blowing Gas	<b>Broken / hit gas line (gas blowing); Covers all gas mains and service laterals that are broken. Gas must be blowing.</b> Includes instances of hissing or blowing gas and/or occurrences of strong or sudden odor. Also covers any gas blowing situations such as meters/ reg stations struck by cars, lightning or other natural disasters.	<b>Yes</b>
<b>EEX</b> Explosion	<b>Explosion; any natural gas explosion</b> and/ or any explosion, we will respond to protect and investigate our interests	<b>Yes</b>
<b>EFR</b> <b>ERI</b> Fire	<b>Fire (when gas related); any natural gas fire or whenever requested by the fire department;</b> 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)	<b>Yes</b>
<b>ETX</b> CO Symptoms	<b>Carbon monoxide order with symptoms; Customer feels that they have Carbon Monoxide symptoms.</b> Company techs would call 911 upon arrival if they felt medical assistance was needed for the affected customers.	<b>No</b>
<b>EIR</b> Iced Regulator	<b>Ice and/or snow on regulator; Problem of ice and snow on the regulator and regulator vent (pressure problems)</b> 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)	<b>No</b>
<b>EOI</b> Indoor Odor	<b>Customer smells gas odor inside; any Customer odor initiated order.</b> 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.	<b>Yes</b>
<b>EOO</b> Outside Odor	<b>Customer smells gas odor outside; any Customer odor initiated order.</b> 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.	<b>Yes</b>
<b>NOGAS</b> No Gas	<b>No gas: no gas due to Company equipment.</b> In the winter months, this code will receive a higher priority since Customer's heat could be dependent on gas.	<b>No</b>
<b>EPR</b> Pressure High or Low	<b>High Pressure; high pressure gas on Customer fuel line and equipment</b> usually indicated by caller with unusually high/loud pilots or a noise associated with the pilots. <b>Poor pressure; Problem with Regulator, may need change or adjusted.</b> Such calls are prioritized higher in the winter.	<b>No</b>
<b>ECO</b> CO Alarm	<b>Carbon Monoxide Check/Alarm Only: Customer has C.O alarm going off and does not have any symptoms.</b>	<b>No</b>

Above gas emergency call types are all reported in Xcel Energy's Gas Emergency Response Time metric.

Year: 2013

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	386	1020.99	2.65	1,787.37	4.63	6,577.67	17.04	9,386.02	24.32	380	98%	6	2%
ECO	CO Check/Alarm	1,753	4487.43	2.56	30,315.80	17.29	38,316.38	21.86	73,119.61	41.71	1,442	82%	311	18%
EEX	Gas Explosion	1	2.47	2.47	0.75	0.75	27.25	27.25	30.47	30.47	1	100%	0	0%
EFI	Gas Fire	155	394.84	2.55	918.13	5.92	3,169.72	20.45	4,482.69	28.92	141	91%	14	9%
EIR	Ice Regulator	49	116.94	2.39	1,019.65	20.81	982.10	20.04	2,118.69	43.24	36	73%	13	27%
EOI	Smells Gas Inside	6,248	15998.46	2.56	101,270.02	16.21	133,203.98	21.32	250,472.46	40.09	5,301	85%	947	15%
EOO	Smells Gas Outside	3,763	9672.1	2.57	73,841.40	19.62	83,684.20	22.24	167,197.70	44.43	3,026	80%	737	20%
EPR	High / Low Pressure	557	1428.18	2.56	12,067.00	21.66	13,472.45	24.19	26,967.63	48.42	419	75%	138	25%
ETX	CO Emergency	149	383.58	2.57	2,065.82	13.86	3,061.53	20.55	5,510.93	36.99	130	87%	19	13%
NOGAS	Customer Reports No Gas	740	1920.15	2.59	17,348.60	23.44	17,377.25	23.48	36,646.00	49.52	550	74%	190	26%
<b>All Gas Emergency Calls for Year 2013</b>		<b>13,801</b>	<b>35425.14</b>	<b>2.566853</b>	<b>240,634.53</b>	<b>17.44</b>	<b>299,872.53</b>	<b>21.73</b>	<b>575,932.21</b>	<b>41.73</b>	<b>11,426</b>	<b>83%</b>	<b>2,375</b>	<b>17%</b>

Month: January

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	9	21.96	2.44	42.37	4.71	189.57	21.06	253.89	28.21	9	100%	0	0%
ECO	CO Check/Alarm	240	585.6	2.44	5,361.95	22.34	5,077.68	21.16	11,025.23	45.94	182	76%	58	24%
EFI	Gas Fire	11	26.84	2.44	72.32	6.57	258.15	23.47	357.31	32.48	9	82%	2	18%
EIR	Ice Regulator	3	7.32	2.44	77.70	25.90	47.20	15.73	132.22	44.07	2	67%	1	33%
EOI	Smells Gas Inside	578	1410.32	2.44	9,877.67	17.09	11,920.18	20.62	23,208.17	40.15	495	86%	83	14%
EOO	Smells Gas Outside	349	851.56	2.44	7,003.12	20.07	7,616.78	21.82	15,471.46	44.33	282	81%	67	19%
EPR	High / Low Pressure	105	256.2	2.44	2,612.10	24.88	2,292.67	21.83	5,160.97	49.15	78	74%	27	26%
ETX	CO Emergency	22	53.68	2.44	386.88	17.59	448.03	20.37	888.60	40.39	19	86%	3	14%
NOGAS	Customer Reports No Gas	92	224.48	2.44	2,500.12	27.18	1,965.15	21.36	4,689.75	50.98	69	75%	23	25%
<b>All Gas Emergency Calls for January 2013</b>		<b>1,409</b>	<b>3437.96</b>	<b>2.44</b>	<b>27,934.22</b>	<b>19.83</b>	<b>29,815.42</b>	<b>21.16</b>	<b>61,187.59</b>	<b>43.43</b>	<b>1,145</b>	<b>81%</b>	<b>264</b>	<b>19%</b>

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**Month: February**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	2	4.94	2.47	4.55	2.28	14.20	7.10	23.69	11.85	2	100%	0	0%
ECO	CO Check/Alarm	155	382.85	2.47	2,487.63	16.05	3,262.08	21.05	6,132.57	39.56	132	85%	23	15%
EEX	Gas Explosion	1	2.47	2.47	0.75	0.75	27.25	27.25	30.47	30.47	1	100%	0	0%
EFI	Gas Fire	10	24.7	2.47	88.58	8.86	183.60	18.36	296.88	29.69	9	90%	1	10%
EIR	Ice Regulator	22	54.34	2.47	549.20	24.96	435.00	19.77	1,038.54	47.21	15	68%	7	32%
EOI	Smells Gas Inside	437	1079.39	2.47	6,220.52	14.23	9,424.97	21.57	16,724.87	38.27	386	88%	51	12%
EOO	Smells Gas Outside	317	782.99	2.47	6,187.93	19.52	6,995.48	22.07	13,966.41	44.06	266	84%	51	16%
EPR	High / Low Pressure	43	106.21	2.47	938.03	21.81	937.40	21.80	1,981.64	46.08	34	79%	9	21%
ETX	CO Emergency	14	34.58	2.47	134.40	9.60	254.42	18.17	423.40	30.24	12	86%	2	14%
NOGAS	Customer Reports No Gas	51	125.97	2.47	827.05	16.22	1,064.80	20.88	2,017.82	39.57	43	84%	8	16%
<b>All Gas Emergency Calls for February 2013</b>		<b>1,052</b>	<b>2598.44</b>	<b>2.47</b>	<b>17,438.65</b>	<b>16.58</b>	<b>22,599.20</b>	<b>21.48</b>	<b>42,636.29</b>	<b>40.53</b>	<b>900</b>	<b>86%</b>	<b>152</b>	<b>14%</b>

**Month: March**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	6	13.56	2.26	31.87	5.31	116.15	19.36	161.58	26.93	5	83%	1	17%
ECO	CO Check/Alarm	140	316.4	2.26	1,522.38	10.87	2,800.80	20.01	4,639.58	33.14	129	92%	11	8%
EFI	Gas Fire	22	49.72	2.26	89.67	4.08	374.73	17.03	514.12	23.37	22	100%	0	0%
EIR	Ice Regulator	22	49.72	2.26	314.92	14.31	464.90	21.13	829.54	37.71	18	82%	4	18%
EOI	Smells Gas Inside	485	1096.1	2.26	6,605.17	13.62	9,885.00	20.38	17,586.27	36.26	434	89%	51	11%
EOO	Smells Gas Outside	292	659.92	2.26	4,203.60	14.40	6,081.90	20.83	10,945.42	37.48	255	87%	37	13%
EPR	High / Low Pressure	55	124.3	2.26	779.55	14.17	1,224.15	22.26	2,128.00	38.69	48	87%	7	13%
ETX	CO Emergency	9	20.34	2.26	114.73	12.75	192.93	21.44	328.01	36.45	7	78%	2	22%
NOGAS	Customer Reports No Gas	50	113	2.26	939.60	18.79	1,146.38	22.93	2,198.98	43.98	38	76%	12	24%
<b>All Gas Emergency Calls for March 2013</b>		<b>1,081</b>	<b>2443.06</b>	<b>2.26</b>	<b>14,601.48</b>	<b>13.51</b>	<b>22,286.95</b>	<b>20.62</b>	<b>39,331.49</b>	<b>36.38</b>	<b>956</b>	<b>88%</b>	<b>125</b>	<b>12%</b>

**Month: April**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	22	48.18	2.19	98.78	4.49	361.20	16.42	508.16	23.10	22	100%	0	0%
ECO	CO Check/Alarm	136	297.84	2.19	1,758.83	12.93	2,742.90	20.17	4,799.57	35.29	119	88%	17	13%
EFI	Gas Fire	17	37.23	2.19	86.57	5.09	352.83	20.75	476.63	28.04	16	94%	1	6%
EOI	Smells Gas Inside	501	1097.19	2.19	7,262.18	14.50	10,407.65	20.77	18,767.02	37.46	435	87%	66	13%
EOO	Smells Gas Outside	233	510.27	2.19	3,486.02	14.96	4,766.00	20.45	8,762.29	37.61	207	89%	26	11%
EPR	High / Low Pressure	30	65.7	2.19	339.03	11.30	816.12	27.20	1,220.85	40.70	23	77%	7	23%
ETX	CO Emergency	9	19.71	2.19	102.65	11.41	198.63	22.07	320.99	35.67	8	89%	1	11%
NOGAS	Customer Reports No Gas	34	74.46	2.19	473.58	13.93	980.93	28.85	1,528.98	44.97	27	79%	7	21%
<b>All Gas Emergency Calls for April 2013</b>		<b>982</b>	<b>2150.58</b>	<b>2.19</b>	<b>13,607.65</b>	<b>13.86</b>	<b>20,626.27</b>	<b>21.00</b>	<b>36,384.50</b>	<b>37.05</b>	<b>857</b>	<b>87%</b>	<b>125</b>	<b>13%</b>

**Month: May**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	35	80.85	2.31	127.73	3.65	589.55	16.84	798.13	22.80	35	100%	0	0%
ECO	CO Check/Alarm	104	240.24	2.31	1,550.32	14.91	2,341.02	22.51	4,131.57	39.73	89	86%	15	14%
EFI	Gas Fire	9	20.79	2.31	55.58	6.18	209.98	23.33	286.36	31.82	8	89%	1	11%
EOI	Smells Gas Inside	507	1171.17	2.31	7,297.93	14.39	10,854.70	21.41	19,323.80	38.11	440	87%	67	13%
EOO	Smells Gas Outside	291	672.21	2.31	4,444.37	15.27	6,210.08	21.34	11,326.66	38.92	258	89%	33	11%
EPR	High / Low Pressure	14	32.34	2.31	180.63	12.90	378.25	27.02	591.22	42.23	11	79%	3	21%
ETX	CO Emergency	10	23.1	2.31	86.70	8.67	210.27	21.03	320.07	32.01	10	100%	0	0%
NOGAS	Customer Reports No Gas	41	94.71	2.31	1,071.90	26.14	1,050.15	25.61	2,216.76	54.07	29	71%	12	29%
<b>All Gas Emergency Calls for May 2013</b>		<b>1,011</b>	<b>2335.41</b>	<b>2.31</b>	<b>14,815.17</b>	<b>14.65</b>	<b>21,844.00</b>	<b>21.61</b>	<b>38,994.58</b>	<b>38.57</b>	<b>880</b>	<b>87%</b>	<b>131</b>	<b>13%</b>

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**Month: June**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	69	211.14	3.06	420.28	6.09	1,313.52	19.04	1,944.94	28.19	67	97%	2	3%
ECO	CO Check/Alarm	115	351.9	3.06	1,851.78	16.10	2,880.13	25.04	5,083.82	44.21	91	79%	24	21%
EFI	Gas Fire	14	42.84	3.06	123.93	8.85	241.30	17.24	408.07	29.15	13	93%	1	7%
EOI	Smells Gas Inside	424	1297.44	3.06	7,177.42	16.93	8,790.08	20.73	17,264.94	40.72	362	85%	62	15%
EOO	Smells Gas Outside	251	768.06	3.06	5,121.68	20.41	5,790.90	23.07	11,680.64	46.54	198	79%	53	21%
EPR	High / Low Pressure	25	76.5	3.06	464.38	18.58	938.67	37.55	1,479.55	59.18	18	72%	7	28%
ETX	CO Emergency	10	30.6	3.06	171.28	17.13	185.53	18.55	387.42	38.74	9	90%	1	10%
NOGAS	Customer Reports No Gas	58	177.48	3.06	1,218.65	21.01	1,308.05	22.55	2,704.18	46.62	42	72%	16	28%
<b>All Gas Emergency Calls for June 2013</b>		<b>966</b>	<b>2955.96</b>	<b>3.06</b>	<b>16,549.42</b>	<b>17.13</b>	<b>21,448.18</b>	<b>22.20</b>	<b>40,953.56</b>	<b>42.39</b>	<b>800</b>	<b>83%</b>	<b>166</b>	<b>17%</b>

**Month: July**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	62	159.34	2.57	346.17	5.58	1,054.07	17.00	1,559.57	25.15	62	100%	0	0%
ECO	CO Check/Alarm	116	298.12	2.57	2,474.75	21.33	2,783.42	23.99	5,556.29	47.90	89	77%	27	23%
EFI	Gas Fire	11	28.27	2.57	61.08	5.55	244.00	22.18	333.35	30.30	10	91%	1	9%
EOI	Smells Gas Inside	532	1367.24	2.57	9,292.62	17.47	11,598.45	21.80	22,258.31	41.84	439	83%	93	17%
EOO	Smells Gas Outside	264	678.48	2.57	6,091.17	23.07	5,864.33	22.21	12,633.98	47.86	203	77%	61	23%
EPR	High / Low Pressure	16	41.12	2.57	393.80	24.61	419.85	26.24	854.77	53.42	11	69%	5	31%
ETX	CO Emergency	8	20.56	2.57	182.75	22.84	169.80	21.23	373.11	46.64	7	88%	1	13%
NOGAS	Customer Reports No Gas	48	123.36	2.57	1,156.90	24.10	1,232.30	25.67	2,512.56	52.35	34	71%	14	29%
<b>All Gas Emergency Calls for July 2013</b>		<b>1,057</b>	<b>2716.49</b>	<b>2.57</b>	<b>19,999.23</b>	<b>18.92</b>	<b>23,366.22</b>	<b>22.11</b>	<b>46,081.94</b>	<b>43.60</b>	<b>855</b>	<b>81%</b>	<b>202</b>	<b>19%</b>



**Month: August**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	44	124.52	2.83	147.48	3.35	801.18	18.21	1,073.19	24.39	43	98%	1	2%
ECO	CO Check/Alarm	106	299.98	2.83	1,955.78	18.45	2,357.70	22.24	4,613.46	43.52	85	80%	21	20%
EFI	Gas Fire	15	42.45	2.83	76.60	5.11	352.32	23.49	471.37	31.42	13	87%	2	13%
EOI	Smells Gas Inside	609	1723.47	2.83	9,457.63	15.53	12,687.23	20.83	23,868.34	39.19	526	86%	83	14%
EOO	Smells Gas Outside	319	902.77	2.83	7,068.67	22.16	7,218.27	22.63	15,189.70	47.62	237	74%	82	26%
EPR	High / Low Pressure	19	53.77	2.83	489.20	25.75	385.28	20.28	928.25	48.86	14	74%	5	26%
ETX	CO Emergency	7	19.81	2.83	126.27	18.04	143.53	20.50	289.61	41.37	5	71%	2	29%
NOGAS	Customer Reports No Gas	45	127.35	2.83	1,031.23	22.92	1,059.58	23.55	2,218.17	49.29	32	71%	13	29%
<b>All Gas Emergency Calls for August 2013</b>		<b>1,164</b>	<b>3294.12</b>	<b>2.83</b>	<b>20,352.87</b>	<b>17.49</b>	<b>25,005.10</b>	<b>21.48</b>	<b>48,652.09</b>	<b>41.80</b>	<b>955</b>	<b>82%</b>	<b>209</b>	<b>18%</b>

**Month: September**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	49	122.5	2.5	191.03	3.90	690.65	14.09	1,004.18	20.49	49	100%	0	0%
ECO	CO Check/Alarm	69	172.5	2.5	1,073.55	15.56	1,489.38	21.59	2,735.43	39.64	59	86%	10	14%
EFI	Gas Fire	11	27.5	2.5	44.32	4.03	278.62	25.33	350.43	31.86	10	91%	1	9%
EOI	Smells Gas Inside	463	1157.5	2.5	7,780.83	16.81	10,270.60	22.18	19,208.93	41.49	385	83%	78	17%
EOO	Smells Gas Outside	291	727.5	2.5	6,535.38	22.46	6,280.70	21.58	13,543.58	46.54	231	79%	60	21%
EPR	High / Low Pressure	24	60	2.5	470.73	19.61	664.80	27.70	1,195.53	49.81	17	71%	7	29%
ETX	CO Emergency	1	2.5	2.5	107.22	107.22	20.00	20.00	129.72	129.72	0	0%	1	100%
NOGAS	Customer Reports No Gas	36	90	2.5	678.37	18.84	813.77	22.60	1,582.13	43.95	29	81%	7	19%
<b>All Gas Emergency Calls for September 2013</b>		<b>944</b>	<b>2360</b>	<b>2.5</b>	<b>16,881.43</b>	<b>17.88</b>	<b>20,508.52</b>	<b>21.73</b>	<b>39,749.95</b>	<b>42.11</b>	<b>780</b>	<b>83%</b>	<b>164</b>	<b>17%</b>

**Month: October**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	50	132	2.64	233.28	4.67	782.95	15.66	1,148.23	22.96	48	96%	2	4%
ECO	CO Check/Alarm	173	456.72	2.64	3,342.07	19.32	3,702.98	21.40	7,501.77	43.36	140	81%	33	19%
EFI	Gas Fire	11	29.04	2.64	44.92	4.08	145.22	13.20	219.17	19.92	11	100%	0	0%
EOI	Smells Gas Inside	616	1626.24	2.64	11,052.28	17.94	12,762.95	20.72	25,441.47	41.30	513	83%	103	17%
EOO	Smells Gas Outside	360	950.4	2.64	7,607.92	21.13	7,862.08	21.84	16,420.40	45.61	280	78%	80	22%
EPR	High / Low Pressure	55	145.2	2.64	1,133.10	20.60	1,294.32	23.53	2,572.62	46.77	43	78%	12	22%
ETX	CO Emergency	21	55.44	2.64	286.20	13.63	428.75	20.42	770.39	36.69	19	90%	2	10%
NOGAS	Customer Reports No Gas	96	253.44	2.64	2,534.05	26.40	2,181.55	22.72	4,969.04	51.76	73	76%	23	24%
<b>All Gas Emergency Calls for October 2013</b>		<b>1,382</b>	<b>3648.48</b>	<b>2.64</b>	<b>26,233.82</b>	<b>18.98</b>	<b>29,160.80</b>	<b>21.10</b>	<b>59,043.10</b>	<b>42.72</b>	<b>1,127</b>	<b>82%</b>	<b>255</b>	<b>18%</b>

**Month: November**

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	26	68.64	2.64	92.57	3.56	446.13	17.16	607.34	23.36	26	100%	0	0%
ECO	CO Check/Alarm	171	451.44	2.64	2,713.80	15.87	3,481.45	20.36	6,646.69	38.87	145	85%	26	15%
EFI	Gas Fire	9	23.76	2.64	101.78	11.31	197.55	21.95	323.09	35.90	7	78%	2	22%
EOI	Smells Gas Inside	532	1404.48	2.64	8,173.90	15.36	11,056.47	20.78	20,634.85	38.79	460	86%	72	14%
EOO	Smells Gas Outside	321	847.44	2.64	5,317.78	16.57	7,228.23	22.52	13,393.46	41.72	272	85%	49	15%
EPR	High / Low Pressure	61	161.04	2.64	1,153.95	18.92	1,435.28	23.53	2,750.27	45.09	49	80%	12	20%
ETX	CO Emergency	17	44.88	2.64	119.28	7.02	301.88	17.76	466.05	27.41	17	100%	0	0%
NOGAS	Customer Reports No Gas	68	179.52	2.64	1,591.47	23.40	1,501.53	22.08	3,272.52	48.13	52	76%	16	24%
<b>All Gas Emergency Calls for November 2013</b>		<b>1,205</b>	<b>3181.2</b>	<b>2.64</b>	<b>19,264.53</b>	<b>15.99</b>	<b>25,648.53</b>	<b>21.29</b>	<b>48,094.27</b>	<b>39.91</b>	<b>1,028</b>	<b>85%</b>	<b>177</b>	<b>15%</b>

Xcel Energy  
Natural Gas Service Quality Reports 2013  
Natural Gas Emergency Response Time

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Attachment I  
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Month: December

Job Code	Job Description	Call Count	Answer & Talk Time	Avg Answer & Talk Time	Dispatch Time (Enroute Time)	Avg Dispatch Time (Enroute Time)	Travel Time	Avg Travel Time	Total Response Time	Avg Response Time	# Orders Responded to in <= 60 Minutes	% of Orders Responded to in <= 60 Minutes	# Orders Responded to in > 60 Minutes	% of Orders Responded to in > 60 Minutes
EBG	Broken/Hit Gas Line	12	33.36	2.78	51.25	4.27	218.50	18.21	303.11	25.26	12	100%	0	0%
ECO	CO Check/Alarm	228	633.84	2.78	4,222.95	18.52	5,396.83	23.67	10,253.62	44.97	182	80%	46	20%
EFI	Gas Fire	15	41.7	2.78	72.78	4.85	331.42	22.09	445.90	29.73	13	87%	2	13%
EIR	Ice Regulator	2	5.56	2.78	77.83	38.92	35.00	17.50	118.39	59.20	1	50%	1	50%
EOI	Smells Gas Inside	564	1567.92	2.78	11,071.87	19.63	13,545.70	24.02	26,185.49	46.43	426	76%	138	24%
EOO	Smells Gas Outside	475	1320.5	2.78	10,773.77	22.68	11,769.43	24.78	23,863.70	50.24	337	71%	138	29%
EPR	High / Low Pressure	110	305.8	2.78	3,112.48	28.30	2,685.67	24.42	6,103.95	55.49	73	66%	37	34%
ETX	CO Emergency	21	58.38	2.78	247.45	11.78	507.75	24.18	813.58	38.74	17	81%	4	19%
NOGAS	Customer Reports No Gas	121	336.38	2.78	3,325.68	27.48	3,073.05	25.40	6,735.11	55.66	82	68%	39	32%
<b>All Gas Emergency Calls for December 2013</b>		<b>1,548</b>	<b>4303.44</b>	<b>2.78</b>	<b>32,956.07</b>	<b>21.29</b>	<b>37,563.35</b>	<b>24.27</b>	<b>74,822.86</b>	<b>48.34</b>	<b>1,143</b>	<b>74%</b>	<b>405</b>	<b>26%</b>

	Total 2013	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Failure to mark a line	29	2	0	1	2	4	4	1	6	3	2	4	0
Mismarked Lines	28	2	1	1	1	3	2	5	1	3	6	2	1
Total Number of Mislocates	57	4	1	2	3	7	6	6	7	6	8	6	1
Number of Locate tickets	155531	3,260	2,869	3,392	9,923	25,042	21,681	21,307	19,000	17,772	18,097	9,900	3,288
Number of Mislocates Per 1000 Locate Tickets	0.37	1.23	0.35	0.59	0.30	0.28	0.28	0.28	0.37	0.34	0.44	0.61	0.30

	Total 2013	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Damage Under the Control of Xcel Energy's Employees and Contractors	87	5	1	2	5	10	8	9	14	12	12	8	1
Damage Caused by All Others	253	5	2	3	13	24	47	39	28	37	34	15	6
<b>Total Damages</b>	340	10	3	5	18	34	55	48	42	49	46	23	7
MN Miles of Distribution and Transmission Main as of December 31, 2012	8,942	8,942	8,942	8,942	8,942	8,942	8,942	8,942	8,942	8,942	8,942	8,942	8,942
<b>Damage Per 100 Miles of Main:</b>													
Damage Under the Control of Xcel Energy's Employees and Contractors	0.97	0.06	0.01	0.02	0.06	0.11	0.09	0.10	0.16	0.13	0.13	0.09	0.01
Damage Caused by All Others	2.83	0.06	0.02	0.03	0.15	0.27	0.53	0.44	0.31	0.41	0.38	0.17	0.07
<b>Total Damage Rate</b>	3.80	0.11	0.03	0.06	0.20	0.38	0.62	0.54	0.47	0.55	0.51	0.26	0.08

Natural Gas Service Interruptions

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Attachment L

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	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total 2013
<b>Outages Due to Employees/Contractors</b>													
Number of Homes				1	2	3	8	11	20	14	4		45
Number of Incidents				1	3	3	3	8	13	2	3		26
Average Outage Time (Hr: Min)				0:26	3:09	1:44	1:49	1:52	1:50	1:30	1:09		1:43
<b>Outages Due to All Other Causes</b>													
Number of Homes	6	2	6	13	30	67	40	112	153	126	13	7	576
Number of Incidents	3	2	6	12	19	45	37	26	35	31	13	8	238
Average Outage Time (Hr: Min)	1:29	3:14	1:28	1:48	1:14	1:21	1:37	1:26	3:05	1:54	1:34	2:14	2:00

**PUBLIC DOCUMENT**  
**PRIVATE DATA ON INDIVIDUALS EXCISED**

										Longest time a customer was without gas during incident				
Address	City	Date	Number of	How Xcel Became Aware	Root Cause	Actions to Fix	Actions to Contact Public	Were There	Customer	Gas off	Gas on	Duration	Gas	
			Customers					Public	or					Relations
[PRIVATE DATA BEGINS...														
	New Brighton	3/13/13	1	Ramsey County Dispatch	Contractor hit 2" main	Turned off gas; monitored area	Fire Dept onsite	No	N/A	3/13/13 2:34 PM	3/13/13 3:41 PM	1 hr 7 min.	No	
	Maplewood	3/26/13	1	Ramsey County	Trailer Fire	Turned off gas; monitored area	Fire Dept onsite	No	N/A	3/23/14 1:03 AM			No	
	St. Paul	4/5/13	7	St. Paul Fire	Customer owned equipment	Evacuated apartment building & Ventilated area	Fire Dept onsite	No	Company	4/5/13 5:12 PM	4/5/13 7:03 PM	1 hr 51 min.	No	
	Oakdale	4/9/13	7	Washington County	House fire	Turned off gas; monitored area	Fire Dept onsite	Media onsite		4/9/13 9:52 PM			No	
	Shakopee	4/25/13	3	Customer notified Xcel Energy representative	Fire at facility; cause is unknown at this time	Turned off gas for precautionary reasons, stood by as directed by fire official.	Fire Dept onsite, door to door communications with potentially impacted customers	Notified media relations		4/25/13 2:20 PM			No	
	Red Wing	4/27/13	1	Fire Department	Homeowner damaged gas service to	Turned off gas; monitored area	Fire Dept onsite	No	Company	4/27/13 1:20 PM	4/27/13 3:04 PM	1 hr 44 min.	No	
	Red Wing	5/2/13	2	Fire Department	An uprooted tree damaged the gas service.	Turned off gas; monitored area	Fire Dept onsite; home evacuations were conducted	No	N/A	5/2/13 7:53 AM	5/2/13 1:32 PM	5 hrs 39 min.	No	
	Lindstrom	5/13/13	1	Washington County	Contractor hit 5/8" service	Turned off gas; monitored area	Police onsite	No	N/A	5/13/13 5:12 PM	5/13/13 6:10 PM	58 min.	No	
	Princeton and Baldwin Township	5/20/13	0	Sherburne County	Gas main hit due to directional boring at intersection	Pressure maintained downstream while damage was repaired	Sheriff Dept and Fire Dept onsite to block off intersection	No	N/A	5/20/13 6:08 PM	5/20/13 8:55 PM	2 hrs 47 min.	No	
	Stillwater	6/21/13	2	Washington County	Gas service hit due to tree struck by lightning	Monitored area	Sheriff Dept and Fire Dept onsite	No	N/A	6/21/13 6:55 AM			No	
	St. Joseph	6/24/13	1	Stearns County	Contractor hit 5/8" service	Turned off gas; monitored area	Fire Dept evacuated customers	No	N/A	6/24/13 11:27 AM	6/24/13 1:02 PM	1 hr 35 min.	No	
	Maplewood	6/17/13	1	Contractor	Contractor hit 1-1/8" service	Turned off gas; monitored area	Fire Dept onsite	No	N/A	6/17/13 11:34 AM	6/17/13 12:11 PM	37 min.	No	
	Wyoming	6/17/13	1	Chisago County	Customer owned equipment malfunction	Monitored area	Fire Dept evacuated customers	No	N/A	6/17/13 8:30 PM			No	
	Northfield	7/13/13	0	Rice County Sheriff	Washed out 4" main due to flash flood	Turned off gas; monitored area	Fire Dept onsite	No	N/A	7/13/13 2:20 PM	7/13/13 5:00 PM	2 hrs 40 min.	No	
	St. Paul	7/9/13	1	St. Paul Fire	House fire/Cause under investigation	Turned off gas; monitored area	Fire Dept onsite	No	N/A	7/9/13 2:47 AM			No	
	St. Paul	7/3/13	4 units	Customer	Underground gas leak on service	Turned off gas; monitored area	Fire Dept evacuated area	No	N/A	7/3/13 12:03 PM			No	
	South St. Paul	7/15/13	0	South Saint Paul Fire Dept	Gas main hit due to directional boring at intersection	Gas main was excavated and leaked stopped-off, no customer outage occurred	Fire Dept onsite to block off intersection and evacuate homes	No	N/A	7/15/13 10:07 AM			No	
	Northfield	7/18/13	1	Fire Dept	Excavating contractor damaged gas main	Turned off gas; monitored area	Fire Dept onsite	No	N/A	7/18/13 8:29 AM			No	
	Faribault	8/27/13	82	Faribault 911	Contractor hit 2" Main	Turned off gas; monitored area	N/A	No	Company	8/27/13 9:01 AM	8/27/13 10:05 AM	1 hr 4 min.	No	
	Royalton	8/9/13	1	Benton County Fire	Structure Fire	Turned off gas and disconnected gas supply	Fire Dept onsite	No	N/A	8/9/13 7:05 PM			No	
	St. Paul	9/24/13	64	St. Paul Fire Dept	Contractor hit Main	Turned off gas; monitored area	Fire Dept onsite	No	N/A	9/24/13 2:08 PM	9/24/13 10:00 PM	3 hrs 52 min.	No	
	Clearwater	9/18/13	1	Xcel Electric Dispatch	House Fire	Service was disconnected per Fire Dept; monitored area	Fire Dept onsite	No	N/A	9/18/13 2:44 PM			No	
	St. Paul	9/18/13	25	911	Contractor hit 2" main	Turned off gas; monitored area	Fire Dept onsite	Media onsite	N/A	9/18/13 11:38 AM	9/18/13 4:09 PM	4 hrs 31 min.	No	
	St. Paul	10/30/13	1	St. Paul Fire Dept	Excavator contractor hit main	Turned off gas; monitored area	Fire Dept onsite	No	N/A	10/30/13 3:19 PM	10/30/13 3:58 PM	39 min.	No	
	Woodbury	10/10/13	1	Washington County Fire Dept	Contractor augured into 2 inch service line	Turned off gas; monitored area	Fire Dept onsite	No	N/A	10/10/13 10:47 AM	10/10/13 1:15 PM	2 hrs 28 min.	No	
...[PRIVATE DATA ENDS]														

**...PRIVATE DATA ENDS]**



**Customer Service Related Operations and Maintenance Expenses**

	<b>2013 Actuals</b>	
	<b>NSPM Company Gas Utility</b>	<b>State of MN Jurisdiction</b>
FERC Account 901 & 903	\$ 6,338,684	\$ 5,799,728
Associated Payroll Taxes & Benefits	\$ 472,798	\$ 431,478
<b>Total Customer Service Related O&amp;M Expenses</b>	<b>\$ 6,811,482</b>	<b>\$ 6,231,206</b>

																Grand
Utility	Work Resolution	Data	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Electric	INVESTIGATE AND REMEDIATE	Order Count	156	126	147	131	126	142	216	232	187	177	165	135	1,940	
		Average Days	3.03	2.79	2.80	2.93	2.62	2.73	3.15	2.72	2.92	3.11	3.27	3.79	2.99	
		Min Days	1	0	1	0	1	1	1	1	1	1	0	0	0	
		Max of Days	6	6	7	6	5	5	9	7	5	10	7	6	10	
		StdDev of Days	1.29	1.37	1.16	1.39	1.09	1.09	1.51	1.13	1.20	1.29	1.46	1.60	1.33	
	INVESTIGATE AND REFER	Order Count	15	26	20	29	22	13	28	24	21	20	13	32	263	
		Average Days	3.53	3.31	2.60	3.17	2.68	2.46	3.64	2.42	3.71	3.20	3.00	3.38	3.13	
		Min Days	2	1	2	2	2	1	2	1	2	1	1	1	1	
		Max of Days	6	5	4	9	5	5	9	4	5	6	6	6	9	
		StdDev of Days	1.30	1.29	0.88	1.63	1.17	1.13	2.09	0.93	1.23	1.44	1.58	1.16	1.42	
	REMEDIATE UPON REFERRAL	Order Count		1	1				2	1	2	2		2	11	
		Average Days		0.00	1.00				0.00	0.00	0.00	0.00		0.50	0.18	
		Min Days		0	1				0	0	0	0		0	0	
		Max of Days		0	1				0	0	0	0		1	1	
		StdDev of Days							0.00		0.00	0.00		0.71	0.40	
Electric Order Count			171	153	168	160	148	155	246	257	210	199	178	169	2,214	
Electric Average Days			3.08	2.86	2.76	2.98	2.63	2.70	3.18	2.68	2.97	3.09	3.25	3.67	2.99	
Electric Min Days			1	0	1	0	1	1	0	0	0	0	0	0	0	
Electric Max of Days			6	6	7	9	5	5	9	7	5	10	7	6	10	
Electric StdDev of Days			1.30	1.38	1.13	1.43	1.10	1.09	1.61	1.12	1.25	1.33	1.47	1.56	1.36	

Gas	INVESTIGATE AND REMEDIATE	Order Count	116	145	162	203	159	115	161	127	156	159	86	126	1,715
		Average Days	3.15	3.53	3.02	2.93	3.04	2.79	2.89	2.80	2.92	2.70	3.29	3.78	3.05
		Min Days	1	0	0	0	0	0	0	0	0	0	0	1	0
		Max of Days	11	8	8	6	11	10	6	8	7	7	7	8	11
		StdDev of Days	1.85	1.67	1.39	1.41	1.59	1.32	1.45	1.44	1.46	1.41	1.59	1.83	1.55
	INVESTIGATE AND REFER	Order Count	60	115	105	132	94	59	75	71	71	69	37	48	936
		Average Days	2.75	3.13	2.77	3.14	2.72	3.02	3.15	2.75	2.99	2.94	3.24	3.90	3.01
		Min Days	1	1	0	1	1	2	1	1	1	2	1	1	0
		Max of Days	7	8	6	6	7	6	6	6	6	6	7	8	8
		StdDev of Days	1.28	1.48	1.15	1.12	1.15	1.06	1.44	1.09	1.19	1.06	1.53	1.68	1.28
	REMEDIATE UPON REFERRAL	Order Count	31	84	89	111	85	51	50	52	27	22	16	17	635
		Average Days	4.74	3.07	2.58	2.54	5.24	2.41	3.72	2.13	2.37	3.50	3.75	3.71	3.22
		Min Days	0	0	0	0	0	0	1	0	0	1	0	1	0
		Max of Days	15	9	8	11	14	11	12	10	7	12	11	11	15
		StdDev of Days	4.20	2.66	2.11	2.37	4.11	2.48	2.80	1.85	1.98	2.81	3.26	3.06	2.98
Gas Order Count			207	344	356	446	338	225	286	250	254	250	139	191	3,286
Gas Average Days			3.27	3.28	2.84	2.89	3.50	2.76	3.10	2.64	2.88	2.84	3.33	3.80	3.07
Gas Min Days			0	0	0	0	0	0	0	0	0	0	0	1	0
Gas Max of Days			15	9	8	11	14	11	12	10	7	12	11	11	15
Gas StdDev of Days			2.32	1.91	1.55	1.65	2.61	1.61	1.78	1.47	1.46	1.51	1.83	1.92	1.86
Total E & G Order Count			378	497	524	606	486	380	532	507	464	449	317	360	5,500
Total E & G Average Days			3.18	3.15	2.81	2.91	3.24	2.74	3.14	2.66	2.92	2.95	3.29	3.74	3.04
Total E & G Days Min			0	0	0	0	0	0	0	0	0	0	0	0	0
Total E & G Days Max			15	9	8	11	14	11	12	10	7	12	11	11	15
Total E & G Days Std Dev			1.92	1.77	1.43	1.59	2.29	1.42	1.70	1.30	1.37	1.44	1.63	1.76	1.67

**EXCLUSIONS****Meter Access**

Utility	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Electric Order Count	6	11	40	47	48	37	38	5	33	11	5	6	287
Electric Average Days	168.67	121.73	182.83	151.45	72.31	61.41	69.71	11.20	56.09	55.82	126.60	59.50	99.95
Gas Order Count	23	43	131	98	94	64	23	30	32	43	18	9	608
Gas Average Days	107.48	68.53	109.31	96.40	67.93	69.58	23.91	57.70	55.91	35.81	44.17	45.11	77.03
Total E & G Order Count	29	54	171	145	142	101	61	35	65	54	23	15	895
Total E & G Average Days	120.14	79.37	126.50	114.24	69.41	66.58	52.44	51.06	56.00	39.89	62.09	50.87	84.38
<b>Environmental</b>													
Electric Order Count	0	0	0	0	0	0	0	3	0	0	0	0	0
Electric Average Days	0	0	0	0	0	0	0	9	0	0	0	0	0

## CERTIFICATE OF SERVICE

I, Theresa Sarafolean, 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. G002/M-14-\_\_\_\_\_**  
**MISCELLANEOUS GAS SERVICE LIST**

Dated this 1<sup>st</sup> day of May 2014

/s/

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Theresa Sarafolean

[illegible]

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