



414 Nicollet Mall  
Minneapolis, Minnesota 55401

**PUBLIC DOCUMENT  
PRIVATE DATA ON INDIVIDUALS EXCISED**

May 2, 2016

**—VIA ELECTRONIC FILING—**

Daniel P. Wolf  
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-16-\_\_\_\_

Dear Mr. Wolf:

Enclosed for filing is the 2015 Natural Gas Service Quality Performance Report of Northern States Power Company, doing business as Xcel Energy, 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.

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 filing 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) 330-6064 or [bria.e.shea@xcelenergy.com](mailto:bria.e.shea@xcelenergy.com) if you have any questions regarding this filing.

Sincerely,

/s/

BRIA SHEA  
REGULATORY MANAGER

Enclosures  
c: Service List

STATE OF MINNESOTA  
BEFORE THE  
MINNESOTA PUBLIC UTILITIES COMMISSION

|                         |              |
|-------------------------|--------------|
| Beverly Jones Heydinger | Chair        |
| Nancy Lange             | Commissioner |
| Dan Lipschultz          | Commissioner |
| Matthew Schuerger       | Commissioner |
| John Tuma               | Commissioner |

IN THE MATTER OF NORTHERN STATES  
POWER COMPANY, ANNUAL REPORT ON  
NATURAL GAS SERVICE QUALITY FOR 2015

DOCKET NO. G002/M-16-\_\_\_\_\_

**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 2015. 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 2015 Annual Report.

**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 April 29, 2016 Annual Complaint Report
- Attachment G – Natural Gas Emergency Calls Average Speed of Answer
- Attachment H – MnOPS Emergency Response Reporting Forms
- Attachment H1 – Natural Gas Emergency Response/MnOPS Categories
- Attachment I – Natural Gas Emergency Response Times
- 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

\*These attachments were also included in our April 1, 2016 Electric Service Quality Rules Report filed in Docket No. E002/M-16-281.

## **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 90 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 2015, our average speed of answer was 18 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, 2014 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 percent in any given month. In addition, we have reported the number of meters installed by month rather than only a year-end total.

In this year's report, we have made a further reporting refinement to remove “deleted meters” from the total number of meters installed per month. The “deleted meters” designation is given to meters that were incorrectly entered into the system and were

never truly installed at a premise. As a result, our total number of installed meters in 2015 is less than in 2014. To put this issue in context, approximately 5,250 meters were removed from our 2015 count. We will use this methodology going forward.

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-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Metro East | 4      | 4      | 4      | 4      | 4      | 4      | 4      | 4      | 4      | 4      | 4      | 4      |
| Metro West | 5      | 5      | 5      | 5      | 4      | 4      | 4      | 4      | 4      | 4      | 4      | 4      |
| Northwest  | 3      | 3      | 3      | 3      | 2      | 2      | 2      | 2      | 2      | 2      | 2      | 2      |
| Southeast  | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      | 3      |
| Other      | 1      | 1      | 1      | 1      | 1      | 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-15-2) 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:*

- 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.*

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

- 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 2015, we requested a total of 561 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 was filed on April 29, 2016 in Docket No. E,G999/PR-16-13.

## **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 2015, we answered 76.4 percent of gas emergency calls in 20 seconds.

The primary reason our 2015 performance was below our performance in previous years is due to a major electric outage in Minnesota on July 18, 2015 during which a significant number of customers called the gas emergency number to report their

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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).

electric outage. Contact center agents typically handle such misdirected calls, while dispatchers will transfer these calls into the contact centers.

To reduce the occurrence of non-gas-related calls to our gas emergency dispatchers in the future, the Company took a number of corrective actions. First, we discovered the gas emergency number was posted on our Company intranet as an electric outage number, so Company personnel may have misdirected customers to the gas emergency line. This error was corrected upon its discovery in July 2015. In an effort to route only legitimate gas calls to the gas emergency dispatchers, a new call menu structure was implemented for the x2999 gas hotline number on July 31, 2015 as follows:

1. Welcome to Xcel Energy, you've reached our Gas Emergency Line.
2. If you are calling about a gas leak or gas emergency, press 1.
3. For all other matters, press 2.
4. For Espanol, marke tres.

This new menu will help non-gas emergency calls to be immediately directed to the contact center which leaves gas dispatchers available for actual gas emergency calls.

## *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 2015 is 38.13 minutes. We responded to 87percent 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 2015 MnOPS Emergency Response Reporting Forms.

## *3. Additional Emergency Response Information*

We additionally provide our 2015 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 2, 2016 in Docket Nos. E,G002/CI-02-2034 and E,G002/M-12-383.

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 2015 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 = | $\frac{\text{Total Number of Mislocates}}{\text{Total Number of Locate Tickets}} \times 1,000$ |
|------------------|--|

Attachment J separates mislocates due to mismarked lines from mislocates due to failure to mark lines.

## I. System Damage

Our 2015 System Damage report is provided as **Attachment K** to this Annual Report. In compliance with the August 26, 2010 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 2015 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 2015.

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 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 2015. For 2015, these expenses totaled \$5,813,068 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, 2016 Service Quality Rules Report.

## **CONCLUSION**

Xcel Energy respectfully requests the Commission accept this 2015 Annual Natural Gas Service Quality Report.

Dated: May 2, 2016

Northern States Power Company

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

|    |   | January | February | March   | April   | May     | June    | July    | August  | September | October | November | December | 2015      |
|----|---|---------|----------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|----------|-----------|
| 1  | All <b>Residential</b> Calls offered to Agents  | 88,109  | 79,677   | 92,643  | 106,676 | 110,453 | 124,054 | 149,229 | 121,021 | 111,896   | 104,098 | 86,884   | 86,003   | 1,260,743 |
| 2  | All <b>BSC</b> Calls Offered to Agents  | 3,784   | 3,529    | 3,861   | 3,873   | 3,556   | 3,886   | 3,873   | 3,841   | 3,956     | 4,022   | 3,342    | 3,618    | 45,141    |
| 3  | All <b>Credit</b> Calls Offered to Agents   | 18,439  | 17,710   | 24,173  | 36,766  | 29,164  | 26,097  | 25,499  | 28,942  | 34,912    | 24,529  | 16,898   | 14,575   | 297,704   |
| 4  | All <b>PAR</b> Calls Offered to Agents  | 3,491   | 2,769    | 3,656   | 7,006   | 6,332   | 6,135   | 5,944   | 5,260   | 5,336     | 3,992   | 3,274    | 3,044    | 56,239    |
| 5  | All Calls Offered to Agents   | 113,823 | 103,685  | 124,333 | 154,321 | 149,505 | 160,172 | 184,545 | 159,064 | 156,100   | 136,641 | 110,398  | 107,240  | 1,659,827 |
| 6  | All Calls Excluding Credit and PAR  | 91,893  | 83,206   | 96,504  | 110,549 | 114,009 | 127,940 | 153,102 | 124,862 | 115,852   | 108,120 | 90,226   | 89,621   | 1,305,884 |
| 7  | All <b>Residential</b> Calls Answered by Agents within 20 seconds   | 69,136  | 63,908   | 73,557  | 84,861  | 86,503  | 92,749  | 100,034 | 90,032  | 86,330    | 79,242  | 65,611   | 65,777   | 957,740   |
| 8  | All <b>BSC</b> Calls Answered by Agents within 20 seconds   | 2,591   | 2,814    | 3,057   | 3,306   | 3,148   | 3,447   | 3,277   | 2,919   | 2,850     | 3,276   | 2,732    | 3,157    | 36,574    |
| 9  | All <b>Credit</b> Calls Answered by Agents within 20 seconds  | 16,159  | 15,541   | 20,558  | 30,884  | 24,855  | 22,971  | 22,573  | 25,592  | 28,161    | 21,664  | 15,266   | 13,362   | 257,586   |
| 10 | All <b>PAR</b> Calls Answered by Agents within 20 seconds   | 2,975   | 2,425    | 3,193   | 6,433   | 5,405   | 5,265   | 4,987   | 4,410   | 4,454     | 3,393   | 2,812    | 2,689    | 48,441    |
| 11 | All Calls Answered by Agents within 20 seconds  | 90,861  | 84,688   | 100,365 | 125,484 | 119,911 | 124,432 | 130,871 | 122,953 | 121,795   | 107,575 | 86,421   | 84,985   | 1,300,341 |
| 12 | All Calls Answered by Agents within 20 seconds Excluding Credit and PAR                                     | 71,727  | 66,722   | 76,614  | 88,167  | 89,651  | 96,196  | 103,311 | 92,951  | 89,180    | 82,518  | 68,343   | 68,934   | 994,314   |
| 13 | Non-Billing and Outage Calls Completed in IVR   | 13,099  | 12,818   | 13,738  | 15,324  | 15,181  | 15,812  | 25,806  | 17,656  | 18,789    | 17,978  | 15,036   | 15,977   | 197,214   |
| 14 | Billing Calls Handled by IVR  | 140,278 | 135,948  | 151,537 | 151,879 | 144,359 | 143,909 | 149,200 | 149,592 | 149,175   | 147,764 | 129,943  | 131,077  | 1,724,661 |
| 15 | Outage Calls Handled by IVR   | 14,863  | 14,466   | 18,980  | 25,540  | 25,532  | 32,956  | 121,077 | 31,914  | 20,592    | 20,150  | 21,565   | 11,512   | 359,147   |
| 16 | Outage Calls Offered to Agents  | 6,631   | 5,436    | 8,412   | 10,642  | 10,121  | 12,506  | 28,109  | 9,957   | 6,772     | 6,424   | 6,151    | 4,323    | 115,484   |
| 17 | Total Outage Calls  | 21,494  | 19,902   | 27,392  | 36,182  | 35,653  | 45,462  | 149,186 | 41,871  | 27,364    | 26,574  | 27,716   | 15,835   | 474,631   |
| 18 | All Calls Offered to Agents + Outage Calls Handled by IVR   | 128,686 | 118,151  | 143,313 | 179,861 | 175,037 | 193,128 | 305,622 | 190,978 | 176,692   | 156,791 | 131,963  | 118,752  | 2,018,974 |
| 19 | All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR                                | 105,724 | 99,154   | 119,345 | 151,024 | 145,443 | 157,388 | 251,948 | 154,867 | 142,387   | 127,725 | 107,986  | 96,497   | 1,659,488 |
| 20 | Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR   | 106,756 | 97,672   | 115,484 | 136,089 | 139,541 | 160,896 | 274,179 | 156,776 | 136,444   | 128,270 | 111,791  | 101,133  | 1,665,031 |
| 21 | Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR                        | 86,590  | 81,188   | 95,594  | 113,707 | 115,183 | 129,152 | 224,388 | 124,865 | 109,772   | 102,668 | 89,908   | 80,446   | 1,353,461 |
| 22 | All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR                    | 268,964 | 254,099  | 294,850 | 331,740 | 319,396 | 337,037 | 454,822 | 340,570 | 325,867   | 304,555 | 261,906  | 249,829  | 3,743,635 |
| 23 | All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR | 246,002 | 235,102  | 270,882 | 302,903 | 289,802 | 301,297 | 401,148 | 304,459 | 291,562   | 275,489 | 237,929  | 227,574  | 3,384,149 |

|    |   | January | February | March   | April   | May     | June    | July    | August  | September | October | November | December | 2015      |
|----|---|---------|----------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|----------|-----------|
| 24 | Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR                    | 247,034 | 233,620  | 267,021 | 287,968 | 283,900 | 304,805 | 423,379 | 306,368 | 285,619   | 276,034 | 241,734  | 232,210  | 3,389,692 |
| 25 | Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR | 226,868 | 217,136  | 247,131 | 265,586 | 259,542 | 273,061 | 373,588 | 274,457 | 258,947   | 250,432 | 219,851  | 211,523  | 3,078,122 |
| 26 | Service Level All Calls (including calls handled by IVR)  | 91.9%   | 92.9%    | 92.2%   | 91.7%   | 91.2%   | 89.9%   | 88.8%   | 89.9%   | 90.0%     | 91.0%   | 91.3%    | 91.6%    | 90.9%     |
| 27 | Service Level All Calls (not including billing calls handled by IVR)  | 82.2%   | 83.9%    | 83.3%   | 84.0%   | 83.1%   | 81.5%   | 82.4%   | 81.1%   | 80.6%     | 81.5%   | 81.8%    | 81.3%    | 82.2%     |
| 28 | Service Level Res and BSC Calls (including outage and billing calls handled by IVR)                                 | 91.8%   | 92.9%    | 92.6%   | 92.2%   | 91.4%   | 89.6%   | 88.2%   | 89.6%   | 90.7%     | 90.7%   | 90.9%    | 91.1%    | 90.8%     |
| 29 | Service Level Res and BSC Calls (not including billing calls handled by IVR)  | 81.1%   | 83.1%    | 82.8%   | 83.6%   | 82.5%   | 80.3%   | 81.8%   | 79.6%   | 80.5%     | 80.0%   | 80.4%    | 79.5%    | 81.3%     |
| 30 | Service Level (agent only)  | 79.8%   | 81.7%    | 80.7%   | 81.3%   | 80.2%   | 77.7%   | 70.9%   | 77.3%   | 78.0%     | 78.7%   | 78.3%    | 79.2%    | 78.3%     |
| 31 | ASA (Agent only Residential, BSC, Credit and PAR)   | 15      | 13       | 14      | 14      | 15      | 18      | 34      | 17      | 15        | 15      | 18       | 15       | 18        |
|    | ASA Residential   | 16      | 14       | 15      | 16      | 16      | 21      | 41      | 20      | 16        | 16      | 21       | 18       | 20        |
|    | ASA BSC   | 36      | 22       | 19      | 12      | 11      | 10      | 15      | 25      | 28        | 20      | 18       | 12       | 19        |
|    | ASA Credit  | 8       | 8        | 11      | 12      | 10      | 9       | 9       | 8       | 12        | 8       | 7        | 6        | 9         |
|    | ASA PAR   | 15      | 11       | 12      | 8       | 13      | 13      | 15      | 15      | 15        | 14      | 13       | 11       | 13        |

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) + (Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR) / (All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR) + (Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR) |
|    | Agent call volumes includes calls offered and handled at the Residential call centers (Amarillo, Centre Pointe and Sky Park), at the Business call center at Sky Park, 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 | A<br>Total | B<br>Total<br>Number of<br>Meters<br>Installed | A÷B<br>Percent<br>Read by<br>Utility<br>(Company) |   |
|------------------|-------------|------------|------------|-------|------------|--|---|---|
| <b>JANUARY</b>   | 1,550,920   | 156,468    | 10,781     | 4,442 | 1,722,611  | 1,724,461                                      | 99.89%  |   |
| <b>FEBRUARY</b>  | 1,423,637   | 139,541    | 9,534      | 3,992 | 1,576,704  | 1,725,457                                      | 91.38%  | * |
| <b>MARCH</b>     | 1,552,932   | 156,589    | 10,808     | 4,479 | 1,724,808  | 1,726,180                                      | 99.92%  |   |
| <b>APRIL</b>     | 1,553,428   | 155,757    | 10,516     | 4,433 | 1,724,134  | 1,726,772                                      | 99.85%  |   |
| <b>MAY</b>       | 1,483,174   | 151,924    | 10,649     | 4,277 | 1,650,024  | 1,727,430                                      | 95.52%  |   |
| <b>JUNE</b>      | 1,554,812   | 156,613    | 10,730     | 4,428 | 1,726,583  | 1,728,526                                      | 99.89%  |   |
| <b>JULY</b>      | 1,555,049   | 154,125    | 10,483     | 4,337 | 1,723,994  | 1,729,331                                      | 99.69%  |   |
| <b>AUGUST</b>    | 1,556,405   | 156,796    | 10,833     | 4,412 | 1,728,446  | 1,730,346                                      | 99.89%  |   |
| <b>SEPTEMBER</b> | 1,556,890   | 156,739    | 10,748     | 4,394 | 1,728,771  | 1,731,419                                      | 99.85%  |   |
| <b>OCTOBER</b>   | 1,559,158   | 157,015    | 10,822     | 4,410 | 1,731,405  | 1,733,263                                      | 99.89%  |   |
| <b>NOVEMBER</b>  | 1,501,913   | 149,200    | 10,210     | 4,239 | 1,665,562  | 1,734,474                                      | 96.03%  | * |
| <b>DECEMBER</b>  | 1,487,087   | 147,735    | 9,967      | 4,087 | 1,648,876  | 1,735,342                                      | 95.02%  | * |

\*The number of working days in a month, the number of weekends in a month, and the number of holidays in a month will impact the percentage of meters read by the utility, particularly in February, November, and December when excluding multiple meter reads on a single meter from the data.

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

|                  | Residential | Commercial | Industrial | Other | A<br>Total | B<br>Total<br>Number of<br>Meters<br>Installed | A÷B<br>Percent<br>Read<br>by<br>Customer |
|------------------|-------------|------------|------------|-------|------------|--|--|
| <b>JANUARY</b>   | 18          |            |            |       | 18         | 1,724,461                                      | 0.0010%                                  |
| <b>FEBRUARY</b>  | 11          |            |            |       | 11         | 1,725,457                                      | 0.0006%                                  |
| <b>MARCH</b>     | 9           |            |            |       | 9          | 1,726,180                                      | 0.0005%                                  |
| <b>APRIL</b>     | 14          |            |            |       | 14         | 1,726,772                                      | 0.0008%                                  |
| <b>MAY</b>       | 9           |            |            |       | 9          | 1,727,430                                      | 0.0005%                                  |
| <b>JUNE</b>      | 18          |            |            |       | 18         | 1,728,526                                      | 0.0010%                                  |
| <b>JULY</b>      | 28          |            |            |       | 28         | 1,729,331                                      | 0.0016%                                  |
| <b>AUGUST</b>    | 21          |            |            |       | 21         | 1,730,346                                      | 0.0012%                                  |
| <b>SEPTEMBER</b> | 10          |            |            |       | 10         | 1,731,419                                      | 0.0006%                                  |
| <b>OCTOBER</b>   | 15          |            |            |       | 15         | 1,733,263                                      | 0.0009%                                  |
| <b>NOVEMBER</b>  | 9           | 1          |            |       | 10         | 1,734,474                                      | 0.0006%                                  |
| <b>DECEMBER</b>  | 11          |            |            |       | 11         | 1,735,342                                      | 0.0006%                                  |

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 ANSWER                     | 79  | 56  | 65  | 63  | 69  | 67  | 67  | 57  | 44  | 45  | 41  | 28  | 681   | 27.15%  |
| NO READING RETURNED           | 84  | 55  | 51  | 29  | 19  | 23  | 27  | 42  | 58  | 69  | 91  | 129 | 677   | 26.99%  |
| DOOR LOCKED                   | 34  | 39  | 38  | 21  | 23  | 24  | 19  | 14  | 14  | 13  | 7   | 4   | 250   | 9.97%   |
| OC Meter Maint                | 16  | 5   | 4   | 5   | 6   | 8   | 4   | 15  | 29  | 23  | 25  | 32  | 172   | 6.86%   |
| NEED KEY OR CODE              | 14  | 12  | 22  | 18  | 17  | 13  | 10  | 7   | 4   | 7   | 7   | 3   | 134   | 5.34%   |
| BAD KEY OR CODE               | 15  | 6   | 11  | 9   | 6   | 11  | 9   | 6   | 7   | 6   | 4   | 1   | 91    | 3.63%   |
| METER OFF                     | 6   | 7   | 9   | 11  | 10  | 7   | 4   | 4   | 7   | 7   | 5   | 7   | 84    | 3.35%   |
| SERVICE CUT AT POLE           | 5   | 4   | 5   | 6   | 8   | 6   | 5   | 6   | 4   | 5   | 4   | 4   | 62    | 2.47%   |
| DEAD REGISTER                 | 12  | 6   | 2   | 2   | 3   | 4   | 5   | 8   | 3   | 3   | 2   | 4   | 54    | 2.15%   |
| VACANT                        | 2   | 3   | 6   | 5   | 3   | 3   | 5   | 3   | 2   | 7   | 1   | 4   | 44    | 1.75%   |
| KEY NOT AVAILABLE             | 5   | 7   | 5   | 5   | 1   | 3   | 4   | 7   | 2   | 3   | 1   | 0   | 43    | 1.71%   |
| METER REMOVED                 | 6   | 5   | 9   | 5   | 2   | 5   | 3   | 1   | 0   | 3   | 3   | 0   | 42    | 1.67%   |
| GATE PROBLEM                  | 2   | 4   | 3   | 1   | 4   | 4   | 3   | 3   | 1   | 3   | 7   | 2   | 37    | 1.48%   |
| DOG                           | 8   | 3   | 6   | 3   | 3   | 6   | 2   | 0   | 2   | 0   | 3   | 0   | 36    | 1.44%   |
| METER BLOCKED                 | 4   | 1   | 1   | 0   | 2   | 5   | 4   | 3   | 2   | 0   | 2   | 0   | 24    | 0.96%   |
| UNSAFE CONDITION              | 3   | 2   | 1   | 2   | 0   | 1   | 0   | 0   | 2   | 2   | 2   | 0   | 15    | 0.60%   |
| CUSTOMER READING              | 2   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 0   | 12    | 0.48%   |
| HANDHELD ESTIMATE             | 1   | 0   | 1   | 1   | 0   | 0   | 3   | 0   | 0   | 0   | 0   | 1   | 7     | 0.28%   |
| CUST REQUESTS SKIP            | 1   | 1   | 1   | 2   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 6     | 0.24%   |
| BAD ROAD                      | 1   | 0   | 2   | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 5     | 0.20%   |
| NO ACCESS BACK YARD           | 2   | 0   | 2   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 5     | 0.20%   |
| SEASONAL                      | 1   | 0   | 1   | 2   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 5     | 0.20%   |
| CANNOT LOCATE                 | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 4     | 0.16%   |
| REFUSED ADMITTANCE            | 0   | 0   | 1   | 0   | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 3     | 0.12%   |
| ABS MCC Calc Reading          | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2   | 0   | 2     | 0.08%   |
| ABS Stale Reads - MCC         | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 2     | 0.08%   |
| CLOSED LOOP                   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.08%   |
| NO WINDOW CARD                | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 2     | 0.08%   |
| SNOW/MUD                      | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 2     | 0.08%   |
| ABS Data Corrupt - MCC        | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.04%   |
| DOG NEXT DOOR                 | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.04%   |
| OC CellNet New: no premise ID | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.04%   |
| OC Record Mismatch            | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1     | 0.04%   |
| SPS DEAD REGISTER             | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.04%   |
| TOTAL                         | 305 | 220 | 249 | 193 | 181 | 193 | 177 | 177 | 183 | 199 | 210 | 221 | 2508  | 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  | 17         | 14         | 14         | 10         | 13         | 11         | 8          | 8          | 29         | 24         | 19         | 40         | 207          | 21.97%         |
| METER OFF            | 13         | 14         | 22         | 21         | 17         | 14         | 20         | 11         | 12         | 7          | 13         | 12         | 176          | 18.68%         |
| DEAD REGISTER        | 6          | 14         | 11         | 13         | 15         | 11         | 10         | 17         | 6          | 10         | 8          | 5          | 126          | 13.38%         |
| NO ANSWER            | 9          | 11         | 9          | 6          | 8          | 6          | 5          | 7          | 3          | 4          | 4          | 1          | 73           | 7.75%          |
| METER REMOVED        | 11         | 10         | 11         | 7          | 7          | 4          | 3          | 2          | 1          | 3          | 2          | 5          | 66           | 7.01%          |
| DOOR LOCKED          | 6          | 5          | 10         | 7          | 3          | 5          | 6          | 6          | 4          | 3          | 2          | 3          | 60           | 6.37%          |
| VACANT               | 2          | 3          | 6          | 5          | 2          | 4          | 3          | 2          | 3          | 4          | 4          | 4          | 42           | 4.46%          |
| SEASONAL             | 2          | 0          | 5          | 6          | 3          | 4          | 1          | 4          | 2          | 2          | 3          | 2          | 34           | 3.61%          |
| CANNOT LOCATE        | 5          | 3          | 3          | 3          | 3          | 3          | 2          | 3          | 0          | 2          | 1          | 1          | 29           | 3.08%          |
| BAD KEY OR CODE      | 1          | 1          | 3          | 4          | 2          | 2          | 1          | 1          | 1          | 1          | 2          | 2          | 21           | 2.23%          |
| GATE PROBLEM         | 3          | 1          | 2          | 2          | 0          | 3          | 2          | 0          | 1          | 1          | 2          | 1          | 18           | 1.91%          |
| NEED KEY OR CODE     | 2          | 3          | 2          | 1          | 1          | 2          | 1          | 0          | 0          | 1          | 2          | 1          | 16           | 1.70%          |
| OC Meter Maint       | 1          | 0          | 1          | 0          | 0          | 0          | 1          | 2          | 1          | 3          | 2          | 4          | 15           | 1.59%          |
| KEY NOT AVAILABLE    | 2          | 1          | 2          | 1          | 2          | 2          | 0          | 1          | 0          | 0          | 0          | 0          | 11           | 1.17%          |
| UNSAFE CONDITION     | 1          | 2          | 0          | 1          | 0          | 2          | 0          | 1          | 0          | 0          | 1          | 2          | 10           | 1.06%          |
| SERVICE CUT AT POLE  | 3          | 1          | 0          | 0          | 2          | 0          | 0          | 1          | 0          | 0          | 0          | 2          | 9            | 0.96%          |
| BAD ROAD             | 0          | 0          | 0          | 0          | 1          | 0          | 1          | 0          | 1          | 1          | 0          | 0          | 4            | 0.42%          |
| CUST REQUESTS SKIP   | 1          | 0          | 0          | 0          | 1          | 1          | 0          | 0          | 0          | 0          | 1          | 0          | 4            | 0.42%          |
| HANDHELD ESTIMATE    | 0          | 1          | 1          | 1          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 4            | 0.42%          |
| REFUSED ADMITTANCE   | 1          | 0          | 0          | 1          | 0          | 1          | 1          | 0          | 0          | 0          | 0          | 0          | 4            | 0.42%          |
| WRONG ROUTE          | 0          | 0          | 2          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 3            | 0.32%          |
| Bad Ert              | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 1          | 0          | 2            | 0.21%          |
| METER BLOCKED        | 0          | 0          | 1          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 2            | 0.21%          |
| ABS MCC Calc Reading | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1            | 0.11%          |
| BUSINESS CLOSED      | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 1            | 0.11%          |
| CUST MISSED          |            |            |            |            |            |            |            |            |            |            |            |            |              |                |
| APPOINTMENT          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 1            | 0.11%          |
| CUSTOMER READING     | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1            | 0.11%          |
| DOG                  | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 1            | 0.11%          |
| SPS DEAD REGISTER    | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1            | 0.11%          |
| TOTAL                | 86         | 84         | 105        | 90         | 83         | 76         | 67         | 66         | 65         | 66         | 68         | 86         | 942          | 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             | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Percent |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|
| NO READING RETURNED | 28  | 33  | 25  | 29  | 30  | 25  | 32  | 28  | 30  | 20  | 12  | 19  | 311   | 80.36%  |
| HANDHELD ESTIMATE   | 5   | 5   | 6   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 17    | 4.39%   |
| METER OFF           | 1   | 1   | 1   | 1   | 2   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 13    | 3.36%   |
| METER REMOVED       | 0   | 1   | 1   | 1   | 1   | 3   | 1   | 1   | 1   | 1   | 1   | 1   | 13    | 3.36%   |
| CUST REQUESTS SKIP  | 0   | 0   | 0   | 0   | 0   | 4   | 0   | 0   | 0   | 0   | 4   | 0   | 8     | 2.07%   |
| CUSTOMER READING    | 1   | 1   | 1   | 1   | 0   | 1   | 1   | 1   | 1   | 0   | 0   | 0   | 8     | 2.07%   |
| CANNOT LOCATE       | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 0   | 1   | 1   | 0   | 4     | 1.03%   |
| DEAD REGISTER       | 0   | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 4     | 1.03%   |
| DOOR LOCKED         | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 4     | 1.03%   |
| SERVICE CUT AT POLE | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 1   | 3     | 0.78%   |
| GATE PROBLEM        | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.26%   |
| VACANT              | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.26%   |
| TOTAL               | 35  | 43  | 37  | 35  | 33  | 35  | 35  | 32  | 34  | 25  | 20  | 23  | 387   | 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 | 10  | 12  | 12  | 12  | 5   | 5   | 5   | 6   | 6   | 5   | 4   | 7   | 89    | 78.76%  |
| CUSTOMER READING    | 2   | 1   | 1   | 2   | 2   | 1   | 2   | 1   | 1   | 1   | 2   | 2   | 18    | 15.93%  |
| METER REMOVED       | 0   | 0   | 0   | 0   | 0   | 2   | 1   | 0   | 0   | 0   | 0   | 0   | 3     | 2.65%   |
| CANNOT LOCATE       | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.88%   |
| HANDHELD ESTIMATE   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.88%   |
| WRONG ROUTE         | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.88%   |
| TOTAL               | 13  | 13  | 14  | 14  | 8   | 8   | 8   | 7   | 7   | 6   | 6   | 9   | 113   | 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 ANSWER                     | 24  | 21  | 33  | 27  | 28  | 26  | 30  | 24  | 22  | 19  | 18  | 11  | 283   | 37.04%  |
| NO READING RETURNED           | 20  | 11  | 11  | 9   | 3   | 10  | 9   | 21  | 24  | 20  | 23  | 22  | 183   | 23.95%  |
| DOOR LOCKED                   | 7   | 9   | 8   | 11  | 4   | 4   | 6   | 5   | 2   | 2   | 1   | 1   | 60    | 7.85%   |
| OC Meter Maint                | 3   | 3   | 4   | 2   | 1   | 3   | 0   | 2   | 5   | 6   | 7   | 10  | 46    | 6.02%   |
| SERVICE CUT AT POLE           | 3   | 3   | 3   | 3   | 3   | 3   | 3   | 2   | 1   | 4   | 3   | 4   | 35    | 4.58%   |
| METER OFF                     | 2   | 3   | 3   | 4   | 3   | 2   | 3   | 2   | 3   | 3   | 2   | 3   | 33    | 4.32%   |
| NEED KEY OR CODE              | 2   | 1   | 2   | 2   | 3   | 2   | 4   | 2   | 2   | 1   | 0   | 1   | 22    | 2.88%   |
| VACANT                        | 2   | 0   | 2   | 3   | 2   | 3   | 1   | 2   | 1   | 1   | 0   | 1   | 18    | 2.36%   |
| BAD KEY OR CODE               | 1   | 1   | 1   | 1   | 2   | 1   | 3   | 3   | 2   | 2   | 0   | 0   | 17    | 2.23%   |
| DOG                           | 3   | 1   | 2   | 1   | 1   | 3   | 2   | 0   | 0   | 0   | 0   | 0   | 13    | 1.70%   |
| CUSTOMER READING              | 2   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 0   | 0   | 11    | 1.44%   |
| DEAD REGISTER                 | 1   | 1   | 2   | 0   | 0   | 1   | 1   | 2   | 0   | 1   | 0   | 0   | 9     | 1.18%   |
| KEY NOT AVAILABLE             | 1   | 1   | 0   | 1   | 1   | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 6     | 0.79%   |
| METER REMOVED                 | 1   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 0   | 1   | 0   | 4     | 0.52%   |
| UNSAFE CONDITION              | 3   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 4     | 0.52%   |
| GATE PROBLEM                  | 1   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 0.39%   |
| SEASONAL                      | 1   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 3     | 0.39%   |
| BAD ROAD                      | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 2     | 0.26%   |
| CUST REQUESTS SKIP            | 0   | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     | 0.26%   |
| METER BLOCKED                 | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 2     | 0.26%   |
| NO WINDOW CARD                | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 2     | 0.26%   |
| REFUSED ADMITTANCE            | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 2     | 0.26%   |
| SNOW/MUD                      | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 2     | 0.26%   |
| NO ACCESS BACK YARD           | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.13%   |
| OC CellNet New: no premise ID | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.13%   |
| TOTAL                         | 78  | 59  | 73  | 67  | 55  | 63  | 67  | 69  | 63  | 61  | 56  | 53  | 764   | 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: Commercial**

| Message             | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Percent |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|
| METER OFF           | 7   | 7   | 9   | 6   | 5   | 3   | 6   | 5   | 9   | 4   | 10  | 7   | 78    | 25.16%  |
| NO READING RETURNED | 3   | 5   | 2   | 3   | 4   | 2   | 3   | 3   | 13  | 9   | 8   | 13  | 68    | 21.94%  |
| DEAD REGISTER       | 0   | 2   | 1   | 3   | 3   | 5   | 8   | 10  | 3   | 8   | 4   | 2   | 49    | 15.81%  |
| NO ANSWER           | 4   | 2   | 1   | 2   | 2   | 3   | 2   | 3   | 1   | 2   | 3   | 0   | 25    | 8.06%   |
| VACANT              | 0   | 1   | 3   | 3   | 1   | 2   | 1   | 1   | 1   | 1   | 2   | 2   | 18    | 5.81%   |
| DOOR LOCKED         | 2   | 1   | 3   | 1   | 1   | 2   | 1   | 0   | 0   | 2   | 2   | 2   | 17    | 5.48%   |
| SEASONAL            | 1   | 0   | 1   | 1   | 0   | 0   | 1   | 2   | 2   | 2   | 2   | 1   | 13    | 4.19%   |
| METER REMOVED       | 0   | 1   | 2   | 0   | 1   | 1   | 0   | 0   | 1   | 1   | 1   | 1   | 9     | 2.90%   |
| KEY NOT AVAILABLE   | 1   | 0   | 0   | 0   | 2   | 2   | 0   | 1   | 0   | 0   | 0   | 0   | 6     | 1.94%   |
| GATE PROBLEM        | 0   | 0   | 0   | 0   | 0   | 2   | 1   | 0   | 1   | 0   | 1   | 0   | 5     | 1.61%   |
| BAD KEY OR CODE     | 0   | 1   | 1   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 4     | 1.29%   |
| SERVICE CUT AT POLE | 2   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 4     | 1.29%   |
| HANDHELD ESTIMATE   | 0   | 1   | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 3     | 0.97%   |
| NEED KEY OR CODE    | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 1   | 0   | 3     | 0.97%   |
| CANNOT LOCATE       | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 2     | 0.65%   |
| CUST REQUESTS SKIP  | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 2     | 0.65%   |
| OC Meter Maint      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 2     | 0.65%   |
| METER BLOCKED       | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 1     | 0.32%   |
| WRONG ROUTE         | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1     | 0.32%   |
| TOTAL               | 20  | 22  | 25  | 20  | 20  | 24  | 25  | 26  | 31  | 31  | 35  | 31  | 310   | 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: Industrial**

| Message             | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Percent |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------|
| NO READING RETURNED | 7   | 8   | 7   | 4   | 9   | 5   | 13  | 12  | 12  | 9   | 5   | 11  | 102   | 76.12%  |
| METER OFF           | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 12    | 8.96%   |
| METER REMOVED       | 0   | 0   | 0   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 9     | 6.72%   |
| CUST REQUESTS SKIP  | 0   | 0   | 0   | 0   | 0   | 4   | 0   | 0   | 0   | 0   | 4   | 0   | 8     | 5.97%   |
| CUSTOMER READING    | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1   | 1   | 0   | 0   | 0   | 3     | 2.24%   |
| TOTAL               | 8   | 9   | 8   | 6   | 11  | 11  | 16  | 15  | 15  | 11  | 11  | 13  | 134   | 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 | 4          | 9          | 9          | 8          | 5          | 5          | 5          | 5          | 5          | 5          | 4          | 4          | 68           | 75.56%         |
| CUSTOMER READING    | 2          | 1          | 1          | 2          | 2          | 1          | 2          | 1          | 1          | 1          | 2          | 2          | 18           | 20%            |
| METER REMOVED       | 0          | 0          | 0          | 0          | 0          | 2          | 1          | 0          | 0          | 0          | 0          | 0          | 3            | 3.33%          |
| HANDHELD ESTIMATE   | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1            | 1.11%          |
| <b>TOTAL</b>        | <b>6</b>   | <b>10</b>  | <b>10</b>  | <b>10</b>  | <b>8</b>   | <b>8</b>   | <b>8</b>   | <b>6</b>   | <b>6</b>   | <b>6</b>   | <b>6</b>   | <b>6</b>   | <b>90</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> |
|-----------|--------------------|-------------------|-------------------|--------------|--------------|
| JANUARY   | 1,551,991          | 156,839           | 10,838            | 4,793        | 1,724,461    |
| FEBRUARY  | 1,552,884          | 156,936           | 10,844            | 4,793        | 1,725,457    |
| MARCH     | 1,553,618          | 156,917           | 10,852            | 4,793        | 1,726,180    |
| APRIL     | 1,554,265          | 156,877           | 10,856            | 4,774        | 1,726,772    |
| MAY       | 1,554,895          | 156,907           | 10,855            | 4,773        | 1,727,430    |
| JUNE      | 1,555,901          | 156,988           | 10,863            | 4,774        | 1,728,526    |
| JULY      | 1,556,674          | 157,044           | 10,873            | 4,740        | 1,729,331    |
| AUGUST    | 1,557,580          | 157,157           | 10,874            | 4,735        | 1,730,346    |
| SEPTEMBER | 1,558,570          | 157,235           | 10,882            | 4,732        | 1,731,419    |
| OCTOBER   | 1,560,265          | 157,379           | 10,883            | 4,736        | 1,733,263    |
| NOVEMBER  | 1,561,278          | 157,578           | 10,883            | 4,735        | 1,734,474    |
| DECEMBER  | 1,561,960          | 157,769           | 10,880            | 4,733        | 1,735,342    |

\*\*For this year's report, we have updated our reporting process to remove "deleted meters" from the total number of meters installed per month. The "deleted meters" designation is given to meters that were incorrectly entered into the system and were never truly installed at a premise. Therefore, we feel that removing them from this report is appropriate. As a result, our total number of installed meters in 2015 is less than in 2014. We will use this methodology going forward.

Xcel Energy  
Service Quality Report 2015  
Involuntary Service Disconnection (Minnesota Cold Weather Rule)  
Utility Monthly Reports (216B.091) Docket No. E,G999/PR-15-2  
(electric and natural gas)

Docket No. G002/M-16-\_\_\_\_  
Attachment C  
Page 1 of 2

|   |   | Jan-15    | Feb-15    | Mar-15    | Apr-15    | May-15    | Jun-15    | Jul-15    | Aug-15    | Sep-15    | Oct-15    | Nov-15    | Dec-15    |
|---|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 1   | Number of Residential Customer Accounts   | 1,187,679 | 1,189,130 | 1,189,484 | 1,190,101 | 1,188,887 | 1,189,047 | 1,189,656 | 1,190,562 | 1,192,351 | 1,194,089 | 1,195,183 | 1,196,104 |
| 2   | Number of Past Due Residential Customer Accounts  | 174,409   | 176,950   | 170,331   | 172,121   | 171,448   | 167,700   | 166,281   | 169,658   | 172,289   | 183,360   | 166,247   | 169,338   |
| 3   | Number of Cold Weather Protection Requests  | 14,777    | 14,011    | 20,670    | 40,219    | 0         | 0         | 0         | 0         | 0         | 24,669    | 21,691    | 15,919    |
| <b>RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS</b> |   |           |           |           |           |           |           |           |           |           |           |           |           |
| 4   | Number of "Right to Appeal" notices mailed to customers                                   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| 5   | <i>Intentionally Blank</i>  |           |           |           |           |           |           |           |           |           |           |           |           |
| 6   | Number of customer accounts granted reconnection request                                  | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| <b>PAYMENT SCHEDULE (PS)</b>                            |   |           |           |           |           |           |           |           |           |           |           |           |           |
| 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  | 14,777    | 14,011    | 20,670    | 40,219    | 0         | 0         | 0         | 0         | 0         | 24,669    | 21,691    | 15,919    |
| 17  | <i>Intentionally Blank</i>  |           |           |           |           |           |           |           |           |           |           |           |           |
| 18  | Number of PS negotiations mutually agreed upon:   | 14,777    | 14,011    | 20,670    | 40,219    | 0         | 0         | 0         | 0         | 0         | 24,669    | 21,691    | 15,919    |
| 19  | <i>Intentionally Blank</i>  |           |           |           |           |           |           |           |           |           |           |           |           |
| <b>DISCONNECTIONS</b>                                   |   |           |           |           |           |           |           |           |           |           |           |           |           |
| 20  | Number of disconnection notices mailed to customers                                       | 104,423   | 98,548    | 105,258   | 104,884   | 70,311    | 72,046    | 71,426    | 83,219    | 93,283    | 94,067    | 70,244    | 75,066    |
| 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         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| b)  | # Electric - heat not affected  | 1,070     | 728       | 1,356     | 1,239     | 3,669     | 3,745     | 3,112     | 2,462     | 2,774     | 349       | 800       | 713       |
| c)  | # Gas - heat affected   | 0         | 0         | 0         | 0         | 540       | 623       | 446       | 362       | 289       | 0         | 0         | 0         |
| d)  | # Gas - heat not affected   | 2         | 1         | 3         | 1         | 1         | 0         | 0         | 0         | 0         | 22        | 3         | 1         |
| e)  | Total # disconnected  | 1,072     | 729       | 1,359     | 1,240     | 4,210     | 4,368     | 3,558     | 2,824     | 3,063     | 371       | 803       | 714       |
|   | April 16-30 and October 16-31   |           |           |           |           |           |           |           |           |           |           |           |           |
| a)  | # Electric - heat affected  | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 513       | 0         | 0         |
| b)  | # Electric - heat not affected  | 0         | 0         | 0         | 1,543     | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| c)  | # Gas - heat affected   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 41        | 0         | 0         |
| d)  | # Gas - heat not affected   | 0         | 0         | 0         | 349       | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| e)  | Total # disconnected  | 0         | 0         | 0         | 1,892     | 0         | 0         | 0         | 0         | 0         | 554       | 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): | 1,072     | 729       | 1,359     | 3,132     | 4,210     | 4,368     | 3,558     | 2,824     | 3,063     | 925       | 803       | 714       |

|                        | Jan-15   | Feb-15        | Mar-15        | Apr-15        | May-15        | Jun-15       | Jul-15       | Aug-15        | Sep-15        | Oct-15        | Nov-15       | Dec-15       |               |
|------------------------|--|---------------|---------------|---------------|---------------|--------------|--------------|---------------|---------------|---------------|--------------|--------------|---------------|
|                        |  |               |               |               |               |              |              |               |               |               |              |              |               |
| DOLLAR VALUE           |  |               |               |               |               |              |              |               |               |               |              |              |               |
| 24                     | Total dollars past due on all residential accounts:  | \$50,425,400  | \$56,942,662  | \$56,772,157  | \$48,311,837  | \$41,002,173 | \$35,651,223 | \$34,037,751  | \$35,612,060  | \$35,463,201  | \$37,639,641 | \$35,017,155 | \$36,168,938  |
| 25                     | Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):  | \$289         | \$322         | \$333         | \$281         | \$239        | \$213        | \$205         | \$210         | \$206         | \$205        | \$211        | \$214         |
| 26                     | Total dollars received from energy assistance programs:  | \$3,328,259   | \$3,161,162   | \$3,523,795   | \$4,834,216   | \$1,129,047  | \$124,689    | \$19,196      | \$2,305       | \$2,343       | \$2,377      | \$2,401,949  | \$2,515,596   |
| 27                     | Total dollars received from other sources (private organizations):   | \$207,312     | \$178,951     | \$203,053     | \$525,222     | \$947,565    | \$967,517    | \$819,832     | \$685,643     | \$672,166     | \$528,577    | \$253,878    | \$187,278     |
| 28                     | Total Revenue from sales to residential accounts:  | \$167,809,964 | \$132,550,932 | \$146,859,766 | \$100,397,135 | \$80,229,305 | \$94,650,768 | \$121,350,144 | \$122,727,265 | \$108,772,436 | \$94,097,225 | \$79,695,058 | \$118,490,205 |
| 29                     | Average monthly residential bill: (auto-calculation of #28 ÷ #1)   | \$141         | \$111         | \$123         | \$84          | \$67         | \$80         | \$102         | \$103         | \$91          | \$79         | \$67         | \$99          |
| 30                     | Intentionally Blank  |               |               |               |               |              |              |               |               |               |              |              |               |
| 31                     | Total residential account write-offs due to uncollectible:   | \$1,430,668   | \$1,418,904   | \$1,852,075   | \$1,540,447   | \$1,446,675  | \$1,462,659  | \$965,359     | \$931,551     | \$666,062     | \$681,073    | \$834,165    | \$1,014,751   |
| 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   | 440           | 292           | 482           | 1,778         | 0            | 0            | 0             | 0             | 0             | 449          | 428          | 336           |
| 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   | 440           | 292           | 482           | 1,778         | 0            | 0            | 0             | 0             | 0             | 449          | 428          | 336           |
| 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   | 952           | 664           | 1,155         | 1,649         | 2,889        | 2,900        | 2,380         | 2,920         | 2,180         | 1,418        | 673          | 664           |
| 38                     | # Accounts remaining disconnected  | 215           | 154           | 303           | 1,193         | 2,344        | 2,878        | 2,925         | 2,590         | 2,185         | 666          | 403          | 210           |
| a)                     | 1-30 days  | 140           | 77            | 261           | 1,104         | 1,687        | 1,544        | 1,171         | 1,042         | 1,003         | 94           | 171          | 60            |
| b)                     | 31-60 days   | 26            | 54            | 23            | 69            | 622          | 909          | 673           | 550           | 467           | 240          | 40           | 56            |
| c)                     | 61+ days   | 49            | 23            | 19            | 20            | 35           | 425          | 1,081         | 998           | 715           | 332          | 192          | 94            |

| <b>Residential</b>                                |        |        |        |        |        |        |        |        |        |        |        |        |            |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
|   | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Total 2015 |
| # Service Installations                           | 73     | 87     | 132    | 92     | 97     | 101    | 145    | 144    | 146    | 195    | 136    | 58     | 1406       |
| Avg days to complete from customer and site ready | 0.0    | 0.0    | 0.2    | 0.1    | 0.1    | 0.3    | 1.4    | 0.6    | 2.7    | 0.5    | 0.0    | 0.0    | 0.5        |
| <b>Commercial</b>                                 |        |        |        |        |        |        |        |        |        |        |        |        |            |
|   | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Total 2015 |
| # Service Installations                           | 7      | 3      | 2      | 4      | 11     | 7      | 6      | 17     | 21     | 26     | 36     | 9      | 149        |
| Avg days to complete from customer and site ready | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 2.0    | 1.0    | 0.7    | 3.6    | 3.1    | 3.9    | 1.2        |

**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, 2015 to December 31, 2015

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Philip Johnson, Customer Advocate Analyst. Customer Care 715-737-3033

**A. The Number of Complaints Received**

| CustomerType            | Source                   | Month     |           |           |           |           |            |           |           |            |           |           |           | 2015       |
|-------------------------|--------------------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|------------|-----------|-----------|-----------|------------|
|                         |                          | Jan-15    | Feb-15    | Mar-15    | Apr-15    | May-15    | Jun-15     | Jul-15    | Aug-15    | Sep-15     | Oct-15    | Nov-15    | Dec-15    |            |
| Commercial              | Commission               | 0         | 1         | 1         | 1         | 2         | 0          | 1         | 1         | 1          | 2         | 0         | 0         | 10         |
|                         | Direct Customer Contact  | 0         | 0         | 1         | 0         | 0         | 0          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
|                         | Informational            | 0         | 0         | 0         | 0         | 0         | 0          | 1         | 0         | 0          | 0         | 0         | 0         | 1          |
|                         | Internal                 | 1         | 0         | 0         | 1         | 1         | 0          | 0         | 0         | 0          | 0         | 2         | 0         | 5          |
|                         | OAG                      | 0         | 1         | 0         | 0         | 1         | 1          | 1         | 0         | 1          | 2         | 0         | 0         | 7          |
|                         | Officer                  | 1         | 0         | 0         | 0         | 0         | 0          | 0         | 0         | 0          | 0         | 2         | 0         | 3          |
|                         | Referral                 | 0         | 0         | 1         | 0         | 0         | 0          | 0         | 1         | 0          | 0         | 0         | 0         | 2          |
|                         | <b>Commercial Total</b>  | <b>2</b>  | <b>2</b>  | <b>3</b>  | <b>2</b>  | <b>4</b>  | <b>1</b>   | <b>3</b>  | <b>2</b>  | <b>2</b>   | <b>4</b>  | <b>4</b>  | <b>0</b>  | <b>29</b>  |
| Government              | Internal                 | 0         | 0         | 0         | 0         | 0         | 1          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
| <b>Government Total</b> |                          | <b>0</b>  | <b>0</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>1</b>   |
| Residential             | BBB                      | 1         | 3         | 3         | 2         | 3         | 8          | 2         | 4         | 6          | 3         | 0         | 4         | 39         |
|                         | Commission               | 6         | 7         | 8         | 8         | 13        | 21         | 13        | 12        | 10         | 9         | 4         | 4         | 115        |
|                         | Commission/Internal      | 0         | 0         | 0         | 0         | 0         | 1          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
|                         | Commission/OAG           | 0         | 0         | 0         | 0         | 0         | 0          | 1         | 1         | 0          | 0         | 0         | 1         | 3          |
|                         | Direct Customer Contact  | 0         | 0         | 0         | 2         | 0         | 0          | 0         | 0         | 0          | 0         | 0         | 0         | 2          |
|                         | Informational            | 0         | 0         | 0         | 2         | 0         | 0          | 0         | 0         | 2          | 2         | 0         | 0         | 6          |
|                         | Internal                 | 13        | 5         | 15        | 21        | 14        | 25         | 11        | 13        | 18         | 11        | 4         | 2         | 152        |
|                         | OAG                      | 14        | 7         | 11        | 29        | 36        | 43         | 36        | 54        | 77         | 25        | 12        | 14        | 358        |
|                         | OAG/Officer              | 0         | 0         | 0         | 0         | 1         | 0          | 1         | 0         | 0          | 0         | 0         | 0         | 2          |
|                         | Officer                  | 3         | 3         | 1         | 3         | 0         | 2          | 5         | 1         | 1          | 2         | 2         | 1         | 24         |
|                         | Referral                 | 1         | 1         | 2         | 8         | 10        | 12         | 7         | 7         | 6          | 1         | 1         | 0         | 56         |
|                         | Repeat Customer          | 0         | 0         | 0         | 0         | 0         | 1          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
|                         | <b>Residential Total</b> | <b>38</b> | <b>26</b> | <b>40</b> | <b>75</b> | <b>77</b> | <b>113</b> | <b>76</b> | <b>92</b> | <b>120</b> | <b>53</b> | <b>23</b> | <b>26</b> | <b>759</b> |
| <b>Grand Total</b>      |                          | <b>40</b> | <b>28</b> | <b>43</b> | <b>77</b> | <b>81</b> | <b>115</b> | <b>79</b> | <b>94</b> | <b>122</b> | <b>57</b> | <b>27</b> | <b>26</b> | <b>789</b> |

**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, 2015 to December 31, 2015

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Philip Johnson, Customer Advocate Analyst. Customer Care 715-737-3033

**B. The Number and Percentage of Complaints Alleging:**

|                   |                      | Month  |        |        |        |        |        |        |        |        |        |        |        | 2015 |
|-------------------|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| CustomerType      | MPUC                 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 |      |
| Commercial        | Billing Error        | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 2    |
|                   | High Bill            | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 2    |
|                   | Inadequate Service   | 1      | 1      | 2      | 1      | 3      | 0      | 3      | 0      | 0      | 3      | 3      | 0      | 17   |
|                   | Serv Rest Interval   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 1      | 0      | 0      | 0      | 2    |
|                   | Service Ext Interval | 1      | 1      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 4    |
|                   | Wrongful Disconnect  | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 1      | 0      | 0      | 0      | 2    |
| Commercial Total  |                      | 2      | 2      | 3      | 2      | 4      | 1      | 3      | 2      | 2      | 4      | 4      | 0      | 29   |
| Industrial Total  |                      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0    |
| Residential       | Billing Error        | 7      | 6      | 10     | 8      | 8      | 8      | 13     | 9      | 11     | 9      | 6      | 8      | 103  |
|                   | High Bill            | 1      | 2      | 1      | 0      | 1      | 3      | 0      | 4      | 1      | 2      | 1      | 1      | 17   |
|                   | Inadequate Service   | 20     | 6      | 20     | 52     | 42     | 62     | 26     | 51     | 60     | 29     | 13     | 15     | 396  |
|                   | Inaccurate Metering  | 3      | 4      | 8      | 6      | 3      | 4      | 5      | 1      | 4      | 1      | 1      | 1      | 41   |
|                   | Serv Rest Interval   | 0      | 0      | 0      | 0      | 0      | 3      | 3      | 1      | 2      | 3      | 1      | 0      | 13   |
|                   | Service Ext Interval | 0      | 2      | 0      | 1      | 1      | 0      | 0      | 1      | 0      | 1      | 0      | 0      | 6    |
|                   | Wrongful Disconnect  | 7      | 6      | 1      | 8      | 22     | 33     | 29     | 25     | 42     | 8      | 1      | 1      | 183  |
| Residential Total |                      | 38     | 26     | 40     | 75     | 77     | 113    | 76     | 92     | 120    | 53     | 23     | 26     | 759  |
| Government        |                      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 1    |
| Government Total  |                      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 1    |
| Totals            | Billing Error        | 7      | 6      | 11     | 8      | 8      | 8      | 13     | 9      | 11     | 9      | 7      | 8      | 105  |
|                   | High Bill            | 1      | 2      | 1      | 0      | 2      | 3      | 0      | 5      | 1      | 2      | 1      | 1      | 19   |
|                   | Inadequate Service   | 21     | 7      | 22     | 53     | 45     | 63     | 29     | 51     | 60     | 32     | 16     | 15     | 414  |
|                   | Inaccurate Metering  | 3      | 4      | 8      | 6      | 3      | 4      | 5      | 1      | 4      | 1      | 1      | 1      | 41   |
|                   | Serv Rest Interval   | 0      | 0      | 0      | 0      | 0      | 3      | 3      | 2      | 3      | 3      | 1      | 0      | 15   |
|                   | Service Ext Interval | 1      | 3      | 0      | 2      | 1      | 0      | 0      | 1      | 0      | 2      | 0      | 0      | 10   |
|                   | Wrongful Disconnect  | 7      | 6      | 1      | 8      | 22     | 34     | 29     | 25     | 43     | 8      | 1      | 1      | 185  |
| Grand Total       |                      | 40     | 28     | 43     | 77     | 81     | 115    | 79     | 94     | 122    | 57     | 27     | 26     | 789  |

**Percentage**

| CustomerType | Complaint Type       | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | 2015  |
|--------------|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Commercial   | Billing Error        | 0.0%   | 0.0%   | 33.3%  | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 25.0%  | 0.0%   | 6.9%  |
|              | High Bill            | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 25.0%  | 0.0%   | 0.0%   | 50.0%  | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 6.9%  |
|              | Inadequate Service   | 50.0%  | 50.0%  | 66.7%  | 50.0%  | 75.0%  | 0.0%   | 100.0% | 0.0%   | 0.0%   | 75.0%  | 75.0%  | 0.0%   | 58.6% |
|              | Serv Rest Interval   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 50.0%  | 50.0%  | 0.0%   | 0.0%   | 0.0%   | 6.9%  |
|              | Service Ext Interval | 50.0%  | 50.0%  | 0.0%   | 50.0%  | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 25.0%  | 0.0%   | 0.0%   | 13.8% |
|              | Wrongful Disconnect  | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 100.0% | 0.0%   | 0.0%   | 50.0%  | 0.0%   | 0.0%   | 0.0%   | 6.9%  |
| Industrial   |                      | 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  | Billing Error        | 18.4%  | 23.1%  | 25.0%  | 10.7%  | 10.4%  | 7.1%   | 17.1%  | 9.8%   | 9.2%   | 17.0%  | 26.1%  | 30.8%  | 13.6% |
|              | High Bill            | 2.6%   | 7.7%   | 2.5%   | 0.0%   | 1.3%   | 2.7%   | 0.0%   | 4.3%   | 0.8%   | 3.8%   | 4.3%   | 3.8%   | 2.2%  |
|              | Inadequate Service   | 52.6%  | 23.1%  | 50.0%  | 69.3%  | 54.5%  | 54.9%  | 34.2%  | 55.4%  | 50.0%  | 54.7%  | 56.5%  | 57.7%  | 52.2% |
|              | Inaccurate Metering  | 7.9%   | 15.4%  | 20.0%  | 8.0%   | 3.9%   | 3.5%   | 6.6%   | 1.1%   | 3.3%   | 1.9%   | 4.3%   | 3.8%   | 5.4%  |
|              | Serv Rest Interval   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 2.7%   | 3.9%   | 1.1%   | 1.7%   | 5.7%   | 4.3%   | 0.0%   | 1.7%  |
|              | Service Ext Interval | 0.0%   | 7.7%   | 0.0%   | 1.3%   | 1.3%   | 0.0%   | 0.0%   | 1.1%   | 0.0%   | 1.9%   | 0.0%   | 0.0%   | 0.8%  |
|              | Wrongful Disconnect  | 18.4%  | 23.1%  | 2.5%   | 10.7%  | 28.6%  | 29.2%  | 38.2%  | 27.2%  | 35.0%  | 15.1%  | 4.3%   | 3.8%   | 24.1% |
| Total        | Billing Error        | 17.5%  | 21.4%  | 25.6%  | 10.4%  | 9.9%   | 7.0%   | 16.5%  | 9.6%   | 9.0%   | 15.8%  | 25.9%  | 30.8%  | 13.3% |
|              | High Bill            | 2.5%   | 7.1%   | 2.3%   | 0.0%   | 2.5%   | 2.6%   | 0.0%   | 5.3%   | 0.8%   | 3.5%   | 3.7%   | 3.8%   | 2.4%  |
|              | Inadequate Service   | 52.5%  | 25.0%  | 51.2%  | 68.8%  | 55.6%  | 54.8%  | 36.7%  | 54.3%  | 49.2%  | 56.1%  | 59.3%  | 57.7%  | 52.5% |
|              | Inaccurate Metering  | 7.5%   | 14.3%  | 18.6%  | 7.8%   | 3.7%   | 3.5%   | 6.3%   | 1.1%   | 3.3%   | 1.8%   | 3.7%   | 3.8%   | 5.2%  |
|              | Serv Rest Interval   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 2.6%   | 3.8%   | 2.1%   | 2.5%   | 5.3%   | 3.7%   | 0.0%   | 1.9%  |
|              | Service Ext Interval | 2.5%   | 10.7%  | 0.0%   | 2.6%   | 1.2%   | 0.0%   | 0.0%   | 1.1%   | 0.0%   | 3.5%   | 0.0%   | 0.0%   | 1.3%  |
|              | Wrongful Disconnect  | 17.5%  | 21.4%  | 2.3%   | 10.4%  | 27.2%  | 29.6%  | 36.7%  | 26.6%  | 35.2%  | 14.0%  | 3.7%   | 3.8%   | 23.4% |

**Minnesota Public Utilities Commission**  
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**St. Paul, MN 55101-2147**

**7826.2000 REPORTING CUSTOMER COMPLAINTS**

For the period of January 01, 2015 to December 31, 2015

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Philip Johnson, Customer Advocate Analyst. Customer Care 715-737-3033

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

|                          |                      | Month     |           |           |           |           |            |           |           |            |           |           |           | 2015       |
|--------------------------|----------------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|------------|-----------|-----------|-----------|------------|
| CustomerType             | DTR Status           | Jan-15    | Feb-15    | Mar-15    | Apr-15    | May-15    | Jun-15     | Jul-15    | Aug-15    | Sep-15     | Oct-15    | Nov-15    | Dec-15    |            |
| Commercial               | Immediate            | 0         | 0         | 0         | 0         | 0         | 0          | 1         | 0         | 0          | 0         | 0         | 0         | 1          |
|                          | 10 Days or Less      | 2         | 2         | 3         | 2         | 3         | 1          | 2         | 2         | 2          | 4         | 2         | 0         | 25         |
|                          | Greater Than 10 Days | 0         | 0         | 0         | 0         | 1         | 0          | 0         | 0         | 0          | 0         | 2         | 0         | 3          |
| <b>Commercial Total</b>  |                      | <b>2</b>  | <b>2</b>  | <b>3</b>  | <b>2</b>  | <b>4</b>  | <b>1</b>   | <b>3</b>  | <b>2</b>  | <b>2</b>   | <b>4</b>  | <b>4</b>  | <b>0</b>  | <b>29</b>  |
| Industrial               | 10 Days or Less      | 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          |
|                          |                      | 0         | 0         | 0         | 0         | 0         | 0          | 0         | 0         | 0          | 0         | 0         | 0         | 0          |
| Residential              | Immediate            | 7         | 1         | 4         | 9         | 15        | 14         | 8         | 19        | 23         | 6         | 2         | 4         | 112        |
|                          | 10 Days or Less      | 31        | 22        | 34        | 62        | 57        | 98         | 64        | 72        | 92         | 45        | 21        | 22        | 620        |
|                          | Greater Than 10 Days | 0         | 3         | 2         | 4         | 5         | 1          | 4         | 1         | 5          | 2         | 0         | 0         | 27         |
| <b>Residential Total</b> |                      | <b>38</b> | <b>26</b> | <b>40</b> | <b>75</b> | <b>77</b> | <b>113</b> | <b>76</b> | <b>92</b> | <b>120</b> | <b>53</b> | <b>23</b> | <b>26</b> | <b>759</b> |
| Government               | 10 Days or Less      | 0         | 0         | 0         | 0         | 0         | 1          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
|                          |                      | 0         | 0         | 0         | 0         | 0         | 1          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
|                          |                      | 0         | 0         | 0         | 0         | 0         | 1          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
| Grand Total              | Immediate            | 7         | 1         | 4         | 9         | 15        | 14         | 9         | 19        | 23         | 6         | 2         | 4         | 113        |
|                          | 10 Days or Less      | 33        | 24        | 37        | 64        | 60        | 100        | 66        | 74        | 94         | 49        | 23        | 22        | 646        |
|                          | Greater Than 10 Days | 0         | 3         | 2         | 4         | 6         | 1          | 4         | 1         | 5          | 2         | 2         | 0         | 30         |
| <b>Grand Total</b>       |                      | <b>40</b> | <b>28</b> | <b>43</b> | <b>77</b> | <b>81</b> | <b>115</b> | <b>79</b> | <b>94</b> | <b>122</b> | <b>57</b> | <b>27</b> | <b>26</b> | <b>789</b> |
| Commercial               | Immediate            | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%       | 33.3%     | 0.0%      | 0.0%       | 0.0%      | 0.0%      | 0.0%      | 3.4%       |
|                          | 10 Days or Less      | 100.0%    | 100.0%    | 100.0%    | 100.0%    | 75.0%     | 100.0%     | 66.7%     | 100.0%    | 100.0%     | 100.0%    | 50.0%     | 0.0%      | 86.2%      |
|                          | Greater Than 10 Days | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 25.0%     | 0.0%       | 0.0%      | 0.0%      | 0.0%       | 0.0%      | 50.0%     | 0.0%      | 10.3%      |
| Industrial               | 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%       |
|                          |                      | 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%       |
|                          |                      | 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            | 18.4%     | 3.8%      | 10.0%     | 12.0%     | 19.5%     | 12.4%      | 10.5%     | 20.7%     | 19.2%      | 11.3%     | 8.7%      | 15.4%     | 14.8%      |
|                          | 10 Days or Less      | 81.6%     | 84.6%     | 85.0%     | 82.7%     | 74.0%     | 86.7%      | 84.2%     | 78.3%     | 76.7%      | 84.9%     | 91.3%     | 84.6%     | 81.7%      |
|                          | Greater Than 10 Days | 0.0%      | 11.5%     | 5.0%      | 5.3%      | 6.5%      | 0.9%       | 5.3%      | 1.1%      | 4.2%       | 3.8%      | 0.0%      | 0.0%      | 3.6%       |
| Government               | 10 Days or Less      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 100.0%     | 0.0%      | 0.0%      | 0.0%       | 0.0%      | 0.0%      | 0.0%      | 100.0%     |
|                          |                      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 100.0%     | 0.0%      | 0.0%      | 0.0%       | 0.0%      | 0.0%      | 0.0%      | 100.0%     |
|                          |                      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 100.0%     | 0.0%      | 0.0%      | 0.0%       | 0.0%      | 0.0%      | 0.0%      | 100.0%     |
| Grand Total              | Immediate            | 17.5%     | 3.6%      | 9.3%      | 11.7%     | 18.5%     | 12.2%      | 11.4%     | 20.2%     | 18.9%      | 10.5%     | 7.4%      | 15.4%     | 14.3%      |
|                          | 10 Days or Less      | 82.5%     | 85.7%     | 86.0%     | 83.1%     | 74.1%     | 87.0%      | 83.5%     | 78.7%     | 77.0%      | 86.0%     | 85.2%     | 84.6%     | 81.9%      |
|                          | Greater Than 10 Days | 0.0%      | 10.7%     | 4.7%      | 5.2%      | 7.4%      | 0.9%       | 5.1%      | 1.1%      | 4.1%       | 3.5%      | 7.4%      | 0.0%      | 3.8%       |

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

|                          |   | Month     |           |           |           |           |            |           |           |            |           |           |           | 2015       |
|--------------------------|---|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|------------|-----------|-----------|-----------|------------|
| CustomerType             | MN_Action                               | Jan-15    | Feb-15    | Mar-15    | Apr-15    | May-15    | Jun-15     | Jul-15    | Aug-15    | Sep-15     | Oct-15    | Nov-15    | Dec-15    |            |
| Commercial               | Action not in Control of Utility        | 0         | 0         | 0         | 0         | 1         | 1          | 0         | 0         | 0          | 1         | 0         | 0         | 3          |
|                          | Refuse Action Cust Requested            | 0         | 0         | 2         | 1         | 1         | 0          | 1         | 0         | 0          | 0         | 1         | 0         | 6          |
|                          | Take Action Cust and Utility Agree Upon | 0         | 1         | 1         | 1         | 2         | 0          | 1         | 1         | 2          | 3         | 1         | 0         | 13         |
|                          | Take Action Cust Request                | 2         | 1         | 0         | 0         | 0         | 0          | 1         | 1         | 0          | 0         | 2         | 0         | 7          |
| <b>Commercial Total</b>  |   | <b>2</b>  | <b>2</b>  | <b>3</b>  | <b>2</b>  | <b>4</b>  | <b>1</b>   | <b>3</b>  | <b>2</b>  | <b>2</b>   | <b>4</b>  | <b>4</b>  | <b>0</b>  | <b>29</b>  |
| Industrial               | Refuse Action Cust Requested            | 0         | 0         | 0         | 0         | 0         | 0          | 0         | 0         | 0          | 0         | 0         | 0         | 0          |
|                          | Take Action Cust Request                | 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          |
| <b>Industrial Total</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>0</b>   | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>   |
| Residential              | Action not in Control of Utility        | 2         | 1         | 1         | 2         | 0         | 11         | 5         | 2         | 2          | 9         | 2         | 4         | 41         |
|                          | Refuse Action Cust Requested            | 8         | 6         | 15        | 13        | 10        | 21         | 15        | 12        | 21         | 8         | 3         | 5         | 137        |
|                          | Take Action Cust and Utility Agree Upon | 17        | 7         | 6         | 39        | 41        | 46         | 29        | 51        | 69         | 26        | 11        | 13        | 355        |
|                          | Take Action Cust Request                | 11        | 12        | 18        | 21        | 26        | 35         | 27        | 27        | 28         | 10        | 7         | 4         | 226        |
| <b>Residential Total</b> |   | <b>38</b> | <b>26</b> | <b>40</b> | <b>75</b> | <b>77</b> | <b>113</b> | <b>76</b> | <b>92</b> | <b>120</b> | <b>53</b> | <b>23</b> | <b>26</b> | <b>759</b> |
| Government               | Take Action Cust and Utility Agree Upon | 0         | 0         | 0         | 0         | 0         | 1          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
|                          |   | 0         | 0         | 0         | 0         | 0         | 1          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
|                          |   | 0         | 0         | 0         | 0         | 0         | 1          | 0         | 0         | 0          | 0         | 0         | 0         | 1          |
| Grand Total              | Action not in Control of Utility        | 2         | 1         | 1         | 2         | 1         | 12         | 5         | 2         | 2          | 10        | 2         | 4         | 44         |
|                          | Refuse Action Cust Requested            | 8         | 6         | 17        | 14        | 11        | 21         | 16        | 12        | 21         | 8         | 4         | 5         | 143        |
|                          | Take Action Cust and Utility Agree Upon | 17        | 8         | 7         | 40        | 43        | 47         | 30        | 52        | 71         | 29        | 12        | 13        | 368        |
|                          | Take Action Cust Request                | 13        | 13        | 18        | 21        | 26        | 35         | 28        | 28        | 28         | 10        | 9         | 4         | 233        |
| <b>Grand Total</b>       |   | <b>40</b> | <b>28</b> | <b>43</b> | <b>77</b> | <b>81</b> | <b>115</b> | <b>79</b> | <b>94</b> | <b>122</b> | <b>57</b> | <b>27</b> | <b>26</b> | <b>789</b> |
|                          |   | Month     |           |           |           |           |            |           |           |            |           |           |           | 2015       |
| CustomerType             | MN_Action                               | Jan-15    | Feb-15    | Mar-15    | Apr-15    | May-15    | Jun-15     | Jul-15    | Aug-15    | Sep-15     | Oct-15    | Nov-15    | Dec-15    |            |
| Commercial               | Action Not In Control Of Utility        | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 25.0%     | 100.0%     | 0.0%      | 0.0%      | 0.0%       | 25.0%     | 0.0%      | 0.0%      | 10.3%      |
|                          | Refuse Action Cust Requested            | 0.0%      | 0.0%      | 66.7%     | 50.0%     | 25.0%     | 0.0%       | 33.3%     | 0.0%      | 0.0%       | 0.0%      | 25.0%     | 0.0%      | 20.7%      |
|                          | Take Action Cust and Utility Agree Upon | 0.0%      | 50.0%     | 33.3%     | 50.0%     | 50.0%     | 0.0%       | 33.3%     | 0.0%      | 100.0%     | 75.0%     | 25.0%     | 0.0%      | 44.8%      |
|                          | Take Action Cust Request                | 100.0%    | 50.0%     | 0.0%      | 0.0%      | 0.0%      | 0.0%       | 33.3%     | 50.0%     | 0.0%       | 0.0%      | 50.0%     | 0.0%      | 24.1%      |
| Industrial               | Refuse Action Cust Requested            | 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%       |
|                          | Take Action Cust Request                | 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%       |
|                          |   | 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        | 5.3%      | 3.8%      | 2.5%      | 2.7%      | 0.0%      | 9.7%       | 6.6%      | 2.2%      | 1.7%       | 17.0%     | 8.7%      | 15.4%     | 5.4%       |
|                          | Refuse Action Cust Requested            | 21.1%     | 23.1%     | 37.5%     | 17.3%     | 13.0%     | 18.6%      | 19.7%     | 13.0%     | 17.5%      | 15.1%     | 13.0%     | 19.2%     | 18.1%      |
|                          | Take Action Cust and Utility Agree Upon | 44.7%     | 26.9%     | 15.0%     | 52.0%     | 53.2%     | 40.7%      | 38.2%     | 55.4%     | 57.5%      | 49.1%     | 47.8%     | 50.0%     | 46.8%      |
|                          | Take Action Cust Request                | 28.9%     | 46.2%     | 45.0%     | 28.0%     | 33.8%     | 31.0%      | 35.5%     | 29.3%     | 23.3%      | 18.9%     | 30.4%     | 15.4%     | 29.8%      |
| Government               | Take Action Cust Request                | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 100.0%     | 0.0%      | 0.0%      | 0.0%       | 0.0%      | 0.0%      | 0.0%      | 100.0%     |
|                          |   | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 100.0%     | 0.0%      | 0.0%      | 0.0%       | 0.0%      | 0.0%      | 0.0%      | 100.0%     |
|                          |   | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 100.0%     | 0.0%      | 0.0%      | 0.0%       | 0.0%      | 0.0%      | 0.0%      | 100.0%     |
| Total                    | Action Not In Control Of Utility        | 5.0%      | 3.6%      | 2.3%      | 2.6%      | 1.2%      | 10.4%      | 6.3%      | 2.1%      | 1.6%       | 17.5%     | 7.4%      | 15.4%     | 5.6%       |
|                          | Refuse Action Cust Requested            | 20.0%     | 21.4%     | 39.5%     | 18.2%     | 13.6%     | 18.3%      | 20.3%     | 12.8%     | 17.2%      | 14.0%     | 14.8%     | 19.2%     | 18.1%      |
|                          | Take Action Cust and Utility Agree Upon | 42.5%     | 28.6%     | 16.3%     | 51.9%     | 53.1%     | 40.9%      | 38.0%     | 55.3%     | 58.2%      | 50.9%     | 44.4%     | 50.0%     | 46.8%      |
|                          | Take Action Cust Request                | 32.5%     | 46.4%     | 41.9%     | 27.3%     | 32.1%     | 30.4%      | 35.4%     | 29.8%     | 23.0%      | 17.5%     | 33.3%     | 15.4%     | 29.5%      |

**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, 2015 to December 31, 2015

**Name of Utility:** Northern States Power Company  
**Address:** 3115 Centre Pointe Drive, Roseville, MN 55113  
**Prepared by:** Philip Johnson, Customer Advocate Analyst. Customer Care 715-737-3033

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

|                          |                     | Month    |          |          |          |           |           |           |           |           |           |          |          |            |
|--------------------------|---------------------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|------------|
| CustomerType             | Source              | Jan-15   | Feb-15   | Mar-15   | Apr-15   | May-15    | Jun-15    | Jul-15    | Aug-15    | Sep-15    | Oct-15    | Nov-15   | Dec-15   | 2015       |
| Commercial               | Commission          | 0        | 1        | 1        | 1        | 2         | 0         | 1         | 1         | 1         | 2         | 0        | 0        | 10         |
| <b>Commercial Total</b>  |                     | <b>0</b> | <b>1</b> | <b>1</b> | <b>1</b> | <b>2</b>  | <b>0</b>  | <b>1</b>  | <b>1</b>  | <b>1</b>  | <b>2</b>  | <b>0</b> | <b>0</b> | <b>10</b>  |
| <b>Industrial Total</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>0</b>  | <b>0</b>  | <b>0</b> | <b>0</b> | <b>0</b>   |
| Residential              | Commission          | 6        | 7        | 8        | 8        | 13        | 21        | 13        | 12        | 10        | 9         | 4        | 5        | 116        |
|                          | Commission/Internal | 0        | 0        | 0        | 0        | 0         | 1         | 0         | 0         | 0         | 0         | 0        | 0        | 1          |
|                          | Commission/OAG      | 0        | 0        | 0        | 0        | 0         | 0         | 1         | 1         | 0         | 0         | 0        | 0        | 2          |
| <b>Residential Total</b> |                     | <b>6</b> | <b>7</b> | <b>8</b> | <b>8</b> | <b>13</b> | <b>22</b> | <b>14</b> | <b>13</b> | <b>10</b> | <b>9</b>  | <b>4</b> | <b>5</b> | <b>119</b> |
| Government               | Commission          | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0          |
| <b>Government Total</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>0</b>  | <b>0</b>  | <b>0</b> | <b>0</b> | <b>0</b>   |
| <b>Grand Total</b>       |                     | <b>6</b> | <b>8</b> | <b>9</b> | <b>9</b> | <b>15</b> | <b>22</b> | <b>15</b> | <b>14</b> | <b>11</b> | <b>11</b> | <b>4</b> | <b>5</b> | <b>129</b> |

**Xcel Energy  
Customer Complaint Report  
January, 2015**

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|                              | Agree  | Compromise | Demonstrate | Refuse | Total  | %      | Initial Inquiry | within 10 days | Longer than 10 days |
|------------------------------|--------|------------|-------------|--------|--------|--------|-----------------|----------------|---------------------|
| Commercial                   |        |            |             |        |        |        |                 |                |                     |
| Billing errors               | 2276   | 8          | 13          | 0      | 2,297  | 78.08% | 2289            | 8              | 0                   |
| Inaccurate Metering          | 3      | 1          | 0           | 0      | 4      | 0.14%  | 4               | 0              | 0                   |
| Wrongful Disconnect          | 141    | 2          | 0           | 1      | 144    | 4.89%  | 142             | 2              | 0                   |
| High Bill                    | 64     | 0          | 0           | 0      | 64     | 2.18%  | 64              | 0              | 0                   |
| Inadequate Service           | 249    | 3          | 2           | 0      | 254    | 8.63%  | 254             | 0              | 0                   |
| Service Extension            | 2      | 0          | 0           | 0      | 2      | 0.07%  | 2               | 0              | 0                   |
| Service Restoration          | 172    | 3          | 2           | 0      | 177    | 6.02%  | 176             | 1              | 0                   |
| Other                        | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0               | 0              | 0                   |
| Total Commercial             | 2,907  | 17         | 17          | 1      | 2,942  |        | 2,931           | 11             | 0                   |
| Total Commercial Percentage  | 98.81% | 0.58%      | 0.58%       | 0.03%  |        |        |                 |                |                     |
| Industrial                   |        |            |             |        |        |        |                 |                |                     |
| Billing errors               | 290    | 1          | 0           | 0      | 291    | 77.39% | 289             | 2              | 0                   |
| Inaccurate Metering          | 3      | 0          | 0           | 0      | 3      | 0.80%  | 3               | 0              | 0                   |
| Wrongful Disconnect          | 5      | 1          | 0           | 0      | 6      | 1.60%  | 6               | 0              | 0                   |
| High Bill                    | 1      | 0          | 0           | 0      | 1      | 0.27%  | 1               | 0              | 0                   |
| Inadequate Service           | 30     | 0          | 1           | 0      | 31     | 8.24%  | 30              | 1              | 0                   |
| Service Extension            | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0               | 0              | 0                   |
| Service Restoration          | 41     | 1          | 2           | 0      | 44     | 11.70% | 44              | 0              | 0                   |
| Other                        | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0               | 0              | 0                   |
| Total Industrial             | 370    | 3          | 3           | 0      | 376    |        | 373             | 3              | 0                   |
| Total Industrial Percentage  | 98.40% | 0.80%      | 0.80%       | 0.00%  |        |        |                 |                |                     |
| Residential                  |        |            |             |        |        |        |                 |                |                     |
| Billing errors               | 28392  | 430        | 428         | 17     | 29,267 | 51.76% | 29248           | 17             | 0                   |
| Inaccurate Metering          | 45     | 0          | 1           | 0      | 46     | 0.08%  | 46              | 0              | 0                   |
| Wrongful Disconnect          | 7380   | 166        | 162         | 20     | 7,728  | 13.67% | 7710            | 2              | 0                   |
| High Bill                    | 1630   | 40         | 50          | 1      | 1,721  | 3.04%  | 1718            | 3              | 0                   |
| Inadequate Service           | 15795  | 344        | 398         | 12     | 16,549 | 29.27% | 16541           | 7              | 0                   |
| Service Extension            | 10     | 0          | 0           | 0      | 10     | 0.02%  | 10              | 0              | 0                   |
| Service Restoration          | 1160   | 29         | 32          | 0      | 1,221  | 2.16%  | 1221            | 0              | 0                   |
| Other                        | 6      | 0          | 0           | 0      | 6      | 0.01%  | 2               | 4              | 0                   |
| Total Residential            | 54,418 | 1,009      | 1,071       | 50     | 56,548 |        | 56,496          | 33             | 0                   |
| Total Residential Percentage | 96.23% | 1.78%      | 1.89%       | 0.09%  |        |        |                 |                |                     |
| Total State of Minnesota     | 57,695 | 1,029      | 1,091       | 51     | 59,866 |        | 59,800          | 47             | 0                   |
| Total ST of MN Percentage    | 96.37% | 1.72%      | 1.82%       | 0.09%  |        |        |                 |                |                     |

**Xcel Energy**  
**Customer Complaint Report**  
**February, 2015**

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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                   | 2162          | 13           | 12           | 0            | 2,187         | 79.35% | 2180                                    | 7              | 0                   |
| Inaccurate Metering              | 6             | 0            | 0            | 0            | 6             | 0.22%  | 6                                       | 0              | 0                   |
| Wrongful Disconnect              | 129           | 4            | 3            | 0            | 136           | 4.93%  | 136                                     | 0              | 0                   |
| High Bill                        | 54            | 0            | 0            | 0            | 54            | 1.96%  | 53                                      | 1              | 0                   |
| Inadequate Service               | 231           | 2            | 0            | 0            | 233           | 8.45%  | 232                                     | 1              | 0                   |
| Service Extension                | 1             | 0            | 0            | 0            | 1             | 0.04%  | 1                                       | 0              | 0                   |
| Service Restoration              | 137           | 2            | 0            | 0            | 139           | 5.04%  | 139                                     | 0              | 0                   |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                                       | 0              | 0                   |
| Total Commercial                 | 2,720         | 21           | 15           | 0            | 2,756         |        | 2,747                                   | 9              | 0                   |
| Total Commercial Percent         | 98.69%        | 0.76%        | 0.54%        | 0.00%        |               |        |   |                |                     |
| <b>Industrial</b>                |               |              |              |              |               |        |   |                |                     |
| Billing errors                   | 224           | 0            | 0            | 1            | 225           | 85.55% | 223                                     | 2              | 0                   |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1             | 0.38%  | 0                                       | 0              | 1                   |
| Wrongful Disconnect              | 1             | 0            | 0            | 0            | 1             | 0.38%  | 1                                       | 0              | 0                   |
| High Bill                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                                       | 0              | 0                   |
| Inadequate Service               | 17            | 0            | 0            | 0            | 17            | 6.46%  | 17                                      | 0              | 0                   |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                                       | 0              | 0                   |
| Service Restoration              | 18            | 1            | 0            | 0            | 19            | 7.22%  | 19                                      | 0              | 0                   |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0                                       | 0              | 0                   |
| Total Industrial                 | 261           | 1            | 0            | 1            | 263           |        | 260                                     | 2              | 1                   |
| Total Industrial Percentage      | 99.24%        | 0.38%        | 0.00%        | 0.38%        |               |        |   |                |                     |
| <b>Residential</b>               |               |              |              |              |               |        |   |                |                     |
| Billing errors                   | 26293         | 258          | 379          | 14           | 26,944        | 52.20% | 26923                                   | 19             | 2                   |
| Inaccurate Metering              | 32            | 1            | 2            | 0            | 35            | 0.07%  | 35                                      | 0              | 0                   |
| Wrongful Disconnect              | 5937          | 186          | 122          | 7            | 6,252         | 12.11% | 6238                                    | 2              | 0                   |
| High Bill                        | 858           | 13           | 25           | 1            | 897           | 1.74%  | 896                                     | 0              | 1                   |
| Inadequate Service               | 15704         | 308          | 392          | 17           | 16,421        | 31.81% | 16415                                   | 5              | 0                   |
| Service Extension                | 12            | 0            | 2            | 0            | 14            | 0.03%  | 14                                      | 0              | 0                   |
| Service Restoration              | 1023          | 8            | 22           | 0            | 1,053         | 2.04%  | 1052                                    | 1              | 0                   |
| Other                            | 1             | 0            | 0            | 0            | 1             | 0.00%  | 1                                       | 0              | 0                   |
| Total Residential                | 49,860        | 774          | 944          | 39           | 51,617        |        | 51,574                                  | 27             | 3                   |
| Total Residential Percentage     | 96.60%        | 1.50%        | 1.83%        | 0.08%        |               |        |   |                |                     |
| <b>Total State of Minnesota</b>  | <b>52,841</b> | <b>796</b>   | <b>959</b>   | <b>40</b>    | <b>54,636</b> |        | <b>54,581</b>                           | <b>38</b>      | <b>4</b>            |
| <b>Total ST of MN Percentage</b> | <b>96.71%</b> | <b>1.46%</b> | <b>1.76%</b> | <b>0.07%</b> |               |        |   |                |                     |

**Xcel Energy  
Customer Complaint Report  
March, 2015**

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|                                  |               |                   |                    |               |               | <b>Turnaround Days for<br/>Closing a Complaint</b> |                            |                           |                                    |
|----------------------------------|---------------|-------------------|--------------------|---------------|---------------|--|----------------------------|---------------------------|------------------------------------|
|                                  | <b>Agree</b>  | <b>Compromise</b> | <b>Demonstrate</b> | <b>Refuse</b> | <b>Total</b>  | <b>%</b>   | <b>Initial<br/>Inquiry</b> | <b>within<br/>10 days</b> | <b>Longer<br/>than 10<br/>days</b> |
| <b>Commercial</b>                |               |                   |                    |               |               |  |                            |                           |                                    |
| Billing errors                   | 2179          | 11                | 12                 | 0             | 2,202         | 73.94%   | 2189                       | 12                        | 1                                  |
| Inaccurate Metering              | 5             | 0                 | 0                  | 0             | 5             | 0.17%  | 5                          | 0                         | 0                                  |
| Wrongful Disconnect              | 181           | 3                 | 3                  | 0             | 187           | 6.28%  | 187                        | 0                         | 0                                  |
| High Bill                        | 35            | 0                 | 1                  | 0             | 36            | 1.21%  | 36                         | 0                         | 0                                  |
| Inadequate Service               | 256           | 2                 | 0                  | 0             | 258           | 8.66%  | 257                        | 1                         | 0                                  |
| Service Extension                | 1             | 0                 | 0                  | 0             | 1             | 0.03%  | 1                          | 0                         | 0                                  |
| Service Restoration              | 281           | 5                 | 3                  | 0             | 289           | 9.70%  | 289                        | 0                         | 0                                  |
| Other                            | 0             | 0                 | 0                  | 0             | 0             | 0.00%  | 0                          | 0                         | 0                                  |
| Total Commercial                 | 2,938         | 21                | 19                 | 0             | 2,978         |  | 2,964                      | 13                        | 1                                  |
| Total Commercial Percent         | 98.66%        | 0.71%             | 0.64%              | 0.00%         |               |  |                            |                           |                                    |
| <b>Industrial</b>                |               |                   |                    |               |               |  |                            |                           |                                    |
| Billing errors                   | 228           | 0                 | 0                  | 1             | 229           | 68.98%   | 227                        | 2                         | 0                                  |
| Inaccurate Metering              | 1             | 0                 | 0                  | 0             | 1             | 0.30%  | 1                          | 0                         | 0                                  |
| Wrongful Disconnect              | 3             | 0                 | 1                  | 0             | 4             | 1.20%  | 4                          | 0                         | 0                                  |
| High Bill                        | 5             | 0                 | 0                  | 0             | 5             | 1.51%  | 4                          | 1                         | 0                                  |
| Inadequate Service               | 29            | 0                 | 0                  | 0             | 29            | 8.73%  | 29                         | 0                         | 0                                  |
| Service Extension                | 0             | 0                 | 0                  | 0             | 0             | 0.00%  | 0                          | 0                         | 0                                  |
| Service Restoration              | 63            | 1                 | 0                  | 0             | 64            | 19.28%   | 64                         | 0                         | 0                                  |
| Other                            | 0             | 0                 | 0                  | 0             | 0             | 0.00%  | 0                          | 0                         | 0                                  |
| Total Industrial                 | 329           | 1                 | 1                  | 1             | 332           |  | 329                        | 3                         | 0                                  |
| Total Industrial Percentage      | 99.10%        | 0.30%             | 0.30%              | 0.30%         |               |  |                            |                           |                                    |
| <b>Residential</b>               |               |                   |                    |               |               |  |                            |                           |                                    |
| Billing errors                   | 27901         | 204               | 322                | 11            | 28,438        | 47.34%   | 28423                      | 14                        | 0                                  |
| Inaccurate Metering              | 20            | 1                 | 2                  | 1             | 24            | 0.04%  | 24                         | 0                         | 0                                  |
| Wrongful Disconnect              | 7449          | 230               | 151                | 21            | 7,851         | 13.07%   | 7845                       | 3                         | 0                                  |
| High Bill                        | 770           | 12                | 31                 | 1             | 814           | 1.36%  | 813                        | 1                         | 0                                  |
| Inadequate Service               | 20508         | 305               | 378                | 24            | 21,215        | 35.32%   | 21209                      | 3                         | 1                                  |
| Service Extension                | 27            | 0                 | 3                  | 0             | 30            | 0.05%  | 30                         | 0                         | 0                                  |
| Service Restoration              | 1663          | 5                 | 24                 | 0             | 1,692         | 2.82%  | 1692                       | 0                         | 0                                  |
| Other                            | 7             | 0                 | 0                  | 0             | 7             | 0.000117   | 4                          | 3                         | 0                                  |
| Total Residential                | 58,345        | 757               | 911                | 58            | 60,071        |  | 60,040                     | 24                        | 1                                  |
| Total Residential Percentage     | 97.13%        | 1.26%             | 1.52%              | 0.10%         |               |  |                            |                           |                                    |
| <b>Total State of Minnesota</b>  | <b>61,612</b> | <b>779</b>        | <b>931</b>         | <b>59</b>     | <b>63,381</b> |  | <b>63,333</b>              | <b>40</b>                 | <b>2</b>                           |
| <b>Total ST of MN Percentage</b> | <b>97.21%</b> | <b>1.23%</b>      | <b>1.47%</b>       | <b>0.09%</b>  |               |  |                            |                           |                                    |

**Xcel Energy  
Customer Complaint Report  
April, 2015**

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|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Turnaround Days for<br>Closing a Complaint |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|--|-------------------|---------------------------|
|                                  |               |              |              |              |               |        | Initial<br>Inquiry                         | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 2095          | 16           | 4            | 3            | 2,118         | 71.15% | 2116                                       | 1                 | 1                         |
| Inaccurate Metering              | 3             | 0            | 0            | 0            | 3             | 0.10%  | 3  | 0                 | 0                         |
| Wrongful Disconnect              | 195           | 4            | 4            | 0            | 203           | 6.82%  | 202  | 1                 | 0                         |
| High Bill                        | 23            | 1            | 0            | 0            | 24            | 0.81%  | 24   | 0                 | 0                         |
| Inadequate Service               | 262           | 5            | 3            | 0            | 270           | 9.07%  | 269  | 1                 | 0                         |
| Service Extension                | 1             | 1            | 0            | 0            | 2             | 0.07%  | 2  | 0                 | 0                         |
| Service Restoration              | 355           | 2            | 0            | 0            | 357           | 11.99% | 357  | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Total Commercial                 | 2,934         | 29           | 11           | 3            | 2,977         |        | 2,973                                      | 3                 | 1                         |
| Total Commercial Percent         | 98.56%        | 0.97%        | 0.37%        | 0.10%        |               |        |  |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 243           | 2            | 2            | 0            | 247           | 68.23% | 246  | 1                 | 0                         |
| Inaccurate Metering              | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Wrongful Disconnect              | 8             | 0            | 0            | 0            | 8             | 2.21%  | 8  | 0                 | 0                         |
| High Bill                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Inadequate Service               | 27            | 0            | 0            | 0            | 27            | 7.46%  | 27   | 0                 | 0                         |
| Service Extension                | 1             | 0            | 0            | 0            | 1             | 0.28%  | 1  | 0                 | 0                         |
| Service Restoration              | 77            | 2            | 0            | 0            | 79            | 21.82% | 79   | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Total Industrial                 | 356           | 4            | 2            | 0            | 362           |        | 361  | 1                 | 0                         |
| Total Industrial Percentage      | 98.34%        | 1.10%        | 0.55%        | 0.00%        |               |        |  |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 28101         | 242          | 319          | 15           | 28,677        | 39.35% | 28661                                      | 15                | 1                         |
| Inaccurate Metering              | 13            | 0            | 0            | 0            | 13            | 0.02%  | 13   | 0                 | 0                         |
| Wrongful Disconnect              | 13174         | 472          | 415          | 49           | 14,110        | 19.36% | 14107                                      | 3                 | 0                         |
| High Bill                        | 378           | 7            | 15           | 0            | 400           | 0.55%  | 399  | 1                 | 0                         |
| Inadequate Service               | 26600         | 488          | 570          | 49           | 27,707        | 38.02% | 27692                                      | 15                | 0                         |
| Service Extension                | 16            | 0            | 4            | 0            | 20            | 0.03%  | 20   | 0                 | 0                         |
| Service Restoration              | 1893          | 24           | 25           | 1            | 1,943         | 2.67%  | 1943                                       | 0                 | 0                         |
| Other                            | 1             | 0            | 0            | 0            | 1             | 0.00%  | 0  | 1                 | 0                         |
| Total Residential                | 70,176        | 1,233        | 1,348        | 114          | 72,871        |        | 72,835                                     | 35                | 1                         |
| Total Residential Percentage     | 96.30%        | 1.69%        | 1.85%        | 0.16%        |               |        |  |                   |                           |
| <b>Total State of Minnesota</b>  | <b>73,466</b> | <b>1,266</b> | <b>1,361</b> | <b>117</b>   | <b>76,210</b> |        | <b>76,169</b>                              | <b>39</b>         | <b>2</b>                  |
| <b>Total ST of MN Percentage</b> | <b>96.40%</b> | <b>1.66%</b> | <b>1.79%</b> | <b>0.15%</b> |               |        |  |                   |                           |

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Customer Complaint Report  
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|                                  |               |              |              |              |               | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 1876          | 12           | 7            | 1            | 1,896         | 71.06%                                     | 1890               | 5                 | 1                         |
| Inaccurate Metering              | 3             | 0            | 0            | 0            | 3             | 0.11%                                      | 2                  | 1                 | 0                         |
| Wrongful Disconnect              | 215           | 2            | 2            | 0            | 219           | 8.21%                                      | 218                | 1                 | 0                         |
| High Bill                        | 14            | 0            | 0            | 0            | 14            | 0.52%                                      | 14                 | 0                 | 0                         |
| Inadequate Service               | 222           | 5            | 1            | 1            | 229           | 8.58%                                      | 229                | 0                 | 0                         |
| Service Extension                | 0             | 1            | 0            | 0            | 1             | 0.04%                                      | 1                  | 0                 | 0                         |
| Service Restoration              | 300           | 1            | 5            | 0            | 306           | 11.47%                                     | 306                | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Commercial                 | 2,630         | 21           | 15           | 2            | 2,668         |  | 2,660              | 7                 | 1                         |
| Total Commercial Percent         | 98.58%        | 0.79%        | 0.56%        | 0.07%        |               |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 196           | 0            | 0            | 0            | 196           | 58.68%                                     | 194                | 2                 | 0                         |
| Inaccurate Metering              | 5             | 0            | 0            | 0            | 5             | 1.50%                                      | 4                  | 1                 | 0                         |
| Wrongful Disconnect              | 14            | 0            | 0            | 0            | 14            | 4.19%                                      | 14                 | 0                 | 0                         |
| High Bill                        | 1             | 0            | 0            | 0            | 1             | 0.30%                                      | 1                  | 0                 | 0                         |
| Inadequate Service               | 26            | 1            | 0            | 0            | 27            | 8.08%                                      | 25                 | 2                 | 0                         |
| Service Extension                | 1             | 0            | 0            | 0            | 0             | 0.00%                                      | 1                  | 0                 | 0                         |
| Service Restoration              | 89            | 1            | 0            | 0            | 90            | 26.95%                                     | 90                 | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Industrial                 | 332           | 2            | 0            | 0            | 334           |  | 329                | 5                 | 0                         |
| Total Industrial Percentage      | 99.40%        | 0.60%        | 0.00%        | 0.00%        |               |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 27779         | 276          | 433          | 13           | 28,501        | 42.05%                                     | 28488              | 12                | 1                         |
| Inaccurate Metering              | 28            | 1            | 1            | 0            | 30            | 0.04%                                      | 30                 | 0                 | 0                         |
| Wrongful Disconnect              | 11598         | 333          | 434          | 37           | 12,402        | 18.30%                                     | 12398              | 4                 | 0                         |
| High Bill                        | 245           | 7            | 11           | 1            | 264           | 0.39%                                      | 264                | 0                 | 0                         |
| Inadequate Service               | 23396         | 446          | 494          | 31           | 24,367        | 35.95%                                     | 24354              | 13                | 0                         |
| Service Extension                | 19            | 2            | 6            | 0            | 27            | 0.04%                                      | 27                 | 0                 | 0                         |
| Service Restoration              | 2111          | 17           | 57           | 0            | 2,185         | 3.22%                                      | 2184               | 1                 | 0                         |
| Other                            | 6             | 0            | 0            | 0            | 6             | 0.01%                                      | 2                  | 4                 | 0                         |
| Total Residential                | 65,182        | 1,082        | 1,436        | 82           | 67,782        |  | 67,747             | 34                | 1                         |
| Total Residential Percentage     | 96.16%        | 1.60%        | 2.12%        | 0.12%        |               |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>68,144</b> | <b>1,105</b> | <b>1,451</b> | <b>84</b>    | <b>70,784</b> |  | <b>70,736</b>      | <b>46</b>         | <b>2</b>                  |
| <b>Total ST of MN Percentage</b> | <b>96.27%</b> | <b>1.56%</b> | <b>2.05%</b> | <b>0.12%</b> |               |  |                    |                   |                           |

**Xcel Energy**  
**Customer Complaint Report**  
**June, 2015**

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|                                  |               |              |              |              |               | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 2159          | 9            | 5            | 1            | 2,174         | 73.08%                                     | 2161               | 10                | 3                         |
| Inaccurate Metering              | 3             | 0            | 0            | 0            | 3             | 0.10%                                      | 3                  | 0                 | 0                         |
| Wrongful Disconnect              | 185           | 1            | 4            | 0            | 190           | 6.39%                                      | 190                | 0                 | 0                         |
| High Bill                        | 29            | 2            | 1            | 0            | 32            | 1.08%                                      | 31                 | 1                 | 0                         |
| Inadequate Service               | 241           | 5            | 2            | 0            | 248           | 8.34%                                      | 248                | 0                 | 0                         |
| Service Extension                | 6             | 1            | 0            | 0            | 7             | 0.24%                                      | 7                  | 0                 | 0                         |
| Service Restoration              | 309           | 5            | 7            | 0            | 321           | 10.79%                                     | 321                | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Commercial                 | 2,932         | 23           | 19           | 1            | 2,975         |  | 2,961              | 11                | 3                         |
| Total Commercial Percent         | 98.55%        | 0.77%        | 0.64%        | 0.03%        |               |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 249           | 4            | 0            | 0            | 253           | 65.54%                                     | 251                | 2                 | 0                         |
| Inaccurate Metering              | 2             | 0            | 0            | 0            | 2             | 0.52%                                      | 2                  | 0                 | 0                         |
| Wrongful Disconnect              | 9             | 0            | 0            | 0            | 9             | 2.33%                                      | 9                  | 0                 | 0                         |
| High Bill                        | 2             | 0            | 0            | 0            | 2             | 0.52%                                      | 2                  | 0                 | 0                         |
| Inadequate Service               | 28            | 0            | 0            | 0            | 28            | 7.25%                                      | 28                 | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 91            | 1            | 0            | 0            | 92            | 23.83%                                     | 91                 | 1                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Industrial                 | 381           | 5            | 0            | 0            | 386           |  | 383                | 3                 | 0                         |
| Total Industrial Percentage      | 98.70%        | 1.30%        | 0.00%        | 0.00%        |               |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 29930         | 314          | 473          | 18           | 30,735        | 44.33%                                     | 30726              | 9                 | 0                         |
| Inaccurate Metering              | 21            | 0            | 2            | 0            | 23            | 0.03%                                      | 23                 | 0                 | 0                         |
| Wrongful Disconnect              | 9641          | 229          | 441          | 32           | 10,343        | 14.92%                                     | 10337              | 6                 | 0                         |
| High Bill                        | 363           | 9            | 20           | 0            | 392           | 0.57%                                      | 392                | 0                 | 0                         |
| Inadequate Service               | 24124         | 426          | 611          | 31           | 25,192        | 36.34%                                     | 25178              | 12                | 2                         |
| Service Extension                | 22            | 2            | 4            | 0            | 28            | 0.04%                                      | 28                 | 0                 | 0                         |
| Service Restoration              | 2498          | 28           | 76           | 0            | 2,602         | 3.75%                                      | 2601               | 1                 | 0                         |
| Other                            | 12            | 0            | 1            | 0            | 13            | 0.02%                                      | 4                  | 8                 | 1                         |
| Total Residential                | 66,611        | 1,008        | 1,628        | 81           | 69,328        |  | 69,289             | 36                | 3                         |
| Total Residential Percentage     | 96.08%        | 1.45%        | 2.35%        | 0.12%        |               |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>69,924</b> | <b>1,036</b> | <b>1,647</b> | <b>82</b>    | <b>72,689</b> |  | <b>72,633</b>      | <b>50</b>         | <b>6</b>                  |
| <b>Total ST of MN Percentage</b> | <b>96.20%</b> | <b>1.43%</b> | <b>2.27%</b> | <b>0.11%</b> |               |  |                    |                   |                           |

**Xcel Energy**  
**Customer Complaint Report**  
**July, 2015**

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|                                  |               |              |              |              |               | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 1980          | 10           | 12           | 0            | 2,002         | 62.68%                                     | 1995               | 6                 | 1                         |
| Inaccurate Metering              | 3             | 0            | 0            | 0            | 3             | 0.09%                                      | 3                  | 0                 | 0                         |
| Wrongful Disconnect              | 172           | 3            | 1            | 0            | 176           | 5.51%                                      | 176                | 0                 | 0                         |
| High Bill                        | 33            | 1            | 0            | 0            | 34            | 1.06%                                      | 34                 | 0                 | 0                         |
| Inadequate Service               | 232           | 2            | 0            | 1            | 235           | 7.36%                                      | 234                | 1                 | 0                         |
| Service Extension                | 1             | 0            | 0            | 0            | 1             | 0.03%                                      | 1                  | 0                 | 0                         |
| Service Restoration              | 715           | 12           | 15           | 0            | 742           | 23.23%                                     | 742                | 0                 | 0                         |
| Other                            | 1             | 0            | 0            | 0            | 1             | 0.03%                                      | 0                  | 1                 | 0                         |
| Total Commercial                 | 3,137         | 28           | 28           | 1            | 3,194         |  | 3,185              | 8                 | 1                         |
| Total Commercial Percent         | 98.22%        | 0.88%        | 0.88%        | 0.03%        |               |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 274           | 0            | 1            | 0            | 275           | 52.38%                                     | 272                | 3                 | 0                         |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1             | 0.19%                                      | 1                  | 0                 | 0                         |
| Wrongful Disconnect              | 9             | 0            | 0            | 0            | 9             | 1.71%                                      | 9                  | 0                 | 0                         |
| High Bill                        | 2             | 0            | 0            | 0            | 2             | 0.38%                                      | 2                  | 0                 | 0                         |
| Inadequate Service               | 34            | 0            | 0            | 0            | 34            | 6.48%                                      | 33                 | 1                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Service Restoration              | 192           | 3            | 8            | 1            | 204           | 38.86%                                     | 204                | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Industrial                 | 512           | 3            | 9            | 1            | 525           |  | 521                | 4                 | 0                         |
| Total Industrial Percentage      | 97.52%        | 0.57%        | 1.71%        | 0.19%        |               |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 30433         | 354          | 455          | 17           | 31,259        | 40.72%                                     | 31241              | 18                | 0                         |
| Inaccurate Metering              | 28            | 0            | 0            | 0            | 28            | 0.04%                                      | 28                 | 0                 | 0                         |
| Wrongful Disconnect              | 9546          | 255          | 382          | 25           | 10,208        | 13.30%                                     | 10201              | 7                 | 0                         |
| High Bill                        | 797           | 15           | 27           | 1            | 840           | 1.09%                                      | 838                | 2                 | 0                         |
| Inadequate Service               | 25015         | 525          | 664          | 33           | 26,237        | 34.17%                                     | 26228              | 9                 | 0                         |
| Service Extension                | 28            | 1            | 13           | 0            | 42            | 0.05%                                      | 42                 | 0                 | 0                         |
| Service Restoration              | 7849          | 83           | 209          | 3            | 8,144         | 10.61%                                     | 8143               | 1                 | 0                         |
| Other                            | 13            | 0            | 3            | 0            | 16            | 0.02%                                      | 5                  | 11                | 0                         |
| Total Residential                | 73,709        | 1,233        | 1,753        | 79           | 76,774        |  | 76,726             | 48                | 0                         |
| Total Residential Percentage     | 96.01%        | 1.61%        | 2.28%        | 0.10%        |               |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>77,358</b> | <b>1,264</b> | <b>1,790</b> | <b>81</b>    | <b>80,493</b> |  | <b>80,432</b>      | <b>60</b>         | <b>1</b>                  |
| <b>Total ST of MN Percentage</b> | <b>96.11%</b> | <b>1.57%</b> | <b>2.22%</b> | <b>0.10%</b> |               |  |                    |                   |                           |

**Xcel Energy  
Customer Complaint Report  
August, 2015**

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|                                  |               |              |              |              |               | Turnaround Days for<br>Closing a Complaint |                    |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--|--------------------|-------------------|---------------------------|
|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %  | Initial<br>Inquiry | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 1893          | 6            | 6            | 0            | 1,905         | 69.96%                                     | 1896               | 8                 | 1                         |
| Inaccurate Metering              | 6             | 0            | 0            | 0            | 6             | 0.22%                                      | 6                  | 0                 | 0                         |
| Wrongful Disconnect              | 175           | 2            | 2            | 0            | 179           | 6.57%                                      | 179                | 0                 | 0                         |
| High Bill                        | 47            | 1            | 2            | 0            | 50            | 1.84%                                      | 50                 | 0                 | 0                         |
| Inadequate Service               | 245           | 3            | 5            | 1            | 254           | 9.33%                                      | 252                | 2                 | 0                         |
| Service Extension                | 2             | 0            | 0            | 0            | 2             | 0.07%                                      | 2                  | 0                 | 0                         |
| Service Restoration              | 319           | 7            | 1            | 0            | 327           | 12.01%                                     | 327                | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Commercial                 | 2,687         | 19           | 16           | 1            | 2,723         |  | 2,712              | 10                | 1                         |
| Total Commercial Percent         | 98.68%        | 0.70%        | 0.59%        | 0.04%        |               |  |                    |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 221           | 1            | 0            | 0            | 222           | 63.79%                                     | 220                | 2                 | 0                         |
| Inaccurate Metering              | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Wrongful Disconnect              | 11            | 0            | 0            | 0            | 11            | 3.16%                                      | 11                 | 0                 | 0                         |
| High Bill                        | 2             | 0            | 0            | 0            | 2             | 0.57%                                      | 2                  | 0                 | 0                         |
| Inadequate Service               | 21            | 0            | 0            | 0            | 21            | 6.03%                                      | 21                 | 0                 | 0                         |
| Service Extension                | 1             | 0            | 0            | 0            | 1             | 0.29%                                      | 1                  | 0                 | 0                         |
| Service Restoration              | 89            | 0            | 2            | 0            | 91            | 26.15%                                     | 91                 | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%                                      | 0                  | 0                 | 0                         |
| Total Industrial                 | 345           | 1            | 2            | 0            | 348           |  | 346                | 2                 | 0                         |
| Total Industrial Percentage      | 99.14%        | 0.29%        | 0.57%        | 0.00%        |               |  |                    |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |  |                    |                   |                           |
| Billing errors                   | 28309         | 228          | 389          | 25           | 28,951        | 42.46%                                     | 28935              | 15                | 1                         |
| Inaccurate Metering              | 27            | 1            | 3            | 0            | 31            | 0.05%                                      | 31                 | 0                 | 0                         |
| Wrongful Disconnect              | 8460          | 253          | 234          | 12           | 8,959         | 13.14%                                     | 8956               | 3                 | 0                         |
| High Bill                        | 1003          | 14           | 44           | 0            | 1,061         | 1.56%                                      | 1060               | 0                 | 1                         |
| Inadequate Service               | 25559         | 470          | 525          | 29           | 26,583        | 38.99%                                     | 26573              | 8                 | 2                         |
| Service Extension                | 26            | 2            | 1            | 0            | 29            | 0.04%                                      | 29                 | 0                 | 0                         |
| Service Restoration              | 2468          | 21           | 58           | 0            | 2,547         | 3.74%                                      | 2546               | 1                 | 0                         |
| Other                            | 19            | 2            | 0            | 0            | 21            | 0.03%                                      | 7                  | 14                | 0                         |
| Total Residential                | 65,871        | 991          | 1,254        | 66           | 68,182        |  | 68,137             | 41                | 4                         |
| Total Residential Percentage     | 96.61%        | 1.45%        | 1.84%        | 0.10%        |               |  |                    |                   |                           |
| <b>Total State of Minnesota</b>  | <b>68,903</b> | <b>1,011</b> | <b>1,272</b> | <b>67</b>    | <b>71,253</b> |  | <b>71,195</b>      | <b>53</b>         | <b>5</b>                  |
| <b>Total ST of MN Percentage</b> | <b>96.70%</b> | <b>1.42%</b> | <b>1.79%</b> | <b>0.09%</b> |               |  |                    |                   |                           |

**Xcel Energy  
Customer Complaint Report  
September, 2015**

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|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Turnaround Days for<br>Closing a Complaint |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|--|-------------------|---------------------------|
|                                  |               |              |              |              |               |        | Initial<br>Inquiry                         | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 1865          | 5            | 9            | 0            | 1,879         | 72.46% | 1862                                       | 17                | 0                         |
| Inaccurate Metering              | 9             | 0            | 0            | 0            | 9             | 0.35%  | 9  | 0                 | 0                         |
| Wrongful Disconnect              | 114           | 4            | 1            | 0            | 119           | 4.59%  | 119  | 0                 | 0                         |
| High Bill                        | 27            | 0            | 1            | 0            | 28            | 1.08%  | 27   | 1                 | 0                         |
| Inadequate Service               | 278           | 3            | 4            | 0            | 285           | 10.99% | 283  | 2                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration              | 268           | 1            | 4            | 0            | 273           | 10.53% | 273  | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Total Commercial                 | 2,561         | 13           | 19           | 0            | 2,593         |        | 2,573                                      | 20                | 0                         |
| Total Commercial Percent         | 98.77%        | 0.50%        | 0.73%        | 0.00%        |               |        |  |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 200           | 0            | 0            | 0            | 200           | 63.29% | 193  | 5                 | 2                         |
| Inaccurate Metering              | 1             | 0            | 0            | 0            | 1             | 0.32%  | 1  | 0                 | 0                         |
| Wrongful Disconnect              | 5             | 0            | 0            | 0            | 5             | 1.58%  | 5  | 0                 | 0                         |
| High Bill                        | 1             | 0            | 0            | 0            | 1             | 0.32%  | 1  | 0                 | 0                         |
| Inadequate Service               | 36            | 0            | 0            | 0            | 36            | 11.39% | 36   | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration              | 73            | 0            | 0            | 0            | 73            | 23.10% | 72   | 1                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Total Industrial                 | 316           | 0            | 0            | 0            | 316           |        | 308  | 6                 | 2                         |
| Total Industrial Percentage      | 100.00%       | 0.00%        | 0.00%        | 0.00%        |               |        |  |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 28931         | 237          | 524          | 10           | 29,702        | 43.24% | 29684                                      | 18                | 0                         |
| Inaccurate Metering              | 30            | 2            | 1            | 0            | 33            | 0.05%  | 33   | 0                 | 0                         |
| Wrongful Disconnect              | 9008          | 344          | 330          | 18           | 9,700         | 14.12% | 9698                                       | 2                 | 0                         |
| High Bill                        | 578           | 9            | 40           | 1            | 628           | 0.91%  | 628  | 0                 | 0                         |
| Inadequate Service               | 25687         | 501          | 671          | 22           | 26,881        | 39.13% | 26868                                      | 12                | 1                         |
| Service Extension                | 21            | 3            | 10           | 0            | 34            | 0.05%  | 34   | 0                 | 0                         |
| Service Restoration              | 1627          | 20           | 54           | 1            | 1,702         | 2.48%  | 1700                                       | 2                 | 0                         |
| Other                            | 9             | 1            | 0            | 0            | 10            | 0.01%  | 4  | 6                 | 0                         |
| Total Residential                | 65,891        | 1,117        | 1,630        | 52           | 68,690        |        | 68,649                                     | 40                | 1                         |
| Total Residential Percentage     | 95.93%        | 1.63%        | 2.37%        | 0.08%        |               |        |  |                   |                           |
| <b>Total State of Minnesota</b>  | <b>68,768</b> | <b>1,130</b> | <b>1,649</b> | <b>52</b>    | <b>71,599</b> |        | <b>71,530</b>                              | <b>66</b>         | <b>3</b>                  |
| <b>Total ST of MN Percentage</b> | <b>96.05%</b> | <b>1.58%</b> | <b>2.30%</b> | <b>0.07%</b> |               |        |  |                   |                           |

**Xcel Energy  
Customer Complaint Report  
October, 2015**

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|                                  |               |                   |                    |               |               | <b>Turnaround Days for<br/>Closing a Complaint</b> |                            |                           |                                    |
|----------------------------------|---------------|-------------------|--------------------|---------------|---------------|--|----------------------------|---------------------------|------------------------------------|
|                                  | <b>Agree</b>  | <b>Compromise</b> | <b>Demonstrate</b> | <b>Refuse</b> | <b>Total</b>  | <b>%</b>   | <b>Initial<br/>Inquiry</b> | <b>within<br/>10 days</b> | <b>Longer<br/>than 10<br/>days</b> |
| <b>Commercial</b>                |               |                   |                    |               |               |  |                            |                           |                                    |
| Billing errors                   | 1966          | 17                | 8                  | 2             | 1993          | 72.45%   | 1985                       | 8                         | 0                                  |
| Inaccurate Metering              | 5             | 0                 | 1                  | 0             | 6             | 0.22%  | 6                          | 0                         | 0                                  |
| Wrongful Disconnect              | 170           | 2                 | 3                  | 0             | 175           | 6.36%  | 174                        | 1                         | 0                                  |
| High Bill                        | 39            | 0                 | 0                  | 0             | 39            | 1.42%  | 39                         | 0                         | 0                                  |
| Inadequate Service               | 338           | 5                 | 4                  | 0             | 347           | 12.61%   | 345                        | 2                         | 0                                  |
| Service Extension                | 2             | 0                 | 0                  | 0             | 2             | 0.07%  | 2                          | 0                         | 0                                  |
| Service Restoration              | 185           | 1                 | 3                  | 0             | 189           | 6.87%  | 188                        | 1                         | 0                                  |
| Other                            | 0             | 0                 | 0                  | 0             | 0             | 0.00%  | 0                          | 0                         | 0                                  |
| Total Commercial                 | 2,705         | 25                | 19                 | 2             | 2,751         |  | 2,739                      | 12                        | 0                                  |
| Total Commercial Percent         | 98.33%        | 0.91%             | 0.69%              | 0.07%         |               |  |                            |                           |                                    |
| <b>Industrial</b>                |               |                   |                    |               |               |  |                            |                           |                                    |
| Billing errors                   | 283           | 0                 | 1                  | 0             | 284           | 76.96%   | 280                        | 4                         | 0                                  |
| Inaccurate Metering              | 0             | 0                 | 0                  | 0             | 0             | 0.00%  | 0                          | 0                         | 0                                  |
| Wrongful Disconnect              | 11            | 0                 | 0                  | 0             | 11            | 2.98%  | 11                         | 0                         | 0                                  |
| High Bill                        | 1             | 0                 | 0                  | 0             | 1             | 0.27%  | 1                          | 0                         | 0                                  |
| Inadequate Service               | 31            | 0                 | 0                  | 0             | 31            | 8.40%  | 30                         | 1                         | 0                                  |
| Service Extension                | 0             | 0                 | 0                  | 0             | 0             | 0.00%  | 0                          | 0                         | 0                                  |
| Service Restoration              | 39            | 1                 | 1                  | 0             | 41            | 11.11%   | 41                         | 0                         | 0                                  |
| Other                            | 1             | 0                 | 0                  | 0             | 1             | 0.27%  | 0                          | 1                         | 0                                  |
| Total Industrial                 | 366           | 1                 | 2                  | 0             | 369           |  | 363                        | 6                         | 0                                  |
| Total Industrial Percentage      | 99.19%        | 0.27%             | 0.54%              | 0.00%         |               |  |                            |                           |                                    |
| <b>Residential</b>               |               |                   |                    |               |               |  |                            |                           |                                    |
| Billing errors                   | 28717         | 287               | 556                | 12            | 29,572        | 45.69%   | 29559                      | 10                        | 3                                  |
| Inaccurate Metering              | 43            | 0                 | 1                  | 0             | 44            | 0.07%  | 44                         | 0                         | 0                                  |
| Wrongful Disconnect              | 5952          | 315               | 172                | 11            | 6,450         | 9.97%  | 6448                       | 1                         | 1                                  |
| High Bill                        | 476           | 11                | 31                 | 1             | 519           | 0.80%  | 519                        | 0                         | 0                                  |
| Inadequate Service               | 25469         | 562               | 599                | 20            | 26,650        | 41.18%   | 26644                      | 6                         | 0                                  |
| Service Extension                | 14            | 2                 | 0                  | 0             | 16            | 0.02%  | 16                         | 0                         | 0                                  |
| Service Restoration              | 1394          | 13                | 53                 | 3             | 1,463         | 2.26%  | 1462                       | 1                         | 0                                  |
| Other                            | 6             | 0                 | 0                  | 0             | 6             | 0.01%  | 1                          | 5                         | 0                                  |
| Total Residential                | 62,071        | 1,190             | 1,412              | 47            | 64,720        |  | 64,693                     | 23                        | 4                                  |
| Total Residential Percentage     | 95.91%        | 1.84%             | 2.18%              | 0.07%         |               |  |                            |                           |                                    |
| <b>Total State of Minnesota</b>  | <b>65,142</b> | <b>1,216</b>      | <b>1,433</b>       | <b>49</b>     | <b>67,840</b> |  | <b>67,795</b>              | <b>41</b>                 | <b>4</b>                           |
| <b>Total ST of MN Percentage</b> | <b>96.02%</b> | <b>1.79%</b>      | <b>2.11%</b>       | <b>0.07%</b>  |               |  |                            |                           |                                    |

**Xcel Energy  
Customer Complaint Report  
November, 2015**

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|                              | Agree  | Compromise | Demonstrate | Refuse | Total  | %      | Initial Inquiry | within 10 days | Longer than 10 days |
|------------------------------|--------|------------|-------------|--------|--------|--------|-----------------|----------------|---------------------|
| Commercial                   |        |            |             |        |        |        |                 |                |                     |
| Billing errors               | 1634   | 14         | 8           | 1      | 1,657  | 71.02% | 1645            | 12             | 0                   |
| Inaccurate Metering          | 3      | 0          | 0           | 0      | 3      | 0.13%  | 3               | 0              | 0                   |
| Wrongful Disconnect          | 138    | 0          | 4           | 0      | 142    | 6.09%  | 142             | 0              | 0                   |
| High Bill                    | 10     | 0          | 1           | 0      | 11     | 0.47%  | 11              | 0              | 0                   |
| Inadequate Service           | 310    | 2          | 4           | 0      | 316    | 13.54% | 313             | 3              | 0                   |
| Service Extension            | 4      | 1          | 0           | 0      | 5      | 0.21%  | 5               | 0              | 0                   |
| Service Restoration          | 191    | 2          | 6           | 0      | 199    | 8.53%  | 199             | 0              | 0                   |
| Other                        | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0               | 0              | 0                   |
| Total Commercial             | 2,290  | 19         | 23          | 1      | 2,333  |        | 2,318           | 15             | 0                   |
| Total Commercial Percent     | 98.16% | 0.81%      | 0.99%       | 0.04%  |        |        |                 |                |                     |
| Industrial                   |        |            |             |        |        |        |                 |                |                     |
| Billing errors               | 214    | 0          | 1           | 0      | 215    | 62.14% | 215             | 0              | 0                   |
| Inaccurate Metering          | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0               | 0              | 0                   |
| Wrongful Disconnect          | 16     | 1          | 0           | 0      | 17     | 4.91%  | 17              | 0              | 0                   |
| High Bill                    | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0               | 0              | 0                   |
| Inadequate Service           | 41     | 1          | 0           | 0      | 42     | 12.14% | 41              | 1              | 0                   |
| Service Extension            | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0               | 0              | 0                   |
| Service Restoration          | 71     | 0          | 1           | 0      | 72     | 20.81% | 72              | 0              | 0                   |
| Other                        | 0      | 0          | 0           | 0      | 0      | 0.00%  | 0               | 0              | 0                   |
| Total Industrial             | 342    | 2          | 2           | 0      | 346    |        | 345             | 1              | 0                   |
| Total Industrial Percentage  | 98.84% | 0.58%      | 0.58%       | 0.00%  |        |        |                 |                |                     |
| Residential                  |        |            |             |        |        |        |                 |                |                     |
| Billing errors               | 23000  | 287        | 371         | 3      | 23,661 | 46.22% | 23641           | 19             | 1                   |
| Inaccurate Metering          | 29     | 0          | 2           | 0      | 31     | 0.06%  | 31              | 0              | 0                   |
| Wrongful Disconnect          | 3816   | 238        | 131         | 3      | 4,188  | 8.18%  | 4187            | 1              | 0                   |
| High Bill                    | 279    | 6          | 15          | 0      | 300    | 0.59%  | 298             | 2              | 0                   |
| Inadequate Service           | 20691  | 448        | 431         | 14     | 21,584 | 42.17% | 21575           | 9              | 0                   |
| Service Extension            | 13     | 1          | 2           | 0      | 16     | 0.03%  | 16              | 0              | 0                   |
| Service Restoration          | 1338   | 14         | 52          | 1      | 1,405  | 2.74%  | 1402            | 3              | 0                   |
| Other                        | 2      | 0          | 0           | 0      | 2      | 0.00%  | 2               | 0              | 0                   |
| Total Residential            | 49,168 | 994        | 1,004       | 21     | 51,187 |        | 51,152          | 34             | 1                   |
| Total Residential Percentage | 96.06% | 1.94%      | 1.96%       | 0.04%  |        |        |                 |                |                     |
| Total State of Minnesota     | 51,800 | 1,015      | 1,029       | 22     | 53,866 |        | 53,815          | 50             | 1                   |
| Total ST of MN Percentage    | 96.16% | 1.88%      | 1.91%       | 0.04%  |        |        |                 |                |                     |

**Xcel Energy  
Customer Complaint Report  
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|                                  | Agree         | Compromise   | Demonstrate  | Refuse       | Total         | %      | Turnaround Days for<br>Closing a Complaint |                   |                           |
|----------------------------------|---------------|--------------|--------------|--------------|---------------|--------|--|-------------------|---------------------------|
|                                  |               |              |              |              |               |        | Initial<br>Inquiry                         | within<br>10 days | Longer<br>than 10<br>days |
| <b>Commercial</b>                |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 1685          | 18           | 9            | 1            | 1,713         | 74.67% | 1708                                       | 5                 | 0                         |
| Inaccurate Metering              | 5             | 1            | 0            | 0            | 6             | 0.26%  | 6  | 0                 | 0                         |
| Wrongful Disconnect              | 119           | 2            | 4            | 0            | 125           | 5.45%  | 125  | 0                 | 0                         |
| High Bill                        | 16            | 0            | 0            | 0            | 16            | 0.70%  | 16   | 0                 | 0                         |
| Inadequate Service               | 315           | 1            | 2            | 0            | 318           | 13.86% | 318  | 0                 | 0                         |
| Service Extension                | 2             | 1            | 0            | 0            | 3             | 0.13%  | 3  | 0                 | 0                         |
| Service Restoration              | 112           | 0            | 1            | 0            | 113           | 4.93%  | 110  | 3                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Total Commercial                 | 2,254         | 23           | 16           | 1            | 2,294         |        | 2,286                                      | 8                 | 0                         |
| Total Commercial Percentage      | 98.26%        | 1.00%        | 0.70%        | 0.04%        |               |        |  |                   |                           |
| <b>Industrial</b>                |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 252           | 1            | 0            | 1            | 254           | 62.72% | 254  | 0                 | 0                         |
| Inaccurate Metering              | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Wrongful Disconnect              | 15            | 0            | 1            | 0            | 16            | 3.95%  | 16   | 0                 | 0                         |
| High Bill                        | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Inadequate Service               | 83            | 1            | 1            | 0            | 85            | 20.99% | 85   | 0                 | 0                         |
| Service Extension                | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Service Restoration              | 48            | 1            | 1            | 0            | 50            | 12.35% | 50   | 0                 | 0                         |
| Other                            | 0             | 0            | 0            | 0            | 0             | 0.00%  | 0  | 0                 | 0                         |
| Total Industrial                 | 398           | 3            | 3            | 1            | 405           |        | 405  | 0                 | 0                         |
| Total Industrial Percentage      | 98.27%        | 0.74%        | 0.74%        | 0.25%        |               |        |  |                   |                           |
| <b>Residential</b>               |               |              |              |              |               |        |  |                   |                           |
| Billing errors                   | 23966         | 321          | 386          | 11           | 24,684        | 47.54% | 24671                                      | 13                | 0                         |
| Inaccurate Metering              | 23            | 0            | 1            | 0            | 24            | 0.05%  | 24   | 0                 | 0                         |
| Wrongful Disconnect              | 3843          | 229          | 147          | 4            | 4,223         | 8.13%  | 4222                                       | 1                 | 0                         |
| High Bill                        | 449           | 7            | 17           | 1            | 474           | 0.91%  | 473  | 0                 | 1                         |
| Inadequate Service               | 20725         | 507          | 378          | 15           | 21,625        | 41.65% | 21622                                      | 3                 | 0                         |
| Service Extension                | 4             | 0            | 2            | 0            | 6             | 0.01%  | 6  | 0                 | 0                         |
| Service Restoration              | 853           | 9            | 19           | 0            | 881           | 1.70%  | 880  | 0                 | 1                         |
| Other                            | 4             | 0            | 0            | 0            | 4             | 0.01%  | 0  | 4                 | 0                         |
| Total Residential                | 49,867        | 1,073        | 950          | 31           | 51,921        |        | 51,898                                     | 21                | 2                         |
| Total Residential Percentage     | 96.04%        | 2.07%        | 1.83%        | 0.06%        |               |        |  |                   |                           |
| <b>Total State of Minnesota</b>  | <b>52,519</b> | <b>1,099</b> | <b>969</b>   | <b>33</b>    | <b>54,620</b> |        | <b>54,589</b>                              | <b>29</b>         | <b>2</b>                  |
| <b>Total ST of MN Percentage</b> | <b>96.15%</b> | <b>2.01%</b> | <b>1.77%</b> | <b>0.06%</b> |               |        |  |                   |                           |

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

| MPUC Complaint Types                      | Xcel Energy Complaint Types   |
|---|---|
| <b>Inadequate Service<br/>(continued)</b> | Policy Other-Other Retail<br>Voltage Problem-Field Service Order<br>Chemical Spill/Environmental-Field Service Order<br>Trees Burning/Tree Related<br>Area/Street Light Maintenance-Outdoor Lighting<br>Business Solutions Center Issues-Customer Contact Center<br>Service Upgrade-Field Service Other<br>Restoration Service-Field Service Other<br>Outage-Tree Related<br>Field Collections-Credit<br>Electric Trouble-Trouble Order<br>Gas Trouble-Trouble Order<br>Field Operations Policy-Field Service Other<br>Order Routing Problem-Field Service Other<br>Discourteous Rude Employee-Field Service Other<br>Slow Customer Service Phone Response-Customer Contact Center<br>Interference-Electric,Radio,TV-Field Service Other<br>Customer Refusal-Tree Related<br>Property Damage-Tree Related<br>Slow Customer Service Phone Response Time<br>Scam Inquiry<br>Gas Transportation<br>Generation Inquiry<br>Discourteous/ Rude Employee<br>Procedure/ Process Error<br>Misinformation by Meter Reading Personnel<br>Meter Reading Policy<br>Order Printing Problem<br>Miscellaneous Summons<br>Miscellaneous Subpoena |
| <b>Service Extension Interval</b>         | Electric Service Upgrade-New Construction<br>Location/Operation Distribution-Field Service Other<br>Restoration Services-New Construction<br>Service Extension-Design-New Construction<br>Builder's Call Line-New Construction<br>Service Extension - Construction<br>Location/Operation Transmission   |
| <b>Service Extension Service</b>          | Location/Operation Substation   |
| <b>Service Restoration Interval</b>       | Electric Outage-Frequency-Reliability Frequency<br>Electric Outage-Communication-Reliability Duration<br>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, 2015 to December 31, 2015

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:** Philip Johnson, Customer Advocate Analyst, Customer Care 715-737-3033

| I. Complaint Type                | <u>RESIDENTIAL</u>         |                            |                              | <u>COMMERCIAL</u>          |                            |                              | <u>INDUSTRIAL</u>          |                            |                              | <u>GOVERNMENT</u>          |                            |                              |
|----------------------------------|----------------------------|----------------------------|------------------------------|----------------------------|----------------------------|------------------------------|----------------------------|----------------------------|------------------------------|----------------------------|----------------------------|------------------------------|
|                                  | <u>Number<br/>Received</u> | <u>Number<br/>Resolved</u> | <u>Number<br/>Unresolved</u> | <u>Number<br/>Received</u> | <u>Number<br/>Resolved</u> | <u>Number<br/>Unresolved</u> | <u>Number<br/>Received</u> | <u>Number<br/>Resolved</u> | <u>Number<br/>Unresolved</u> | <u>Number<br/>Received</u> | <u>Number<br/>Resolved</u> | <u>Number<br/>Unresolved</u> |
| A. Billing Error                 | 103                        | 103                        | 0                            | 2                          | 2                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| B. High Bill                     | 17                         | 17                         | 0                            | 2                          | 2                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| C. Inaccurate Metering           | 41                         | 41                         | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| D. Inadequate Service            | 396                        | 396                        | 0                            | 17                         | 17                         | 0                            | 0                          | 0                          | 0                            | 1                          | 1                          | 0                            |
| E. Service Extension Interval    | 6                          | 6                          | 0                            | 4                          | 4                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| G. Service Restoration Interval  | 13                         | 13                         | 0                            | 2                          | 2                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| H. <u>Wrongful Disconnection</u> | 183                        | 183                        | 0                            | 2                          | 2                          | 0                            | 0                          | 0                          | 0                            | 0                          | 0                          | 0                            |
| <b>Total Complaints</b>          | <b>759</b>                 | <b>759</b>                 | <b>0</b>                     | <b>29</b>                  | <b>29</b>                  | <b>0</b>                     | <b>0</b>                   | <b>0</b>                   | <b>0</b>                     | <b>1</b>                   | <b>1</b>                   | <b>0</b>                     |

| II. Number of Customers | <u>Electric</u>  |                  |                   | <u>Gas</u>     |                |                   |
|-------------------------|------------------|------------------|-------------------|----------------|----------------|-------------------|
|                         | <u>2014</u>      | <u>2015</u>      | <u>Net Change</u> | <u>2014</u>    | <u>2015</u>    | <u>Net Change</u> |
| Residential             | 1,113,587        | 1,122,172        | 8,585             | 409,194        | 413,101        | 3,907             |
| Commercial/ Industrial  | 130,377          | 131,122          | 745               | 33,891         | 34,271         | 380               |
| <u>Other</u>            | 6,182            | 6,329            | 147               | 592            | 562            | (30)              |
| <b>Total</b>            | <b>1,250,146</b> | <b>1,259,623</b> | <b>9,477</b>      | <b>443,676</b> | <b>447,933</b> | <b>4,257</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, 2015 to December 31, 2015

Name of Utility: Northern States Power Company

Address: 3115 Centre Pointe Drive, Roseville, MN 55113

Prepared by: Philip Johnson, Customer Advocate Analyst, Customer Care 715-737-3033

| MPUC                            | RESIDENTIAL        |                    |                      | COMMERCIAL         |                    |                      | INDUSTRIAL         |                    |                      | GOVERNMENT         |                    |                      |
|---------------------------------|--------------------|--------------------|----------------------|--------------------|--------------------|----------------------|--------------------|--------------------|----------------------|--------------------|--------------------|----------------------|
|                                 | Number<br>Received | Number<br>Resolved | Number<br>Unresolved | Number<br>Received | Number<br>Resolved | Number<br>Unresolved | Number<br>Received | Number<br>Resolved | Number<br>Unresolved | Number<br>Received | Number<br>Resolved | Number<br>Unresolved |
| I Complaint Type                |                    |                    |                      |                    |                    |                      |                    |                    |                      |                    |                    |                      |
| A. Billing Error                | 21                 | 21                 | 0                    | 1                  | 1                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| B. High Bill                    | 8                  | 8                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| C. Inaccurate Metering          | 8                  | 8                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| D. Inadequate Service           | 51                 | 51                 | 0                    | 4                  | 4                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| E. Service Extension Interval   | 4                  | 4                  | 0                    | 3                  | 3                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| G. Service Restoration Interval | 9                  | 9                  | 0                    | 1                  | 1                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| H. Wrongful Disconnection       | 18                 | 18                 | 0                    | 1                  | 1                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| <b>Total Complaints</b>         | <b>119</b>         | <b>119</b>         | <b>0</b>             | <b>10</b>          | <b>10</b>          | <b>0</b>             | <b>0</b>           | <b>0</b>           | <b>0</b>             | <b>0</b>           | <b>0</b>           | <b>0</b>             |

| OAG                             | RESIDENTIAL        |                    |                      | COMMERCIAL         |                    |                      | INDUSTRIAL         |                    |                      | GOVERNMENT         |                    |                      |
|---------------------------------|--------------------|--------------------|----------------------|--------------------|--------------------|----------------------|--------------------|--------------------|----------------------|--------------------|--------------------|----------------------|
|                                 | Number<br>Received | Number<br>Resolved | Number<br>Unresolved | Number<br>Received | Number<br>Resolved | Number<br>Unresolved | Number<br>Received | Number<br>Resolved | Number<br>Unresolved | Number<br>Received | Number<br>Resolved | Number<br>Unresolved |
| II Complaint Type               |                    |                    |                      |                    |                    |                      |                    |                    |                      |                    |                    |                      |
| A. Billing Error                | 46                 | 46                 | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| B. High Bill                    | 5                  | 5                  | 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           | 185                | 185                | 0                    | 4                  | 4                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| E. Service Extension Interval   | 1                  | 1                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| G. Service Restoration Interval | 2                  | 2                  | 0                    | 1                  | 1                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| H. Wrongful Disconnection       | 122                | 122                | 0                    | 1                  | 1                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| <b>Total Complaints</b>         | <b>363</b>         | <b>363</b>         | <b>0</b>             | <b>7</b>           | <b>7</b>           | <b>0</b>             | <b>0</b>           | <b>0</b>           | <b>0</b>             | <b>0</b>           | <b>0</b>           | <b>0</b>             |

| OTHER                           | RESIDENTIAL        |                    |                      | COMMERCIAL         |                    |                      | INDUSTRIAL         |                    |                      | GOVERNMENT         |                    |                      |
|---------------------------------|--------------------|--------------------|----------------------|--------------------|--------------------|----------------------|--------------------|--------------------|----------------------|--------------------|--------------------|----------------------|
|                                 | Number<br>Received | Number<br>Resolved | Number<br>Unresolved | Number<br>Received | Number<br>Resolved | Number<br>Unresolved | Number<br>Received | Number<br>Resolved | Number<br>Unresolved | Number<br>Received | Number<br>Resolved | Number<br>Unresolved |
| II Complaint Type               |                    |                    |                      |                    |                    |                      |                    |                    |                      |                    |                    |                      |
| A. Billing Error                | 38                 | 38                 | 0                    | 1                  | 1                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| B. High Bill                    | 4                  | 4                  | 0                    | 1                  | 1                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| C. Inaccurate Metering          | 31                 | 31                 | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| D. Inadequate Service           | 161                | 161                | 0                    | 9                  | 9                  | 0                    | 0                  | 0                  | 0                    | 1                  | 1                  | 0                    |
| E. Service Extension Interval   | 1                  | 1                  | 0                    | 1                  | 1                  | 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       | 43                 | 43                 | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    | 0                  | 0                  | 0                    |
| <b>Total Complaints</b>         | <b>280</b>         | <b>280</b>         | <b>0</b>             | <b>12</b>          | <b>12</b>          | <b>0</b>             | <b>0</b>           | <b>0</b>           | <b>0</b>             | <b>1</b>           | <b>1</b>           | <b>0</b>             |

**Xcel Energy**  
**Service Quality Report 2015**  
**Emergency Calls Average Speed of Answer**

Docket No. G002/M-16-\_\_\_\_  
Attachment G  
Page 1 of 1

**All Natural Gas Emergency Calls\***

|   | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | 2015<br>Average |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|
| <b>Average Speed of Answer (in Seconds)</b> | 9      | 10     | 10     | 9      | 10     | 9      | 30     | 10     | 9      | 10     | 10     | 11     | 14              |
| <b>Agent Offered Call Volume</b>            | 1,929  | 1,883  | 2,525  | 2,914  | 2,628  | 3,230  | 6,652  | 1,503  | 1,257  | 1,704  | 1,425  | 1,414  | 29,064          |

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

|   | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | 2015<br>Average |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|
| <b>Average Speed of Answer (in Seconds)</b> | 9      | 9      | 9      | 9      | 9      | 6      | 32     | 10     | 10     | 10     | 10     | 11     | 14              |
| <b>Agent Offered Call Volume</b>            | 1,223  | 1,311  | 1,852  | 2,080  | 1,865  | 2,378  | 4,769  | 587    | 507    | 743    | 600    | 652    | 18,567          |

\*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>Total 2015</u> |
|--|------------------|------------------|------------------|------------------|------------------|------------------|-------------------|
| Calls responded to in one hour or less               | 1,420            | 1,509            | 1,544            | 1,578            | 1,658            | 1,658            | 9,367             |
| Calls responded to in more than one hour             | <u>205</u>       | <u>134</u>       | <u>191</u>       | <u>242</u>       | <u>327</u>       | <u>266</u>       | <u>1,365</u>      |
| <i>Total Calls</i>                                   | <i>1,625</i>     | <i>1,643</i>     | <i>1,735</i>     | <i>1,820</i>     | <i>1,985</i>     | <i>1,924</i>     | <i>10,732</i>     |
| Percent responded to in one hour or less             | 87.38%           | 91.84%           | 88.99%           | 86.70%           | 83.53%           | 86.17%           | 87.28%            |
| Percent responded to in more than one hour           | 12.62%           | 8.16%            | 11.01%           | 13.30%           | 16.47%           | 13.83%           | 12.72%            |
| Average number of minutes to respond to an emergency |                  |                  |                  |                  |                  |                  | 38.13             |

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 2015

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<br>Time interval | Response<br>Time interval | Repair Crew<br>Time interval | Gas shut off<br>Time interval | Line repaired<br>Time interval |
|-----------------------|---------------------------|---------------------------|------------------------------|-------------------------------|--------------------------------|
| > 0 min. to 10 min.   | 776                       | 29                        | 0                            | 0                             | 0                              |
| > 10 min. to 20 min.  | 470                       | 252                       | 0                            | 1                             | 1                              |
| > 20 min. to 40 min.  | 218                       | 817                       | 0                            | 3                             | 59                             |
| > 40 min. to 60 min.  | 92                        | 322                       | 0                            | 0                             | 273                            |
| > 60 min. to 80 min.  | 37                        | 122                       | 0                            | 0                             | 422                            |
| > 80 min. to 100 min. | 17                        | 53                        | 2                            | 0                             | 387                            |
| > 100 min. to 120 min | 7                         | 13                        | 0                            | 0                             | 204                            |
| > 2 hrs to 3 hrs      | 7                         | 14                        | 2                            | 0                             | 209                            |
| > 3 hrs to 4 hrs      | 0                         | 2                         | 0                            | 2                             | 44                             |
| > 4 hrs to 6 hrs      | 1                         | 1                         | 1                            | 0                             | 20                             |
| > 6 hrs to 8 hrs      | 0                         | 0                         | 0                            | 0                             | 4                              |
| > 8 hrs               | 0                         | 0                         | 0                            | 0                             | 2                              |

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.

**Response** - Time interval - The response interval 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.

**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  
445 Minnesota 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

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2015

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<br/>Time interval</b> | <b>Response<br/>Time interval</b> | <b>Repair Crew<br/>Time interval</b> | <b>Gas shut off<br/>Time interval</b> | <b>Line repaired<br/>Time interval</b> |
|-----------------------|-----------------------------------|-----------------------------------|--------------------------------------|---------------------------------------|--|
| > 0 min. to 10 min.   | 929                               | 38                                | 0                                    | 4                                     | 2                                      |
| > 10 min. to 20 min.  | 446                               | 310                               | 1                                    | 5                                     | 0                                      |
| > 20 min. to 40 min.  | 167                               | 891                               | 3                                    | 10                                    | 60                                     |
| > 40 min. to 60 min.  | 58                                | 270                               | 1                                    | 4                                     | 303                                    |
| > 60 min. to 80 min.  | 22                                | 76                                | 3                                    | 3                                     | 428                                    |
| > 80 min. to 100 min. | 9                                 | 29                                | 0                                    | 1                                     | 375                                    |
| > 100 min. to 120 min | 4                                 | 13                                | 1                                    | 0                                     | 230                                    |
| > 2 hrs to 3 hrs      | 7                                 | 10                                | 0                                    | 1                                     | 192                                    |
| > 3 hrs to 4 hrs      | 1                                 | 5                                 | 0                                    | 0                                     | 30                                     |
| > 4 hrs to 6 hrs      | 0                                 | 1                                 | 0                                    | 0                                     | 21                                     |
| > 6 hrs to 8 hrs      | 0                                 | 0                                 | 0                                    | 0                                     | 1                                      |
| > 8 hrs               | 0                                 | 0                                 | 0                                    | 0                                     | 1                                      |

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.

**Response** - Time interval - The response interval 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.

**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  
445 Minnesota 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

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2015

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<br>Time interval | Response<br>Time interval | Repair Crew<br>Time interval | Gas shut off<br>Time interval | Line repaired<br>Time interval |
|-----------------------|---------------------------|---------------------------|------------------------------|-------------------------------|--------------------------------|
| > 0 min. to 10 min.   | 884                       | 41                        | 1                            | 3                             | 1                              |
| > 10 min. to 20 min.  | 461                       | 294                       | 0                            | 14                            | 3                              |
| > 20 min. to 40 min.  | 266                       | 871                       | 6                            | 26                            | 60                             |
| > 40 min. to 60 min.  | 79                        | 338                       | 3                            | 19                            | 303                            |
| > 60 min. to 80 min.  | 25                        | 117                       | 2                            | 3                             | 438                            |
| > 80 min. to 100 min. | 11                        | 44                        | 1                            | 2                             | 360                            |
| > 100 min. to 120 min | 4                         | 17                        | 3                            | 1                             | 254                            |
| > 2 hrs to 3 hrs      | 5                         | 10                        | 2                            | 0                             | 250                            |
| > 3 hrs to 4 hrs      | 0                         | 3                         | 0                            | 1                             | 43                             |
| > 4 hrs to 6 hrs      | 0                         | 0                         | 0                            | 0                             | 21                             |
| > 6 hrs to 8 hrs      | 0                         | 0                         | 0                            | 0                             | 1                              |
| > 8 hrs               | 0                         | 0                         | 0                            | 0                             | 1                              |

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.

**Response** - Time interval - The response interval 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.

**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  
445 Minnesota 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

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2015

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<br>Time interval | Response<br>Time interval | Repair Crew<br>Time interval | Gas shut off<br>Time interval | Line repaired<br>Time interval |
|-----------------------|---------------------------|---------------------------|------------------------------|-------------------------------|--------------------------------|
| > 0 min. to 10 min.   | 862                       | 29                        | 0                            | 5                             | 0                              |
| > 10 min. to 20 min.  | 493                       | 287                       | 0                            | 7                             | 0                              |
| > 20 min. to 40 min.  | 282                       | 876                       | 2                            | 29                            | 53                             |
| > 40 min. to 60 min.  | 111                       | 386                       | 1                            | 15                            | 277                            |
| > 60 min. to 80 min.  | 42                        | 151                       | 4                            | 2                             | 460                            |
| > 80 min. to 100 min. | 17                        | 55                        | 3                            | 5                             | 420                            |
| > 100 min. to 120 min | 5                         | 18                        | 4                            | 2                             | 246                            |
| > 2 hrs to 3 hrs      | 8                         | 17                        | 1                            | 4                             | 278                            |
| > 3 hrs to 4 hrs      | 0                         | 0                         | 0                            | 1                             | 53                             |
| > 4 hrs to 6 hrs      | 0                         | 1                         | 0                            | 1                             | 28                             |
| > 6 hrs to 8 hrs      | 0                         | 0                         | 0                            | 0                             | 2                              |
| > 8 hrs               | 0                         | 0                         | 0                            | 1                             | 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.

**Response** - Time interval - The response interval 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.

**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  
445 Minnesota 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

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63



## Minnesota Office of Pipeline Safety

### Emergency Response Reporting Form CY 2015

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<br>Time interval | Response<br>Time interval | Repair Crew<br>Time interval | Gas shut off<br>Time interval | Line repaired<br>Time interval |
|-----------------------|---------------------------|---------------------------|------------------------------|-------------------------------|--------------------------------|
| > 0 min. to 10 min.   | 827                       | 30                        | 0                            | 5                             | 0                              |
| > 10 min. to 20 min.  | 568                       | 302                       | 1                            | 11                            | 1                              |
| > 20 min. to 40 min.  | 334                       | 883                       | 2                            | 33                            | 71                             |
| > 40 min. to 60 min.  | 121                       | 443                       | 2                            | 14                            | 318                            |
| > 60 min. to 80 min.  | 68                        | 166                       | 2                            | 9                             | 485                            |
| > 80 min. to 100 min. | 36                        | 81                        | 0                            | 4                             | 403                            |
| > 100 min. to 120 min | 15                        | 45                        | 0                            | 4                             | 291                            |
| > 2 hrs to 3 hrs      | 15                        | 33                        | 3                            | 2                             | 322                            |
| > 3 hrs to 4 hrs      | 1                         | 2                         | 0                            | 1                             | 66                             |
| > 4 hrs to 6 hrs      | 0                         | 0                         | 0                            | 1                             | 24                             |
| > 6 hrs to 8 hrs      | 0                         | 0                         | 0                            | 0                             | 1                              |
| > 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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Mail to:  
Minnesota Office of Pipeline Safety  
445 Minnesota 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

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63



# Minnesota Office of Pipeline Safety

## Emergency Response Reporting Form CY 2015

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<br>Time interval | Response<br>Time interval | Repair Crew<br>Time interval | Gas shut off<br>Time interval | Line repaired<br>Time interval |
|-----------------------|---------------------------|---------------------------|------------------------------|-------------------------------|--------------------------------|
| > 0 min. to 10 min.   | 924                       | 29                        | 0                            | 2                             | 0                              |
| > 10 min. to 20 min.  | 537                       | 325                       | 0                            | 5                             | 1                              |
| > 20 min. to 40 min.  | 276                       | 932                       | 3                            | 16                            | 72                             |
| > 40 min. to 60 min.  | 109                       | 372                       | 1                            | 6                             | 353                            |
| > 60 min. to 80 min.  | 46                        | 153                       | 0                            | 2                             | 490                            |
| > 80 min. to 100 min. | 21                        | 72                        | 2                            | 3                             | 416                            |
| > 100 min. to 120 min | 10                        | 28                        | 0                            | 1                             | 258                            |
| > 2 hrs to 3 hrs      | 1                         | 12                        | 0                            | 2                             | 256                            |
| > 3 hrs to 4 hrs      | 0                         | 1                         | 0                            | 0                             | 58                             |
| > 4 hrs to 6 hrs      | 0                         | 0                         | 0                            | 0                             | 11                             |
| > 6 hrs to 8 hrs      | 0                         | 0                         | 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.

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St. Paul MN 55101- 5147

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or Fax: 651-296-9641

For more information call 651-201-7230

This information is being gathered under the authority MS 299J.13, 299F.59 and 299F.63

## Gas Emergency Reporting Summary

| Gas Code                               | Description  | MnOPS Bi-Monthly Reporting |
|--|--|----------------------------|
| <b>EBG</b><br><br>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><br><br>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><br><b>ERI</b><br><br>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><br><br>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><br><br>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><br><br>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><br><br>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><br><br>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><br><br>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><br><br>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: 2015

| 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     | 417        | 893.45             | 2.14                   | 1,934.17                     | 4.64                             | 6,908.83    | 16.57           | 9,736.45            | 23.35             | 414                                    | 99%                                       | 3                                     | 1%                                       |
| ECO                                   | CO Check/Alarm          | 1,525      | 3385.31            | 2.22                   | 23,227.95                    | 15.23                            | 30,179.78   | 19.79           | 56,793.04           | 37.24             | 1,342                                  | 88%                                       | 183                                   | 12%                                      |
| EEX                                   | Gas Explosion           | 2          | 4.56               | 2.28                   | 12.98                        | 6.49                             | 20.92       | 10.46           | 38.46               | 19.23             | 2                                      | 100%                                      | 0                                     | 0%                                       |
| EFI                                   | Gas Fire                | 187        | 394.66             | 2.11                   | 996.85                       | 5.33                             | 3,145.53    | 16.82           | 4,537.04            | 24.26             | 183                                    | 98%                                       | 4                                     | 2%                                       |
| EIR                                   | Ice Regulator           | 7          | 17.47              | 2.50                   | 98.85                        | 14.12                            | 130.02      | 18.57           | 246.34              | 35.19             | 6                                      | 86%                                       | 1                                     | 14%                                      |
| EOI                                   | Smells Gas Inside       | 6,576      | 14325.67           | 2.18                   | 95,496.50                    | 14.52                            | 132,918.07  | 20.21           | 242,740.24          | 36.91             | 5,809                                  | 88%                                       | 767                                   | 12%                                      |
| EOO                                   | Smells Gas Outside      | 3,551      | 7856.82            | 2.21                   | 61,021.75                    | 17.18                            | 76,675.52   | 21.59           | 145,554.09          | 40.99             | 2,962                                  | 83%                                       | 589                                   | 17%                                      |
| EPR                                   | High / Low Pressure     | 402        | 897.82             | 2.23                   | 8,067.50                     | 20.07                            | 8,445.35    | 21.01           | 17,410.67           | 43.31             | 332                                    | 83%                                       | 70                                    | 17%                                      |
| ETX                                   | CO Emergency            | 167        | 380.24             | 2.28                   | 2,355.18                     | 14.10                            | 3,557.45    | 21.30           | 6,292.87            | 37.68             | 142                                    | 85%                                       | 25                                    | 15%                                      |
| NOGAS                                 | Customer Reports No Gas | 753        | 1680.88            | 2.23                   | 16,572.57                    | 22.01                            | 16,447.75   | 21.84           | 34,701.20           | 46.08             | 600                                    | 80%                                       | 153                                   | 20%                                      |
| All Gas Emergency Calls for Year 2015 |                         | 13,587     | 29836.88           | 2.195987               | 209,784.30                   | 15.44                            | 278,429.22  | 20.49           | 518,050.40          | 38.13             | 11,792                                 | 87%                                       | 1,795                                 | 13%                                      |

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     | 5          | 12.9               | 2.58                   | 25.05                        | 5.01                             | 80.93       | 16.19           | 118.88              | 23.78             | 5                                      | 100%                                      | 0                                     | 0%                                       |
| ECO                                      | CO Check/Alarm          | 196        | 505.68             | 2.58                   | 3,014.57                     | 15.38                            | 3,908.33    | 19.94           | 7,428.58            | 37.90             | 172                                    | 88%                                       | 24                                    | 12%                                      |
| EFI                                      | Gas Fire                | 13         | 33.54              | 2.58                   | 74.03                        | 5.69                             | 178.17      | 13.71           | 285.74              | 21.98             | 13                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                      | Ice Regulator           | 5          | 12.9               | 2.58                   | 45.93                        | 9.19                             | 76.43       | 15.29           | 135.27              | 27.05             | 5                                      | 100%                                      | 0                                     | 0%                                       |
| EOI                                      | Smells Gas Inside       | 553        | 1426.74            | 2.58                   | 8,096.53                     | 14.64                            | 10,911.88   | 19.73           | 20,435.16           | 36.95             | 491                                    | 89%                                       | 62                                    | 11%                                      |
| EOO                                      | Smells Gas Outside      | 332        | 856.56             | 2.58                   | 6,031.95                     | 18.17                            | 7,124.65    | 21.46           | 14,013.16           | 42.21             | 274                                    | 83%                                       | 58                                    | 17%                                      |
| EPR                                      | High / Low Pressure     | 59         | 152.22             | 2.58                   | 1,252.42                     | 21.23                            | 1,068.37    | 18.11           | 2,473.00            | 41.92             | 51                                     | 86%                                       | 8                                     | 14%                                      |
| ETX                                      | CO Emergency            | 29         | 74.82              | 2.58                   | 327.68                       | 11.30                            | 641.52      | 22.12           | 1,044.02            | 36.00             | 29                                     | 100%                                      | 0                                     | 0%                                       |
| NOGAS                                    | Customer Reports No Gas | 57         | 147.06             | 2.58                   | 1,263.18                     | 22.16                            | 1,102.77    | 19.35           | 2,513.01            | 44.09             | 47                                     | 82%                                       | 10                                    | 18%                                      |
| All Gas Emergency Calls for January 2015 |                         | 1,249      | 3222.42            | 2.58                   | 20,131.35                    | 16.12                            | 25,093.05   | 20.09           | 48,446.82           | 38.79             | 1,087                                  | 87%                                       | 162                                   | 13%                                      |

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          | 4.38               | 2.19                   | 4.78                         | 2.39                             | 16.78       | 8.39            | 25.95               | 12.97             | 2                                      | 100%                                      | 0                                     | 0%                                       |
| ECO                                       | CO Check/Alarm          | 139        | 304.41             | 2.19                   | 2,102.12                     | 15.12                            | 2,796.37    | 20.12           | 5,202.89            | 37.43             | 122                                    | 88%                                       | 17                                    | 12%                                      |
| EFI                                       | Gas Fire                | 13         | 28.47              | 2.19                   | 56.50                        | 4.35                             | 184.27      | 14.17           | 269.24              | 20.71             | 13                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                       | Ice Regulator           | 1          | 2.19               | 2.19                   | 45.83                        | 45.83                            | 14.62       | 14.62           | 62.64               | 62.64             | 0                                      | 0%  | 1                                     | 100%                                     |
| EOI                                       | Smells Gas Inside       | 464        | 1016.16            | 2.19                   | 6,703.80                     | 14.45                            | 9,433.02    | 20.33           | 17,152.98           | 36.97             | 407                                    | 88%                                       | 57                                    | 12%                                      |
| EOO                                       | Smells Gas Outside      | 243        | 532.17             | 2.19                   | 3,473.23                     | 14.29                            | 5,005.10    | 20.60           | 9,010.50            | 37.08             | 217                                    | 89%                                       | 26                                    | 11%                                      |
| EPR                                       | High / Low Pressure     | 69         | 151.11             | 2.19                   | 1,111.57                     | 16.11                            | 1,678.97    | 24.33           | 2,941.64            | 42.63             | 55                                     | 80%                                       | 14                                    | 20%                                      |
| ETX                                       | CO Emergency            | 15         | 32.85              | 2.19                   | 138.52                       | 9.23                             | 279.73      | 18.65           | 451.10              | 30.07             | 14                                     | 93%                                       | 1                                     | 7%                                       |
| NOGAS                                     | Customer Reports No Gas | 91         | 199.29             | 2.19                   | 1,523.40                     | 16.74                            | 2,244.92    | 24.67           | 3,967.61            | 43.60             | 76                                     | 84%                                       | 15                                    | 16%                                      |
| All Gas Emergency Calls for February 2015 |                         | 1,037      | 2271.03            | 2.19                   | 15,159.75                    | 14.62                            | 21,653.77   | 20.88           | 39,084.55           | 37.69             | 906                                    | 87%                                       | 131                                   | 13%                                      |

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     | 17         | 31.79              | 1.87                   | 81.28                        | 4.78                             | 266.25      | 15.66           | 379.32              | 22.31             | 17                                     | 100%                                      | 0                                     | 0%                                       |
| ECO                                    | CO Check/Alarm          | 110        | 205.7              | 1.87                   | 1,733.72                     | 15.76                            | 2,025.42    | 18.41           | 3,964.83            | 36.04             | 98                                     | 89%                                       | 12                                    | 11%                                      |
| EFI                                    | Gas Fire                | 20         | 37.4               | 1.87                   | 98.35                        | 4.92                             | 347.53      | 17.38           | 483.28              | 24.16             | 20                                     | 100%                                      | 0                                     | 0%                                       |
| EOI                                    | Smells Gas Inside       | 482        | 901.34             | 1.87                   | 5,593.95                     | 11.61                            | 9,110.40    | 18.90           | 15,605.69           | 32.38             | 452                                    | 94%                                       | 30                                    | 6%                                       |
| EOO                                    | Smells Gas Outside      | 241        | 450.67             | 1.87                   | 3,158.75                     | 13.11                            | 4,734.92    | 19.65           | 8,344.34            | 34.62             | 222                                    | 92%                                       | 19                                    | 8%                                       |
| EPR                                    | High / Low Pressure     | 31         | 57.97              | 1.87                   | 802.48                       | 25.89                            | 694.93      | 22.42           | 1,555.39            | 50.17             | 25                                     | 81%                                       | 6                                     | 19%                                      |
| ETX                                    | CO Emergency            | 19         | 35.53              | 1.87                   | 225.08                       | 11.85                            | 418.28      | 22.01           | 678.90              | 35.73             | 17                                     | 89%                                       | 2                                     | 11%                                      |
| NOGAS                                  | Customer Reports No Gas | 50         | 93.5               | 1.87                   | 1,554.33                     | 31.09                            | 1,483.87    | 29.68           | 3,131.70            | 62.63             | 37                                     | 74%                                       | 13                                    | 26%                                      |
| All Gas Emergency Calls for March 2015 |                         | 970        | 1813.9             | 1.87                   | 13,247.95                    | 13.66                            | 19,081.60   | 19.67           | 34,143.45           | 35.20             | 888                                    | 92%                                       | 82                                    | 8%                                       |

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     | 26         | 45.76              | 1.76                   | 104.22                       | 4.01                             | 461.22      | 17.74           | 611.19              | 23.51             | 26                                     | 100%                                      | 0                                     | 0%                                       |
| ECO                                    | CO Check/Alarm          | 119        | 209.44             | 1.76                   | 1,590.75                     | 13.37                            | 2,330.07    | 19.58           | 4,130.26            | 34.71             | 111                                    | 93%                                       | 8                                     | 7%                                       |
| EFI                                    | Gas Fire                | 29         | 51.04              | 1.76                   | 117.90                       | 4.07                             | 521.55      | 17.98           | 690.49              | 23.81             | 28                                     | 97%                                       | 1                                     | 3%                                       |
| EOI                                    | Smells Gas Inside       | 579        | 1019.04            | 1.76                   | 7,919.02                     | 13.68                            | 11,353.85   | 19.61           | 20,291.91           | 35.05             | 527                                    | 91%                                       | 52                                    | 9%                                       |
| EOO                                    | Smells Gas Outside      | 249        | 438.24             | 1.76                   | 3,341.40                     | 13.42                            | 5,658.92    | 22.73           | 9,438.56            | 37.91             | 218                                    | 88%                                       | 31                                    | 12%                                      |
| EPR                                    | High / Low Pressure     | 21         | 36.96              | 1.76                   | 405.87                       | 19.33                            | 428.13      | 20.39           | 870.96              | 41.47             | 18                                     | 86%                                       | 3                                     | 14%                                      |
| ETX                                    | CO Emergency            | 9          | 15.84              | 1.76                   | 92.70                        | 10.30                            | 170.70      | 18.97           | 279.24              | 31.03             | 8                                      | 89%                                       | 1                                     | 11%                                      |
| NOGAS                                  | Customer Reports No Gas | 39         | 68.64              | 1.76                   | 955.70                       | 24.51                            | 777.77      | 19.94           | 1,802.11            | 46.21             | 31                                     | 79%                                       | 8                                     | 21%                                      |
| All Gas Emergency Calls for April 2015 |                         | 1,071      | 1884.96            | 1.76                   | 14,527.55                    | 13.56                            | 21,702.20   | 20.26           | 38,114.71           | 35.59             | 967                                    | 90%                                       | 104                                   | 10%                                      |

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     | 48         | 97.44              | 2.03                   | 240.95                       | 5.02                             | 907.52      | 18.91           | 1,245.91            | 25.96             | 46                                     | 96%                                       | 2                                     | 4%                                       |
| ECO                                  | CO Check/Alarm          | 101        | 205.03             | 2.03                   | 1,429.05                     | 14.15                            | 2,031.92    | 20.12           | 3,666.00            | 36.30             | 90                                     | 89%                                       | 11                                    | 11%                                      |
| EFI                                  | Gas Fire                | 18         | 36.54              | 2.03                   | 161.07                       | 8.95                             | 241.43      | 13.41           | 439.04              | 24.39             | 17                                     | 94%                                       | 1                                     | 6%                                       |
| EOI                                  | Smells Gas Inside       | 557        | 1130.71            | 2.03                   | 7,155.22                     | 12.85                            | 11,298.78   | 20.29           | 19,584.71           | 35.16             | 499                                    | 90%                                       | 58                                    | 10%                                      |
| EOO                                  | Smells Gas Outside      | 264        | 535.92             | 2.03                   | 3,993.23                     | 15.13                            | 5,567.03    | 21.09           | 10,096.19           | 38.24             | 229                                    | 87%                                       | 35                                    | 13%                                      |
| EPR                                  | High / Low Pressure     | 21         | 42.63              | 2.03                   | 494.02                       | 23.52                            | 378.07      | 18.00           | 914.71              | 43.56             | 17                                     | 81%                                       | 4                                     | 19%                                      |
| ETX                                  | CO Emergency            | 2          | 4.06               | 2.03                   | 85.05                        | 42.53                            | 34.88       | 17.44           | 123.99              | 62.00             | 1                                      | 50%                                       | 1                                     | 50%                                      |
| NOGAS                                | Customer Reports No Gas | 54         | 109.62             | 2.03                   | 929.83                       | 17.22                            | 1,176.60    | 21.79           | 2,216.05            | 41.04             | 47                                     | 87%                                       | 7                                     | 13%                                      |
| All Gas Emergency Calls for May 2015 |                         | 1,065      | 2161.95            | 2.03                   | 14,488.42                    | 13.60                            | 21,636.23   | 20.32           | 38,286.60           | 35.95             | 946                                    | 89%                                       | 119                                   | 11%                                      |

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     | 51         | 94.35              | 1.85                   | 247.97                       | 4.86                             | 799.83      | 15.68           | 1,142.15            | 22.40             | 51                                     | 100%                                      | 0                                     | 0%                                       |
| ECO                                   | CO Check/Alarm          | 110        | 203.5              | 1.85                   | 1,577.33                     | 14.34                            | 2,265.93    | 20.60           | 4,046.77            | 36.79             | 97                                     | 88%                                       | 13                                    | 12%                                      |
| EFI                                   | Gas Fire                | 15         | 27.75              | 1.85                   | 108.17                       | 7.21                             | 283.27      | 18.88           | 419.18              | 27.95             | 14                                     | 93%                                       | 1                                     | 7%                                       |
| EOI                                   | Smells Gas Inside       | 541        | 1000.85            | 1.85                   | 7,758.68                     | 14.34                            | 10,889.67   | 20.13           | 19,649.20           | 36.32             | 483                                    | 89%                                       | 58                                    | 11%                                      |
| EOO                                   | Smells Gas Outside      | 242        | 447.7              | 1.85                   | 3,938.53                     | 16.27                            | 5,518.80    | 22.80           | 9,905.03            | 40.93             | 203                                    | 84%                                       | 39                                    | 16%                                      |
| EPR                                   | High / Low Pressure     | 23         | 42.55              | 1.85                   | 324.02                       | 14.09                            | 475.87      | 20.69           | 842.43              | 36.63             | 22                                     | 96%                                       | 1                                     | 4%                                       |
| ETX                                   | CO Emergency            | 7          | 12.95              | 1.85                   | 72.55                        | 10.36                            | 122.85      | 17.55           | 208.35              | 29.76             | 7                                      | 100%                                      | 0                                     | 0%                                       |
| NOGAS                                 | Customer Reports No Gas | 39         | 72.15              | 1.85                   | 753.88                       | 19.33                            | 1,005.38    | 25.78           | 1,831.42            | 46.96             | 30                                     | 77%                                       | 9                                     | 23%                                      |
| All Gas Emergency Calls for June 2015 |                         | 1,028      | 1901.8             | 1.85                   | 14,781.13                    | 14.38                            | 21,361.60   | 20.78           | 38,044.53           | 37.01             | 907                                    | 88%                                       | 121                                   | 12%                                      |

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     | 58         | 116.58             | 2.01                   | 252.68                       | 4.36                             | 941.08      | 16.23           | 1,310.35            | 22.59             | 58                                     | 100%                                      | 0                                     | 0%                                       |
| ECO                                   | CO Check/Alarm          | 93         | 186.93             | 2.01                   | 1,422.03                     | 15.29                            | 1,785.88    | 19.20           | 3,394.85            | 36.50             | 82                                     | 88%                                       | 11                                    | 12%                                      |
| EFI                                   | Gas Fire                | 16         | 32.16              | 2.01                   | 91.42                        | 5.71                             | 305.08      | 19.07           | 428.66              | 26.79             | 16                                     | 100%                                      | 0                                     | 0%                                       |
| EOI                                   | Smells Gas Inside       | 514        | 1033.14            | 2.01                   | 6,844.92                     | 13.32                            | 10,498.07   | 20.42           | 18,376.12           | 35.75             | 465                                    | 90%                                       | 49                                    | 10%                                      |
| EOO                                   | Smells Gas Outside      | 284        | 570.84             | 2.01                   | 4,578.93                     | 16.12                            | 6,133.53    | 21.60           | 11,283.31           | 39.73             | 241                                    | 85%                                       | 43                                    | 15%                                      |
| EPR                                   | High / Low Pressure     | 20         | 40.2               | 2.01                   | 305.93                       | 15.30                            | 408.62      | 20.43           | 754.75              | 37.74             | 16                                     | 80%                                       | 4                                     | 20%                                      |
| ETX                                   | CO Emergency            | 5          | 10.05              | 2.01                   | 87.08                        | 17.42                            | 120.97      | 24.19           | 218.10              | 43.62             | 4                                      | 80%                                       | 1                                     | 20%                                      |
| NOGAS                                 | Customer Reports No Gas | 36         | 72.36              | 2.01                   | 829.70                       | 23.05                            | 857.67      | 23.82           | 1,759.73            | 48.88             | 27                                     | 75%                                       | 9                                     | 25%                                      |
| All Gas Emergency Calls for July 2015 |                         | 1,026      | 2062.26            | 2.01                   | 14,412.70                    | 14.05                            | 21,050.90   | 20.52           | 37,525.86           | 36.57             | 909                                    | 89%                                       | 117                                   | 11%                                      |

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         | 99.44              | 2.26                   | 241.07                       | 5.48                             | 742.02      | 16.86           | 1,082.52            | 24.60             | 44                                     | 100%                                      | 0                                     | 0%                                       |
| ECO                                     | CO Check/Alarm          | 95         | 214.7              | 2.26                   | 1,885.30                     | 19.85                            | 2,132.12    | 22.44           | 4,232.12            | 44.55             | 78                                     | 82%                                       | 17                                    | 18%                                      |
| EFI                                     | Gas Fire                | 19         | 42.94              | 2.26                   | 110.07                       | 5.79                             | 341.68      | 17.98           | 494.69              | 26.04             | 18                                     | 95%                                       | 1                                     | 5%                                       |
| EOI                                     | Smells Gas Inside       | 597        | 1349.22            | 2.26                   | 9,954.53                     | 16.67                            | 12,801.33   | 21.44           | 24,105.09           | 40.38             | 501                                    | 84%                                       | 96                                    | 16%                                      |
| EOO                                     | Smells Gas Outside      | 288        | 650.88             | 2.26                   | 5,502.57                     | 19.11                            | 6,407.92    | 22.25           | 12,561.36           | 43.62             | 236                                    | 82%                                       | 52                                    | 18%                                      |
| EPR                                     | High / Low Pressure     | 25         | 56.5               | 2.26                   | 585.70                       | 23.43                            | 568.47      | 22.74           | 1,210.67            | 48.43             | 20                                     | 80%                                       | 5                                     | 20%                                      |
| ETX                                     | CO Emergency            | 13         | 29.38              | 2.26                   | 226.70                       | 17.44                            | 243.92      | 18.76           | 500.00              | 38.46             | 10                                     | 77%                                       | 3                                     | 23%                                      |
| NOGAS                                   | Customer Reports No Gas | 49         | 110.74             | 2.26                   | 1,117.30                     | 22.80                            | 1,113.22    | 22.72           | 2,341.26            | 47.78             | 37                                     | 76%                                       | 12                                    | 24%                                      |
| All Gas Emergency Calls for August 2015 |                         | 1,130      | 2553.8             | 2.26                   | 19,623.23                    | 17.37                            | 24,350.67   | 21.55           | 46,527.70           | 41.17             | 944                                    | 84%                                       | 186                                   | 16%                                      |

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     | 57         | 129.96             | 2.28                   | 301.87                       | 5.30                             | 920.50      | 16.15           | 1,352.33            | 23.73             | 57                                     | 100%                                      | 0                                     | 0%                                       |
| ECO  | CO Check/Alarm          | 103        | 234.84             | 2.28                   | 1,342.52                     | 13.03                            | 2,050.42    | 19.91           | 3,627.77            | 35.22             | 94                                     | 91%                                       | 9                                     | 9%                                       |
| EFI  | Gas Fire                | 8          | 18.24              | 2.28                   | 34.88                        | 4.36                             | 144.83      | 18.10           | 197.96              | 24.74             | 8                                      | 100%                                      | 0                                     | 0%                                       |
| EOI  | Smells Gas Inside       | 495        | 1128.6             | 2.28                   | 7,599.63                     | 15.35                            | 9,761.42    | 19.72           | 18,489.65           | 37.35             | 440                                    | 89%                                       | 55                                    | 11%                                      |
| EOO  | Smells Gas Outside      | 255        | 581.4              | 2.28                   | 4,257.35                     | 16.70                            | 5,830.97    | 22.87           | 10,669.72           | 41.84             | 209                                    | 82%                                       | 46                                    | 18%                                      |
| EPR  | High / Low Pressure     | 13         | 29.64              | 2.28                   | 235.62                       | 18.12                            | 339.60      | 26.12           | 604.86              | 46.53             | 9                                      | 69%                                       | 4                                     | 31%                                      |
| ETX  | CO Emergency            | 8          | 18.24              | 2.28                   | 110.75                       | 13.84                            | 136.47      | 17.06           | 265.46              | 33.18             | 8                                      | 100%                                      | 0                                     | 0%                                       |
| NOGAS                                      | Customer Reports No Gas | 50         | 114                | 2.28                   | 1,268.22                     | 25.36                            | 878.75      | 17.58           | 2,260.97            | 45.22             | 43                                     | 86%                                       | 7                                     | 14%                                      |
| All Gas Emergency Calls for September 2015 |                         | 989        | 2254.92            | 2.28                   | 15,150.83                    | 15.32                            | 20,062.95   | 20.29           | 37,468.70           | 37.89             | 868                                    | 88%                                       | 121                                   | 12%                                      |

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     | 57         | 129.96             | 2.28                   | 248.72                       | 4.36                             | 901.65      | 15.82           | 1,280.33            | 22.46             | 56                                     | 98%                                       | 1                                     | 2%                                       |
| ECO                                      | CO Check/Alarm          | 146        | 332.88             | 2.28                   | 2,880.60                     | 19.73                            | 3,023.08    | 20.71           | 6,236.56            | 42.72             | 119                                    | 82%                                       | 27                                    | 18%                                      |
| EEX                                      | Gas Explosion           | 2          | 4.56               | 2.28                   | 12.98                        | 6.49                             | 20.92       | 10.46           | 38.46               | 19.23             | 2                                      | 100%                                      | 0                                     | 0%                                       |
| EFI                                      | Gas Fire                | 14         | 31.92              | 2.28                   | 65.13                        | 4.65                             | 214.32      | 15.31           | 311.37              | 22.24             | 14                                     | 100%                                      | 0                                     | 0%                                       |
| EOI                                      | Smells Gas Inside       | 683        | 1557.24            | 2.28                   | 13,051.18                    | 19.11                            | 14,025.55   | 20.54           | 28,633.97           | 41.92             | 561                                    | 82%                                       | 122                                   | 18%                                      |
| EOO                                      | Smells Gas Outside      | 414        | 943.92             | 2.28                   | 9,941.38                     | 24.01                            | 8,833.60    | 21.34           | 19,718.90           | 47.63             | 311                                    | 75%                                       | 103                                   | 25%                                      |
| EPR                                      | High / Low Pressure     | 40         | 91.2               | 2.28                   | 1,242.93                     | 31.07                            | 674.90      | 16.87           | 2,009.03            | 50.23             | 29                                     | 73%                                       | 11                                    | 28%                                      |
| ETX                                      | CO Emergency            | 18         | 41.04              | 2.28                   | 413.45                       | 22.97                            | 424.85      | 23.60           | 879.34              | 48.85             | 11                                     | 61%                                       | 7                                     | 39%                                      |
| NOGAS                                    | Customer Reports No Gas | 117        | 266.76             | 2.28                   | 3,374.98                     | 28.85                            | 2,292.03    | 19.59           | 5,933.78            | 50.72             | 84                                     | 72%                                       | 33                                    | 28%                                      |
| All Gas Emergency Calls for October 2015 |                         | 1,491      | 3399.48            | 2.28                   | 31,231.37                    | 20.95                            | 30,410.90   | 20.40           | 65,041.75           | 43.62             | 1,187                                  | 80%                                       | 304                                   | 20%                                      |

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     | 31         | 80.91              | 2.61                   | 114.75                       | 3.70                             | 552.08      | 17.81           | 747.74              | 24.12             | 31                                     | 100%                                      | 0                                     | 0%                                       |
| ECO                                       | CO Check/Alarm          | 162        | 422.82             | 2.61                   | 2,530.33                     | 15.62                            | 3,047.77    | 18.81           | 6,000.92            | 37.04             | 139                                    | 86%                                       | 23                                    | 14%                                      |
| EFI                                       | Gas Fire                | 10         | 26.1               | 2.61                   | 40.18                        | 4.02                             | 172.47      | 17.25           | 238.75              | 23.88             | 10                                     | 100%                                      | 0                                     | 0%                                       |
| EOI                                       | Smells Gas Inside       | 515        | 1344.15            | 2.61                   | 8,121.73                     | 15.77                            | 11,334.93   | 22.01           | 20,800.82           | 40.39             | 432                                    | 84%                                       | 83                                    | 16%                                      |
| EOO                                       | Smells Gas Outside      | 390        | 1017.9             | 2.61                   | 8,321.60                     | 21.34                            | 8,774.98    | 22.50           | 18,114.48           | 46.45             | 294                                    | 75%                                       | 96                                    | 25%                                      |
| EPR                                       | High / Low Pressure     | 28         | 73.08              | 2.61                   | 596.03                       | 21.29                            | 635.80      | 22.71           | 1,304.91            | 46.60             | 23                                     | 82%                                       | 5                                     | 18%                                      |
| ETX                                       | CO Emergency            | 24         | 62.64              | 2.61                   | 393.50                       | 16.40                            | 531.43      | 22.14           | 987.57              | 41.15             | 18                                     | 75%                                       | 6                                     | 25%                                      |
| NOGAS                                     | Customer Reports No Gas | 86         | 224.46             | 2.61                   | 2,116.77                     | 24.61                            | 1,885.28    | 21.92           | 4,226.51            | 49.15             | 65                                     | 76%                                       | 21                                    | 24%                                      |
| All Gas Emergency Calls for November 2015 |                         | 1,246      | 3252.06            | 2.61                   | 22,234.90                    | 17.85                            | 26,934.75   | 21.62           | 52,421.71           | 42.07             | 1,012                                  | 81%                                       | 234                                   | 19%                                      |

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     | 21         | 49.98              | 2.38                   | 70.83                        | 3.37                             | 318.97      | 15.19           | 439.78              | 20.94             | 21                                     | 100%                                      | 0                                     | 0%                                       |
| ECO                                       | CO Check/Alarm          | 151        | 359.38             | 2.38                   | 1,719.63                     | 11.39                            | 2,782.48    | 18.43           | 4,861.50            | 32.20             | 140                                    | 93%                                       | 11                                    | 7%                                       |
| EFI                                       | Gas Fire                | 12         | 28.56              | 2.38                   | 39.15                        | 3.26                             | 210.93      | 17.58           | 278.64              | 23.22             | 12                                     | 100%                                      | 0                                     | 0%                                       |
| EIR                                       | Ice Regulator           | 1          | 2.38               | 2.38                   | 7.08                         | 7.08                             | 38.97       | 38.97           | 48.43               | 48.43             | 1                                      | 100%                                      | 0                                     | 0%                                       |
| EOI                                       | Smells Gas Inside       | 596        | 1418.48            | 2.38                   | 6,697.30                     | 11.24                            | 11,499.17   | 19.29           | 19,614.95           | 32.91             | 548                                    | 92%                                       | 48                                    | 8%                                       |
| EOO                                       | Smells Gas Outside      | 349        | 830.62             | 2.38                   | 4,482.82                     | 12.84                            | 7,085.10    | 20.30           | 12,398.54           | 35.53             | 309                                    | 89%                                       | 40                                    | 11%                                      |
| EPR                                       | High / Low Pressure     | 52         | 123.76             | 2.38                   | 710.92                       | 13.67                            | 1,093.63    | 21.03           | 1,928.31            | 37.08             | 47                                     | 90%                                       | 5                                     | 10%                                      |
| ETX                                       | CO Emergency            | 18         | 42.84              | 2.38                   | 182.12                       | 10.12                            | 431.85      | 23.99           | 656.81              | 36.49             | 15                                     | 83%                                       | 3                                     | 17%                                      |
| NOGAS                                     | Customer Reports No Gas | 85         | 202.3              | 2.38                   | 885.27                       | 10.41                            | 1,629.50    | 19.17           | 2,717.07            | 31.97             | 76                                     | 89%                                       | 9                                     | 11%                                      |
| All Gas Emergency Calls for December 2015 |                         | 1,285      | 3058.3             | 2.38                   | 14,795.12                    | 11.51                            | 25,090.60   | 19.53           | 42,944.02           | 33.42             | 1,169                                  | 91%                                       | 116                                   | 9%                                       |

|  | Total 2015 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 |
|--|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Failure to mark a line                       | 24         | 0      | 0      | 1      | 1      | 4      | 1      | 2      | 5      | 3      | 4      | 2      | 1      |
| Mismarked Lines                              | 22         | 0      | 0      | 2      | 1      | 3      | 1      | 5      | 2      | 1      | 4      | 1      | 2      |
| Total Number of Mislocates                   | 46         | 0      | 0      | 3      | 2      | 7      | 2      | 7      | 7      | 4      | 8      | 3      | 3      |
| Number of Locate tickets                     | 179,362    | 3,349  | 3,867  | 8,767  | 22,064 | 23,908 | 23,135 | 20,867 | 19,517 | 19,030 | 17,860 | 11,065 | 5,933  |
| Number of Mislocates Per 1000 Locate Tickets | 0.26       | 0.00   | 0.00   | 0.34   | 0.09   | 0.29   | 0.09   | 0.34   | 0.36   | 0.21   | 0.45   | 0.27   | 0.51   |

|  | Total 2015 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 |
|--|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Damage Under the Control of Xcel Energy's Employees and Contractors    | 91         | 0      | 0      | 5      | 4      | 15     | 5      | 15     | 15     | 14     | 11     | 4      | 3      |
| Damage Caused by All Others  | 229        | 1      | 0      | 4      | 17     | 27     | 27     | 31     | 18     | 31     | 43     | 17     | 13     |
| <b>Total Damages</b>   | 320        | 1      | 0      | 9      | 21     | 42     | 32     | 46     | 33     | 45     | 54     | 21     | 16     |
|  |            |        |        |        |        |        |        |        |        |        |        |        |        |
| MN Miles of Distribution and Transmission Main as of December 31, 2015 | 9,238      | 9,238  | 9,238  | 9,238  | 9,238  | 9,238  | 9,238  | 9,238  | 9,238  | 9,238  | 9,238  | 9,238  | 9,238  |
|  |            |        |        |        |        |        |        |        |        |        |        |        |        |
| <b>Damage Per 100 Miles of Main:</b>                                   |            |        |        |        |        |        |        |        |        |        |        |        |        |
| Damage Under the Control of Xcel Energy's Employees and Contractors    | 0.99       | 0.00   | 0.00   | 0.05   | 0.04   | 0.16   | 0.05   | 0.16   | 0.16   | 0.15   | 0.12   | 0.04   | 0.03   |
| Damage Caused by All Others  | 2.48       | 0.01   | 0.00   | 0.04   | 0.18   | 0.29   | 0.29   | 0.34   | 0.19   | 0.34   | 0.47   | 0.18   | 0.14   |
| <b>Total Damage Rate</b>   | 3.46       | 0.01   | 0.00   | 0.10   | 0.23   | 0.45   | 0.35   | 0.50   | 0.36   | 0.49   | 0.58   | 0.23   | 0.17   |

|   | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Total 2015 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| <b>Outages Due to Employees/Contractors</b> |        |        |        |        |        |        |        |        |        |        |        |        |            |
| Number of Homes                             | 0      | 0      | 2      | 1      | 2      | 4      | 14     | 3      | 28     | 5      | 0      | 12     | 71         |
| Number of Incidents                         | 0      | 0      | 2      | 2      | 3      | 4      | 5      | 4      | 7      | 4      | 0      | 1      | 32         |
| Average Outage Time (Hr: Min)               | 0:00   | 0:00   | 1:17   | 1:40   | 1:15   | 2:01   | 2:07   | 1:42   | 1:36   | 1:48   | 0:00   | 2:42   | 1:55       |
|   |        |        |        |        |        |        |        |        |        |        |        |        |            |
| <b>Outages Due to All Other Causes</b>      |        |        |        |        |        |        |        |        |        |        |        |        |            |
| Number of Homes                             | 2      | 6      | 5      | 26     | 42     | 38     | 279    | 65     | 42     | 71     | 50     | 18     | 644        |
| Number of Incidents                         | 3      | 2      | 6      | 14     | 33     | 29     | 32     | 27     | 31     | 46     | 22     | 18     | 263        |
| Average Outage Time (Hr: Min)               | 1:21   | 2:50   | 2:53   | 1:34   | 1:42   | 2:07   | 2:23   | 1:23   | 1:21   | 1:46   | 1:24   | 1:28   | 1:57       |

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

| Longest time a customer was without gas during incident |              |           |   |                           |  |   |  |   |   |                              |                 |               |                           |
|---|--------------|-----------|---|---------------------------|--|---|--|---|---|------------------------------|-----------------|---------------|---------------------------|
| Address   | City         | Date      | <u>Number of<br/>Customers<br/>Affected</u> | How Xcel Became Aware     | Root Cause   | Actions to Fix  | Actions to Contact Public  | <u>Were There<br/>Public<br/>Relations<br/>Issues</u> | <u>Customer or<br/>Company<br/>Relight?</u> | Gas off                      | Gas on          | Duration      | <u>Gas<br/>Explosion?</u> |
| [PRIVATE DATA BEGINS...                                 |              |           |   |                           |  |   |  |   |   |                              |                 |               |                           |
|   | Woodbury     | 1/11/2015 | 6   | Washington County         | Apartment Building Fire  | Secured the area, turned off gas meters to six units.   | Fire Dept was on site.   | N/A   | N/A   | 1/11/15 4:01 AM              | N/A             | N/A           | No                        |
|   | Winona       | 2/6/2015  | 3   | Xcel Electric             | Structure Fire   | Secured the area, turned off 3 gas meters.              | Fire Dept was on site.   | Media was notified                                    | Xcel Energy                                 | 2/6/15 3:01 AM               | 2/6/15 6:30 AM  | 3 hrs 29 min. | No                        |
|   | St. Paul     | 2/24/2015 | 1<br>(Residence home)                       | St. Paul Fire Dept        | Demo Crew hit 2" house pipe  | Secured the area  | Fire Dept was on site to evacuate 50 residents.  | N/A   | N/A   | 2/24/15 4:07 PM              | N/A             | N/A           | No                        |
|   | Winona       | 2/25/2015 | 2   | Fire Dept.                | Contractor hit gas service   | Secured the area  | Fire Dept was on site.   | N/A   | Xcel Energy                                 | 2/25/15 8:59 PM              | 2/25/15 9:28 PM | 30 min.       | No                        |
|   | St. Paul     | 2/8/2015  | 2   | St. Paul Fire Dept        | Structure fires, cause remains under investigation                                   | Secured the area  | Fire Dept was on site.   | Media was on site                                     | N/A   | 2/8/15 9:08 PM               | N/A             | N/A           | No                        |
|   | St. Paul     | 3/4/2015  | 1   | St. Paul Fire Dept        | Damage to meter-set as the result of a vehicle collision resulting in a road closure | Secured the area and shut off gas                       | Fire Dept was on site.   | N/A   | N/A   | 3/4/15 11:42 AM              | N/A             | N/A           | No                        |
|   | St. Cloud    | 3/16/2015 | 1   | Customer                  | Underground gas leak on service.   | Secured the area and shut off gas                       | Fire Dept was on site to evacuate homes and secure the scene in coordination with Xcel Energy crews. | N/A   | Xcel Energy                                 | 3/16/15 1:05 PM              | 3/16/16 2:49 PM | 1 hr 44 min.  | No                        |
|   | Lake Elmo    | 3/17/2015 | 1   | Washington County         | Structure Fire   | Secured the area and shut off gas                       | Fire Dept was on site.   | Media was on site                                     | N/A   | 3/18/15 12:20 AM             | N/A             | N/A           | No                        |
|   | North Branch | 3/22/2015 | 1   | Chisago County            | Structure fire, cause unknown  | Secured the area, turned off and locked gas meter       | Fire Dept was on site.   | N/A   | N/A   | 3/23/15 12:05 AM             | N/A             | N/A           | No                        |
|   | St. Paul     | 3/22/2015 | 1   | Ramsey County             | Structure fire, cause unknown  | Secured the area, turned off and locked gas meter       | Fire Dept was on site.   | N/A   | N/A   | 3/22/15 7:11 AM              | N/A             | N/A           | No                        |
|   | St. Paul     | 4/1/2015  | 2   | St. Paul Fire Dept        | Structure Fire   | Secured the area and shut off gas                       | Fire Dept was on site.   | N/A   | N/A   | 4/1/2015 3:08 PM and 3:25 PM | N/A             | N/A           | No                        |
|   | Roseville    | 4/7/2015  | 1   | Roseville Fire Dept       | Structure Fire, the cause remains under investigation                                | Secured the area and shut off gas                       | Fire Dept was on site.   | Media was on site                                     | N/A   | 4/7/15 3:20 AM               | N/A             | N/A           | No                        |
|   | Big Lake     | 4/26/2015 | 1   | Center Point Energy       | Structure Fire, the cause remains under investigation                                | Secured the area and shut off gas                       | Fire Dept was on site.   | N/A   | N/A   | 4/26/15 7:23 AM              | N/A             | N/A           | No                        |
|   | St. Paul     | 4/27/2015 | 170 condo units                             | Contractor                | Customer owned roof top pipe broken  | Secured the area and shut off gas                       | Fire Dept was on site.   | N/A   | N/A   | 4/27/15 8:22 AM              | N/A             | N/A           | No                        |
|   | Merrifield   | 5/7/2015  | 1   | Fire Dept.                | Structure Fire   | Secured the area and shut off gas                       | Fire Dept was on site.   | N/A   | N/A   | 5/7/15 2:12 PM               | N/A             | N/A           | No                        |
|   | St. Paul     | 5/8/2015  | 2   | Fire Dept.                | Vehicular damage meter set   | Secured the area, evacuated residents and shut off gas  | Fire Dept was on site.   | N/A   | N/A   | 5/8/15 7:40 AM               | N/A             | N/A           | No                        |
|   | St. Paul     | 5/11/2015 | 1   | Fire Dept.                | Vehicular damage to meter set and u-bend   | Secured the area and shut off gas                       | Fire Dept was on site.   | N/A   | N/A   | 5/11/15 12:28 AM             | N/A             | N/A           | No                        |
|   | St. Paul     | 5/11/2015 | 0   | Fire Dept.                | Excavation damage to a 2" Gas Main   | Secured the area and shut off gas                       | Fire Dept was on site.   | N/A   | N/A   | 5/11/15 2:51 PM              | 5/11/15 4:13 PM | 1 hr 22 min.  | No                        |
|   | Rice         | 6/3/2015  | 1   | Fire Dept.                | Lightning strike causing damage to customer owned piping with gas ignition.          | Secured the area and made routine checks.               | Fire Dept was on site.   | N/A   | N/A   | 6/3/15 2:33 PM               | N/A             | N/A           | No                        |
|   | Forest Lake  | 6/9/2015  | 1   | 911                       | Vehicular damage meter set.  | Secured the area, evacuated residents and shut off gas. | Fire Dept was on site.   | N/A   | N/A   | 6/9/15 3:59 PM               | N/A             | N/A           | No                        |
|   | Sartell      | 6/18/2015 | 0   | Stearns County Fire Dept. | Third Party Contractor hit 4" PE Main  | Secured the area and shut off gas                       | Fire Dept was on site.   | N/A   | N/A   | 6/18/15 8:47 PM              | 6/18/15 9:54 PM | 1 hr 7 min.   | No                        |
|   | St. Paul     | 7/9/2015  | 1   | Third Party Contractor    | Contractor hit customer owned gas line   | Turned off gas; monitored area                          | Fire Dept was on site.   | N/A   | N/A   | N/A                          | N/A             | N/A           | No                        |
|   | Wyoming      | 7/12/2015 | 1   | 911                       | Lightning strike caused gas ignition to gas facilities                               | Secured the area and made routine checks                | Fire Dept was on site.   | Media was on site                                     | N/A   | 7/12/15 11:53 PM             | N/A             | N/A           | No                        |

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

| Longest time a customer was without gas during incident |                     |             |                                     |                               |  |  |   |   |                                     |                      |                  |                 |                       |
|---|---------------------|-------------|-------------------------------------|-------------------------------|--|--|---|---|-------------------------------------|----------------------|------------------|-----------------|-----------------------|
| <u>Address</u>  | <u>City</u>         | <u>Date</u> | <u>Number of Customers Affected</u> | <u>How Xcel Became Aware</u>  | <u>Root Cause</u>  | <u>Actions to Fix</u>  | <u>Actions to Contact Public</u>        | <u>Were There Public Relations Issues</u> | <u>Customer or Company Relight?</u> | <u>Gas off</u>       | <u>Gas on</u>    | <u>Duration</u> | <u>Gas Explosion?</u> |
| [PRIVATE DATA BEGINS...                                 |                     |             |                                     |                               |  |  |   |   |                                     |                      |                  |                 |                       |
|   | St. Paul            | 7/22/2015   | 19                                  | St. Paul Fire Dept            | Third Party Contractor hit 2" Main   | Secured the area and shut off gas                                      | Fire Dept was on site.                  | Media was on site                         | Xcel Energy                         | 7/22/15 11:53 AM     | 7/22/15 1:10 PM  | 1 hr 17 min.    | No                    |
|   | Sauk Rapids         | 7/22/2015   | 0                                   | Benton County                 | Gas Technician found valve on range in the ON position and pilot light was not lit.  | Secured the area and shut off range/evacuated building and ventilated. | Fire Dept was onsite to evacuate        | Media was on site                         | N/A                                 | Gas was not shut off | N/A              | N/A             | No                    |
|   | Faribault           | 7/29/2015   | 204                                 | Faribault Police & Fire Dept. | Third Party Contractor hit 4" PE Main  | Secured the area and shut off gas                                      | Fire Dept was on site.                  | N/A                                       | Xcel Energy                         | 7/29/15 1:00 PM      | 7/29/15 3:33 PM  | 2 hrs. 33 min.  | No                    |
|   | Winona              | 7/30/2015   | 2                                   | Winona Fire Dept.             | Third Party Contractor damaged the gas main while saw cutting.   | Secured the area and shut off gas                                      | Fire Dept was onsite to evacuate people | N/A                                       | N/A                                 | 7/30/15 12:20 PM     | 7/30/15 4:33 PM  | 4 hrs. 13 min.  | No                    |
|   | Arden Hills         | 7/31/2015   | 12                                  | Ramsey County                 | Third Party Contractor damaged the gas main while saw cutting. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)       | Secured the area and shut off gas                                      | Fire Dept was on site.                  | N/A                                       | N/A                                 | 7/31/15 10:05 AM     | 7/31/15 2:05 PM  | 4 hrs           | No                    |
|   | Moorhead            | 7/31/2015   | 1                                   | Moorhead Fire Dept.           | Third Party Contractor hit 2" gas service. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)                           | Secured the area and shut off gas                                      | Fire Dept was on site.                  | N/A                                       | N/A                                 | 7/31/15 8:24 AM      | 7/31/15 12:45 PM | 4 hrs. 21 min.  | No                    |
|   | Inver Grove Heights | 8/4/2015    | 0                                   | USIC Locating                 | Third Party Contractor damaged 4" gas main while directional boring. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.) | Secured the area and shut off gas                                      | Fire Dept was on site.                  | N/A                                       | N/A                                 | 8/4/15 1:50 PM       | N/A              | N/A             | No                    |
|   | St. Paul            | 8/6/2015    | 1                                   | St. Paul Fire Dept            | Third Party Contractor damaged 1-1/8" PE gas service. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)                | Secured the area and shut off gas                                      | Fire Dept was on site.                  | N/A                                       | N/A                                 | 8/6/15 3:09 PM       | 8/6/15 4:33 PM   | 1 hr 24 min.    | No                    |
|   | St. Paul            | 8/6/2015    | 30                                  | St. Paul Fire Dept            | Third Party Contractor hit 2" gas main. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)                              | Secured the area and shut off gas                                      | Fire Dept was on site.                  | N/A                                       | N/A                                 | 8/6/15 9:33 AM       | 8/6/15 10:29 AM  | 56 min.         | No                    |
|   | St. Joseph          | 8/11/2015   | 15 Units                            | Stearns County                | Third Party Contractor damaged valve on riser. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)                       | Secured the area and shut off gas                                      | Fire Dept was on site.                  | N/A                                       | N/A                                 | 8/11/15 2:40 PM      | 8/11/15 3:25 PM  | 45 min.         | No                    |

PUBLIC DOCUMENT  
PRIVATE DATA ON INDIVIDUALS EXCISED

| Longest time a customer was without gas during incident |                |             |                                     |                              |   |   |                                  |   |                                     |                      |                   |                 |                       |
|---|----------------|-------------|-------------------------------------|------------------------------|---|---|----------------------------------|---|-------------------------------------|----------------------|-------------------|-----------------|-----------------------|
| <u>Address</u>  | <u>City</u>    | <u>Date</u> | <u>Number of Customers Affected</u> | <u>How Xcel Became Aware</u> | <u>Root Cause</u>   | <u>Actions to Fix</u>   | <u>Actions to Contact Public</u> | <u>Were There Public Relations Issues</u> | <u>Customer or Company Relight?</u> | <u>Gas off</u>       | <u>Gas on</u>     | <u>Duration</u> | <u>Gas Explosion?</u> |
| [PRIVATE DATA BEGINS...                                 |                |             |                                     |                              |   |   |                                  |   |                                     |                      |                   |                 |                       |
|   | St. Paul       | 8/13/2015   | 3                                   | Michael's Communication      | Third Party Contractor damaged inserted gas service while directional boring. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.) | Secured the area and shut off gas   | Fire Dept was on site.           | Media was on site                         | Xcel Energy                         | 8/13/15 4:27 PM      | N/A               | N/A             | No                    |
|   | South St. Paul | 9/9/2015    | 0                                   | Dakota County                | Third Party Contractor damaged 4" gas main while augering (drilling). (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)         | Secured the area and shut off gas with the use of a by-pass to eliminate potential customer outages | Fire Dept was on site.           | N/A                                       | N/A                                 | 9/9/15 5:08 PM       | N/A               | N/A             | No                    |
|   | St. Paul       | 9/28/2015   | 1                                   | St. Paul Fire Dept           | Third Party Contractor hit 4 inch gas main. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)                                   | Secured the area and shut off gas   | Fire Dept was on site.           | Media was on site                         | N/A                                 | 9/28/15 11:39 AM     | N/A               | N/A             | No                    |
|   | West St. Paul  | 10/6/2015   | 3                                   | USIC Locating                | Third Party Contractor hit 2" gas main with backhoe. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)                          | Secured the area and shut off gas   | Fire Dept was on site.           | N/A                                       | N/A                                 | 10/6/15 8:48 AM      | 10/6/15 9:22 AM   | 34 min.         | No                    |
|   | St. Paul       | 10/9/2015   | 3                                   | St. Paul Fire Dept           | Second Party Contractor hit gas service while directional boring. (Contractor was not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)         | Secured the area and shut off gas   | Fire Dept was on site.           | N/A                                       | N/A                                 | 10/9/15 4:10 PM      | 10/9/15 6:35 PM   | 2 hrs. 25 min.  | No                    |
|   | Bayport        | 10/13/2015  | 1                                   | Washington County            | Gas Street Crew working on gas main   | Secured the area and shut off gas   | Fire Dept was on site.           | Media was aware of event                  | N/A                                 | 10/13/15 2:35 PM     | N/A               | N/A             | No                    |
|   | West St. Paul  | 10/20/2015  | 1                                   | 911                          | Third Party Contractor hit 5/8" PE Service. (Contractor not working for Xcel Energy or on Xcel Energy projects when the damage occurred.)                                   | Secured the area and shut off gas   | Fire Dept was on site.           | N/A                                       | N/A                                 | 10/20/15 10:02 AM    | 10/20/15 11:15 AM | 1 hr 13 min.    | No                    |
|   | St. Paul       | 10/27/2015  | 1 (1360 Students)                   | St. Paul Fire Dept           | Prior light out in school kitchen, Fire Department evacuated building occupants as a precaution until source was identified and occurred.                                   | Secured the area  | Fire Dept was on site.           | N/A                                       | N/A                                 | Gas was not shut off | N/A               | N/A             | No                    |
|   | St. Paul       | 10/29/2015  | 1                                   | Ramsey County                | Structure Fire, the cause remains under investigation   | Secured the area and shut off gas   | Fire Dept was on site.           | Media was notified                        | N/A                                 | 10/29/15 11:03 PM    | N/A               | N/A             | No                    |

**...PRIVATE DATA ENDS]**

Customer Service Related Operations and Maintenance Expenses

| 2015 Actuals                                |                             |    |                             |
|---|-----------------------------|----|-----------------------------|
|   | NSPM Company Gas<br>Utility |    | State of MN<br>Jurisdiction |
| FERC Account 901 & 903                      | \$ 6,066,206                | \$ | 5,424,808                   |
| Associated Payroll Taxes & Benefits         | \$ 436,397                  | \$ | 388,260                     |
| Total Customer Service Related O&M Expenses | \$ 6,502,603                | \$ | 5,813,068                   |

| Utility                 | Work Resolution           | Data           | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  | 2015 Total |
|-------------------------|---------------------------|----------------|------|------|------|------|------|------|------|------|------|------|------|------|------------|
| Electric                | INVESTIGATE AND REMEDIATE | Order Count    | 130  | 163  | 201  | 174  | 180  | 207  | 207  | 204  | 211  | 241  | 192  | 240  | 2,350      |
|                         |                           | Average Days   | 3.49 | 3.25 | 2.92 | 2.86 | 3.08 | 3.02 | 2.68 | 2.90 | 3.17 | 2.95 | 3.10 | 3.51 | 3.07       |
|                         |                           | Min Days       | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 1    | 0    | 1    | 0    | 0          |
|                         |                           | Max of Days    | 65   | 57   | 7    | 12   | 14   | 12   | 13   | 9    | 7    | 7    | 7    | 7    | 65         |
|                         |                           | StdDev of Days | 5.80 | 4.42 | 1.29 | 1.63 | 1.76 | 1.49 | 1.35 | 1.22 | 1.42 | 1.30 | 1.36 | 1.72 | 2.26       |
|                         | INVESTIGATE AND REFER     | Order Count    | 9    | 17   | 15   | 24   | 14   | 13   | 13   | 17   | 19   | 16   | 18   | 19   | 194        |
|                         |                           | Average Days   | 3.56 | 6.24 | 3.60 | 3.04 | 3.36 | 5.62 | 3.08 | 3.24 | 3.47 | 2.94 | 4.39 | 3.84 | 3.84       |
|                         |                           | Min Days       | 2    | 1    | 2    | 1    | 2    | 2    | 2    | 2    | 1    | 2    | 2    | 1    | 1          |
|                         |                           | Max of Days    | 5    | 56   | 5    | 7    | 5    | 34   | 7    | 5    | 7    | 6    | 11   | 6    | 56         |
|                         |                           | StdDev of Days | 1.33 |      | 1.06 | 1.52 | 1.28 | 8.58 | 1.50 | 1.03 | 1.71 | 1.34 | 2.23 | 1.71 | 4.61       |
|                         | REMEDIATE UPON REFERRAL   | Order Count    |      |      | 1    |      |      | 2    | 1    |      |      |      |      |      | 4          |
|                         |                           | Average Days   |      |      | 0.00 |      |      | 0.50 | 1.00 |      |      |      |      |      | 0.50       |
|                         |                           | Min Days       |      |      | 0    |      |      | 0    | 1    |      |      |      |      |      | 0          |
|                         |                           | Max of Days    |      |      | 0    |      |      | 1    | 1    |      |      |      |      |      | 1          |
|                         |                           | StdDev of Days |      |      |      |      |      | 0.71 |      |      |      |      |      |      | 0.58       |
| Electric Order Count    |                           |                | 139  | 180  | 217  | 198  | 194  | 222  | 221  | 221  | 230  | 257  | 210  | 259  | 2,548      |
| Electric Average Days   |                           |                | 3.50 | 3.53 | 2.95 | 2.88 | 3.10 | 3.15 | 2.70 | 2.92 | 3.19 | 2.95 | 3.21 | 3.53 | 3.12       |
| Electric Min Days       |                           |                | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 1    | 0    | 1    | 0    | 0          |
| Electric Max of Days    |                           |                | 65   | 57   | 7    | 12   | 14   | 34   | 13   | 9    | 7    | 7    | 11   | 7    | 65         |
| Electric StdDev of Days |                           |                | 5.62 | 5.77 | 1.30 | 1.61 | 1.73 | 2.55 | 1.36 | 1.21 | 1.45 | 1.30 | 1.49 | 1.72 | 2.53       |

| Gas                      | INVESTIGATE AND REMEDIATE | Order Count    | 141  | 178  | 162  | 217  | 161  | 162  | 148  | 142  | 152  | 251  | 133  | 161  | 2,008 |
|--------------------------|---------------------------|----------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
|                          |                           | Average Days   | 2.70 | 2.80 | 2.69 | 2.87 | 2.75 | 3.06 | 2.66 | 2.87 | 3.02 | 2.74 | 3.38 | 3.70 | 2.92  |
|                          |                           | Min Days       | 1    | 0    | 0    | 0    | 1    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0     |
|                          |                           | Max of Days    | 7    | 6    | 6    | 7    | 7    | 10   | 7    | 8    | 7    | 8    | 9    | 11   | 11    |
|                          |                           | StdDev of Days | 1.31 | 1.36 | 1.41 | 1.49 | 1.23 | 1.47 | 1.48 | 1.56 | 1.64 | 1.48 | 1.59 | 2.21 | 1.56  |
|                          | INVESTIGATE AND REFER     | Order Count    | 51   | 77   | 90   | 102  | 45   | 32   | 33   | 27   | 38   | 43   | 25   | 31   | 594   |
|                          |                           | Average Days   | 2.98 | 3.10 | 2.96 | 3.11 | 2.96 | 2.88 | 2.88 | 2.89 | 3.55 | 3.00 | 3.16 | 3.65 | 3.08  |
|                          |                           | Min Days       | 1    | 1    | 1    | 0    | 1    | 2    | 2    | 1    | 2    | 2    | 2    | 0    | 0     |
|                          |                           | Max of Days    | 7    | 6    | 7    | 11   | 5    | 5    | 6    | 6    | 6    | 5    | 5    | 7    | 11    |
|                          |                           | StdDev of Days | 1.35 | 1.29 | 1.39 | 1.48 | 1.24 | 1.07 | 1.17 | 1.19 | 1.33 | 1.11 | 1.28 | 1.87 | 1.35  |
|                          | REMEDIATE UPON REFERRAL   | Order Count    | 41   | 58   | 73   | 70   | 29   | 16   | 11   | 8    | 6    | 11   | 12   | 19   | 354   |
|                          |                           | Average Days   | 2.63 | 2.98 | 2.23 | 2.06 | 2.55 | 3.00 | 4.73 | 2.50 | 5.33 | 4.45 | 4.75 | 3.84 | 2.81  |
|                          |                           | Min Days       | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 1    | 1    | 1    | 0    | 0     |
|                          |                           | Max of Days    | 12   | 31   | 11   | 8    | 10   | 7    | 17   | 7    | 18   | 12   | 9    | 18   | 31    |
|                          |                           | StdDev of Days | 2.73 | 4.22 | 2.14 | 1.78 | 2.21 | 2.16 | 5.75 | 2.39 | 6.47 | 4.16 | 2.56 | 4.32 | 3.14  |
| Gas Order Count          |                           |                | 233  | 313  | 325  | 389  | 235  | 210  | 192  | 177  | 196  | 305  | 170  | 211  | 2,956 |
| Gas Average Days         |                           |                | 2.75 | 2.91 | 2.66 | 2.78 | 2.76 | 3.02 | 2.82 | 2.86 | 3.19 | 2.84 | 3.45 | 3.70 | 2.94  |
| Gas Min Days             |                           |                | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0     |
| Gas Max of Days          |                           |                | 12   | 31   | 11   | 11   | 10   | 10   | 17   | 8    | 18   | 12   | 9    | 18   | 31    |
| Gas StdDev of Days       |                           |                | 1.65 | 2.17 | 1.62 | 1.58 | 1.38 | 1.48 | 1.97 | 1.55 | 1.92 | 1.62 | 1.66 | 2.41 | 1.79  |
|                          |                           |                |      |      |      |      |      |      |      |      |      |      |      |      |       |
| Total E & G Order Count  |                           |                | 372  | 493  | 542  | 587  | 429  | 432  | 413  | 398  | 426  | 562  | 380  | 470  | 5,504 |
| Total E & G Average Days |                           |                | 3.03 | 3.13 | 2.78 | 2.82 | 2.91 | 3.09 | 2.75 | 2.89 | 3.19 | 2.89 | 3.32 | 3.61 | 3.02  |
| Total E & G Days Min     |                           |                | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0     |
| Total E & G Days Max     |                           |                | 65   | 57   | 11   | 12   | 14   | 34   | 17   | 9    | 18   | 12   | 11   | 18   | 65    |
| Total E & G Days Std Dev |                           |                | 3.69 | 3.90 | 1.50 | 1.59 | 1.56 | 2.10 | 1.67 | 1.37 | 1.68 | 1.48 | 1.57 | 2.06 | 2.16  |

[illegible]

## CERTIFICATE OF SERVICE

I, Jim Erickson, 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-16-\_\_\_\_**  
**Miscellaneous Gas Service List**

Dated this 2<sup>nd</sup> day of May 2016

/s/

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Jim Erickson

| First Name | Last Name  | Email                                   | Company Name                       | Address  | Delivery Method            | View Trade Secret | Service List Name  |
|------------|------------|---|------------------------------------|--|----------------------------|-------------------|--|
| Julia      | Anderson   | Julia.Anderson@ag.state.mn.us           | Office of the Attorney General-DOC | 1800 BRM Tower<br>445 Minnesota St<br>St. Paul,<br>MN<br>551012134                                 | Electronic Service         | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Jeffrey A. | Daugherty  | jeffrey.daugherty@centerpointenergy.com | CenterPoint Energy                 | 800 LaSalle Ave<br><br>Minneapolis,<br>MN<br>55402   | Electronic Service         | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Ian        | Dobson     | ian.dobson@ag.state.mn.us               | Office of the Attorney General-RUD | Antitrust and Utilities Division<br>445 Minnesota Street,<br>BRM Tower<br>St. Paul,<br>MN<br>55101 | Electronic Service<br>1400 | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Sharon     | Ferguson   | sharon.ferguson@state.mn.us             | Department of Commerce             | 85 7th Place E Ste 500<br><br>Saint Paul,<br>MN<br>551012198                                       | Electronic Service         | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Todd J.    | Guerrero   | todd.guerrero@kutakrock.com             | Kutak Rock LLP                     | Suite 1750<br>220 South Sixth Street<br>Minneapolis,<br>MN<br>554021425                            | Electronic Service         | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Sandra     | Hofstetter | sHofstetter@mnychamber.com              | MN Chamber of Commerce             | 7261 County Road H<br><br>Fremont,<br>WI<br>54940-9317   | Electronic Service         | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Michael    | Hoppe      | il23@mtn.org                            | Local Union 23, I.B.E.W.           | 932 Payne Avenue<br><br>St. Paul,<br>MN<br>55130   | Electronic Service         | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Richard    | Johnson    | Rick.Johnson@lawmoss.com                | Moss & Barnett                     | 150 S. 5th Street<br>Suite 1200<br>Minneapolis,<br>MN<br>55402                                     | Electronic Service         | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| Michael    | Krikava    | mkrikava@briggs.com                     | Briggs And Morgan, P.A.            | 2200 IDS Center<br>80 S 8th St<br>Minneapolis,<br>MN<br>55402                                      | Electronic Service         | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |
| John       | Lindell    | agorud.ecf@ag.state.mn.us               | Office of the Attorney General-RUD | 1400 BRM Tower<br>445 Minnesota St<br>St. Paul,<br>MN<br>551012130                                 | Electronic Service         | No                | GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas |

| First Name | Last Name | Email                             | Company Name                        | Address  | Delivery Method    | View Trade Secret | Service List Name   |
|------------|-----------|-----------------------------------|-------------------------------------|--|--------------------|-------------------|---|
| Andrew     | Moratzka  | apmoratzka@stoel.com              | Stoel Rives LLP                     | 33 South Sixth Street<br>Suite 4200<br>Minneapolis,<br>MN<br>55402 | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| David W.   | Niles     | david.niles@avantenergy.com       | Minnesota Municipal Power<br>Agency | Suite 300<br>200 South Sixth Street<br>Minneapolis,<br>MN<br>55402 | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| SaGonna    | Thompson  | Regulatory.records@xcelenergy.com | Xcel Energy                         | 414 Nicollet Mall FL 7<br><br>Minneapolis,<br>MN<br>554011993      | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |
| Daniel P   | Wolf      | dan.wolf@state.mn.us              | Public Utilities Commission         | 121 7th Place East<br>Suite 350<br>St. Paul,<br>MN<br>551012147    | Electronic Service | No                | GEN_SL_Northern States<br>Power Company dba Xcel<br>Energy-Gas_Xcel Misc<br>Gas |