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Minneapolis, Minnesota 55401

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May 1, 2017

—VIA ELECTRONIC FILING—

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101

RE: ANNUAL REPORT
NATURAL GAS SERVICE QUALITY
DOCKET NO. G002/M-17-____

Dear Mr. Wolf:

Enclosed for filing is the 2016 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.

Daniel P. Wolf
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Please contact Cynthia Harrington at cynthia.d.harrington@xcelenergy.com or (612) 330-5953 or me at gail.a.baranko@xcelenergy.com or (612) 330-6935 if you have any questions regarding this filing.

Sincerely,

/s/

GAIL BARANKO
REGULATORY MANAGER

Enclosures
c: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Nancy Lange	Chair
Dan Lipschultz	Commissioner
Matthew Schuerger	Commissioner
Katie J. Sieben	Commissioner
John Tuma	Commissioner

IN THE MATTER OF NORTHERN STATES
POWER COMPANY, ANNUAL REPORT ON
NATURAL GAS SERVICE QUALITY FOR 2016

DOCKET NO. G002/M-17-_____

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 2016. 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 2016 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 Energy 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 March 31, 2017 Electric Service Quality Rules Report filed in Docket No. E002/M-17-249.

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 2016, our average speed of answer was 21 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.

We have also removed “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. This ensures our data is more representative of meters in the field.

We provide the following meter reading staffing level information, as required by Part D above.¹ 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-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Metro East	4	4	4	4	4	4	4	4	4	4	4	4
Metro West	3	3	3	3	3	3	3	3	3	3	3	3
Northwest	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5
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

Overall meter reading staffing levels have remained relatively stable compared to last year given continued reliable performance of the automated meter reading system.

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.*
- 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*

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

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 and are also provided in 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 2016, we requested a total of 365 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.

In addition we also provide **Attachment E1** to this report, 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** to this filing, which was also filed on May 1, 2017 in Docket No. E,G999/PR-17-13.

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.² For 2016, we answered 78.36 percent of gas emergency calls in 20 seconds.

While we showed improvement over last year's gas call response results, we came in just under our internal performance goal for 2016. There were two contributing events that decreased our overall results by almost one percentage point due to higher than normal gas volume calls. The first event occurred in early July when 250,000 customers were impacted by electrical outages with a large number of callers hitting the recently

² 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).

modified gas emergency menu prompt in error, which is discussed below in greater detail. The second event was an interruption of gas service to thousands of customers in early December, which is discussed in greater detail below in Section J.2.

Other factors that have impacted our gas emergency call speed of answer, as noted in Attachment G, was a change to our telephone menu options on the Company general toll-free line. To better fit with the reasons why customers contact Xcel Energy for gas-related issues, in May 2016 we modified the main menu on our general toll-free lines. Although not one of our highest volume call types, given the critical nature of gas emergency calls, we moved the gas option up a level to the first prompt position. In doing so, we have observed an increase in the number of customers selecting the gas option in error with our new menu structure. This change has also contributed to an increased call volume for gas options on the general toll-free line.

Our speed of answer metrics is calculated on all toll-free lines using all calls received where the customer chooses a gas option, even if the selection was made in error. The reason for the decrease in volume for the gas only toll-free line was because prior to the July 2015 menu change, as we reported in last year's filing, calls received on the gas only toll-free line, whether they were emergency gas-related or non-gas related were treated as gas emergency calls. The current system now routes all non-gas related calls to our main customer care toll-free number resulting in a reduction to our gas only toll-free line.

Below is a summary of the current and past menu options made to our non-gas toll-free lines in May of this year:

Current menu:

If you are calling about your home or apartment, press 1.

About your business, press 2.

Para espanol, oprima 3.

Main Menu (if option 1 is selected)

1. To report a natural gas smell, leak, or other gas problem, press 1.
2. If you are calling about a power outage, downed wire, streetlight, or for any other power problem, press 2.
3. For billing and payment matters, press 3.
4. For moving or for new construction, press 4.
5. For Website help, or for all other matters, press 5.

Previous menu structure:

1. Para espanol, oprima 8.

2. For English, press 8.
3. To report an electric outage or gas leak, press 1.
4. To report an electric outage, press 1.
5. To pay your bill or ask a question about your bill, 2
6. To start or stop service, 3.
7. To ask a different question or to speak to a customer service representative, 4

We expect that the system upgrade will better direct our gas emergency customers and reduce their overall wait time. However, barring notable events, we anticipate that the new structure will also create higher than normal call volumes due to callers choosing option 1 in error. We hope that in time customers will adjust to the menu option changes.

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 2016 is 36.82 minutes. We responded to 89 percent of the calls within one hour. Page 1 of Attachment H is a Summary of our performance, with the following pages our bi-monthly, unredacted 2016 MnOPS Emergency Response Reporting Forms.

3. *Additional Emergency Response Information*

We additionally provide our 2016 Natural Gas Emergency Response Time results under our QSP tariff as **Attachment I** to this Annual Report. We also submit a summary of these performance results to the Commission as part of our Annual Report – Service Quality Plan filed on May 1, 2017 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 2016 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 =	$\frac{\text{Total Number of Mislocates}}{\text{Total Number of Locate Tickets}} \times 1,000$
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Attachment J separates mislocates due to mismarked lines from mislocates due to failure to mark lines.

I. System Damage

Our 2016 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 2016 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 reported³ during 2016.

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.

During 2016 we experienced two separate outage events that impacted approximately 2,820 customers. We provide a brief summary below that describes each of these events in greater detail.

An outage affecting approximately 520 gas customers occurred on September 21, 2016 in Faribault MN while third-party contracting was working on a reconstruction project. The following is a summary of actions that were taken to secure internal resources, communicate appropriately and restore service to customers.

- Internal resources from NSPM Metro East and NW Operations along with NSPW were immediately deployed to support the SE region for a total crew compliment of approximately 30 resources.
- Initial responders were responsible for turning off gas meters in the area as a procedure to re-pressurize the system was prepared
- A pre-recorded outbound call campaign was initiated in an attempt to notify all impacted customers by phone advising them of the outage and restoration efforts..
- The outage area was fully evaluated to identify keys accounts impacted.
- Customer care, media and community relations teams were engaged and provided support as needed.
- A crew staging area was established and customer maps were provided to onsite management as a reference to the impacted area
- Operation leadership were periodically informed and updated throughout the event.

³ Major reportable incidents are as defined by the Minnesota Office of Pipeline Safety.

- Regulatory notification was provided to MNOPS by St Paul Gas Dispatch
- Due to heavy rains and lightning in the Faribault area, service restoration was delayed. By 1:00 a.m. on Thursday September 22, approximately 100 premises remained off and tagged but resources continued to be available to relight customers that called throughout the night.
- Door-to-door restoration efforts resumed the next morning and remained ongoing until all impacted customers were restored on Thursday September 22, 2016.

On December 6, 2016 a construction project inadvertently caused an interruption of natural gas service to approximately 2,300 customers in the communities of Waverly and Montrose, MN. The project was part of a 3-year project to reinforce the Waverly/Montrose distribution system with new 8-inch pipe. The day of the event, a contract crew cut an existing 4-inch main impacting the one-way natural gas feed serving the Waverly and Montrose communities.

- Gas Control received an alert of low system pressure at about 3:30 p.m. We determined that we would need to shut off each impacted customer at the meter in order to safely repair the system and restore full natural gas service.
- At approximately 6:30 p.m. that evening, we starting performing the customer shut-offs, after assessing the impacts of the event, determining necessary operating procedures to repair and restore the system, coordinating with local officials, and establishing customer communication plans. Due to the size of the event, we also started the process of engaging crews from other utilities to aid our efforts.
- At about this same time, we also started outbound calls to impacted customers to inform them of the issue and our plan, the location of temporary shelters if needed, safety messaging – and suggesting to open the faucets and leave a slow trickle of water running from them to help prevent water pipes from freezing.

Our work to restore natural gas service to the communities included repairing the area of the system where the service was initially disrupted – and afterward, in-home/business work at each customer location to relight all natural gas appliances and perform safety checks. We started the in-home/business work to restore service to the impacted customers at about 3:00 a.m. on December 7, 2016 after repairing the system, creating a systematic plan to bring the system and customers back to full service, and deploying resources. Our plan prioritized and completed restoration of service to all schools, city halls, assisted living and mobile home parks early in the morning of December 7 – and by 3:30 a.m. on December 8, all but a handful of the 2, 277 customers were back in service.

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 2016. For 2016, these expenses totaled \$5,699,326 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 March 31, 2017 Service Quality Rules Report.

CONCLUSION

Xcel Energy respectfully requests the Commission accept this 2016 Annual Natural Gas Service Quality Report.

Dated: May 1, 2017

Northern States Power Company

	January	February	March	April	May	June	July	August	September	October	November	December	2016	
1	All Residential Calls offered to Agents	89,215	88,038	94,032	102,049	109,807	130,659	158,132	130,931	115,974	104,972	94,566	86,384	1,304,759
2	All BSC Calls Offered to Agents	4,079	3,962	3,947	3,593	4,441	5,942	5,814	6,716	5,319	5,233	4,757	4,700	58,503
3	All Credit Calls Offered to Agents	13,334	15,570	21,969	32,547	24,446	19,875	17,058	26,520	27,357	20,326	15,733	12,722	247,457
4	All PAR Calls Offered to Agents	2,617	2,710	3,298	5,771	5,407	5,176	4,207	5,067	4,463	3,705	2,971	2,535	47,927
5	All Calls Offered to Agents	109,245	110,280	123,246	143,960	144,101	161,652	185,211	169,234	153,113	134,236	118,027	106,341	1,658,646
6	All Calls Excluding Credit and PAR	93,294	92,000	97,979	105,642	114,248	136,601	163,946	137,647	121,293	110,205	99,323	91,084	1,363,262
7	All Residential Calls Answered by Agents within 20 seconds	70,379	71,287	76,403	78,445	84,828	96,279	87,975	100,513	86,812	78,570	75,764	65,646	972,901
8	All BSC Calls Answered by Agents within 20 seconds	3,135	2,872	3,011	2,790	3,133	4,342	4,301	5,491	4,019	3,736	3,711	3,394	43,935
9	All Credit Calls Answered by Agents within 20 seconds	12,286	13,242	17,990	27,422	21,426	16,599	13,112	19,709	19,277	15,124	13,584	11,172	200,943
10	All PAR Calls Answered by Agents within 20 seconds	2,350	2,467	2,962	5,022	4,555	4,503	3,456	4,106	3,504	3,024	2,471	2,177	40,597
11	All Calls Answered by Agents within 20 seconds	88,150	89,868	100,366	113,679	113,942	121,723	108,844	129,819	113,612	100,454	95,530	82,389	1,258,376
12	All Calls Answered by Agents within 20 seconds Excluding Credit and PAR	73,514	74,159	79,414	81,235	87,961	100,621	92,276	106,004	90,831	82,306	79,475	69,040	1,016,836
13	Non-Billing and Outage Calls Completed in IVR	21,506	27,972	27,266	24,878	25,529	35,892	69,345	42,983	37,349	28,577	26,148	23,933	391,378
14	Billing Calls Handled by IVR	129,573	126,697	138,310	136,964	128,409	124,839	121,829	132,650	128,298	122,108	112,986	112,302	1,514,965
15	Outage Calls Handled by IVR	11,626	8,749	12,645	17,392	20,175	49,605	151,483	42,020	26,500	15,013	30,776	19,443	405,427
16	Outage Calls Offered to Agents	4,586	3,833	5,071	6,181	10,001	24,366	49,358	20,960	15,456	11,787	14,970	13,301	179,870
17	Total Outage Calls	16,212	12,582	17,716	23,573	30,176	73,971	200,841	62,980	41,956	26,800	45,746	32,744	585,297
18	All Calls Offered to Agents + Outage Calls Handled by IVR	120,871	119,029	135,891	161,352	164,276	211,257	336,694	211,254	179,613	149,249	148,803	125,784	2,064,073
19	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	99,776	98,617	113,011	131,071	134,117	171,328	260,327	171,839	140,112	115,467	126,306	101,832	1,663,803
20	Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR	104,920	100,749	110,624	123,034	134,423	186,206	315,429	179,667	147,793	125,218	130,099	110,527	1,768,689
21	Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR	85,140	82,908	92,059	98,627	108,136	150,226	243,759	148,024	117,331	97,319	110,251	88,483	1,422,263
22	All Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	250,444	245,726	274,201	298,316	292,685	336,096	458,523	343,904	307,911	271,357	261,789	238,086	3,579,038
23	All Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	229,349	225,314	251,321	268,035	262,526	296,167	382,156	304,489	268,410	237,575	239,292	214,134	3,178,768

		January	February	March	April	May	June	July	August	September	October	November	December	2016
24	Res and BSC Calls Offered to Agents + Outage Calls Handled by IVR + Billing Calls Handled by IVR	234,493	227,446	248,934	259,998	262,832	311,045	437,258	312,317	276,091	247,326	243,085	222,829	3,283,654
25	Res and BSC Calls Answered by Agents within 20 seconds + Outage Calls Handled by IVR + Billing Calls Handled by IVR	214,713	209,605	230,369	235,591	236,545	275,065	365,588	280,674	245,629	219,427	223,237	200,785	2,937,228
26	Service Level All Calls (including calls handled by IVR)	92.2%	92.5%	92.4%	90.6%	90.5%	89.3%	85.5%	89.8%	88.6%	88.7%	92.2%	90.9%	89.9%
27		82.5%	82.9%	83.2%	81.2%	81.6%	81.1%	77.3%	81.3%	78.0%	77.4%	84.9%	81.0%	80.6%
28	Service Level Res and BSC Calls (including outage and billing calls handled by IVR)	91.6%	92.2%	92.5%	90.6%	90.0%	88.4%	83.6%	89.9%	89.0%	88.7%	91.8%	90.1%	89.4%
29	Service Level Res and BSC Calls, excluding credit calls (not including billing calls handled by IVR)	81.1%	82.3%	83.2%	80.2%	80.4%	80.7%	77.3%	82.4%	79.4%	77.7%	84.7%	80.1%	80.4%
30	Service Level (agent only)	80.7%	81.5%	81.4%	79.0%	79.1%	75.3%	58.8%	76.7%	74.2%	74.8%	80.9%	77.5%	75.9%
31	ASA (Agent only Residential, BSC, Credit and PAR)	14	12	14	15	15	21	55	16	17	23	13	19	21
	ASA Residential	16	13	14	17	16	23	65	17	17	25	14	19	23
	ASA BSC	26	30	26	23	35	30	23	14	24	28	19	28	25
	ASA Credit	6	6	14	9	7	9	8	10	13	12	8	12	10
	ASA PAR	9	8	10	11	13	10	17	16	21	16	14	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 Total	B Total Number of Meters Installed	A+B Percent Read by Utility (Company)	
JANUARY	1,561,369	156,872	11,413	4,233	1,733,887	1,736,047	99.88%	
FEBRUARY	1,427,906	141,382	10,366	3,808	1,583,462	1,737,038	91.16%	*
MARCH	1,563,610	156,955	11,406	4,218	1,736,189	1,737,527	99.92%	
APRIL	1,491,347	152,220	11,225	4,056	1,658,848	1,738,260	95.43%	
MAY	1,565,234	157,001	11,432	4,220	1,737,887	1,739,527	99.91%	
JUNE	1,566,507	157,026	11,344	4,193	1,739,070	1,740,848	99.90%	
JULY	1,510,305	153,073	11,276	4,122	1,678,776	1,741,711	96.39%	
AUGUST	1,568,883	157,147	11,380	4,203	1,741,613	1,743,199	99.91%	
SEPTEMBER	1,498,647	149,355	10,834	3,991	1,662,827	1,744,468	95.32%	
OCTOBER	1,571,405	157,612	1,1463	4,197	1,744,677	1,746,267	99.91%	
NOVEMBER	1,504,896	152,241	11,050	4,015	1,672,202	1,747,655	95.68%	*
DECEMBER	1,352,989	133,758	9,852	3,631	1,500,230	1,749,220	85.77%	*

*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. Also, during December, there were system data issues processing the readings between our meter reading system (MRAS) and the Company's billing system (CRS). The meters were read in December but were not processed into CRS until January, 2017. The issue has since been resolved and all accounts are current.

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

	Residential	Commercial	Industrial	Other	A Total	B Total Number of Meters Installed	A+B Percent Read by Customer
JANUARY	18				18	1,736,047	0.0010%
FEBRUARY	11				11	1,737,038	0.0006%
MARCH	9				9	1,737,527	0.0005%
APRIL	14				14	1,738,260	0.0008%
MAY	9				9	1,739,527	0.0005%
JUNE	18				18	1,740,848	0.0010%
JULY	28				28	1,741,711	0.0016%
AUGUST	21				21	1,743,199	0.0012%
SEPTEMBER	10				10	1,744,468	0.0006%
OCTOBER	15				15	1,746,267	0.0009%
NOVEMBER	9	1			10	1,747,655	0.0006%
DECEMBER	11				11	1,749,220	0.0006%

C-1. The number and percentage of residential 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	42	41	41	44	56	58	38	34	29	31	41	52	507	22.35%
NO READING RETURNED	119	98	78	27	18	20	24	45	57	74	60	55	675	29.76%
DOOR LOCKED	15	10	12	11	13	13	12	6	13	24	18	13	160	7.05%
OC Meter Maint	19	19	16	7	4	2	7	12	15	12	10	16	139	6.13%
NEED KEY OR CODE	7	12	10	10	12	7	6	13	12	11	20	28	148	6.53%
BAD KEY OR CODE	8	7	6	4	4	6	7	8	8	7	15	8	88	3.88%
METER OFF	10	10	10	7	12	11	13	11	10	20	17	19	150	6.61%
SERVICE CUT AT POLE	5	5	4	6	2	3	4	6	7	6	4	2	54	2.38%
DEAD REGISTER	2	3	0	5	2	5	4	5	9	10	5	4	54	2.38%
VACANT	3	7	6	5	6	6	8	8	7	3	8	10	77	3.40%
KEY NOT AVAILABLE	0	0	2	3	2	0	2	1	0	0	1	0	11	0.49%
METER REMOVED	1	3	1	10	4	3	3	5	3	3	4	6	46	2.03%
GATE PROBLEM	2	8	2	2	0	4	1	1	3	2	0	2	27	1.19%
DOG	3	2	2	5	3	1	0	1	2	1	4	1	25	1.10%
METER BLOCKED	0	1	2	1	1	2	2	0	0	0	1	1	11	0.49%
UNSAFE CONDITION	2	2	3	1	0	3	2	2	3	2	2	2	24	1.06%
CUSTOMER READING	1	1	1	1	0	1	1	1	1	1	0	0	9	0.40%
WRONG ROUTE	0	0	0	0	1	0	0	0	5	0	8	0	14	0.62%
HANDHELD ESTIMATE	0	1	0	0	0	0	0	0	0	0	0	0	1	0.04%
CUST REQUESTS SKIP	0	0	2	0	0	0	1	1	0	1	0	1	6	0.26%
BAD ROAD	0	1	2	0	2	1	0	0	0	0	0	2	8	0.35%
NO ACCESS BACK YARD	0	0	0	0	0	0	0	0	0	0	1	0	1	0.04%
GARAGE LOCKED	0	0	0	2	2	0	0	0	0	0	1	0	5	0.22%
SEASONAL	0	0	0	0	0	0	0	0	0	0	0	1	1	0.04%
CANNOT LOCATE	1	1	0	1	1	0	0	1	0	1	0	0	6	0.26%
REFUSED ADMITTANCE	0	3	0	2	2	2	0	0	1	0	0	1	11	0.49%
ABS MCC Calc Reading	0	0	1	0	0	0	0	0	0	0	0	1	2	0.09%
ABS Stale Reads - MCC	0	0	0	0	0	0	0	0	0	0	1	0	1	0.04%
BUSINESS CLOSED	0	0	0	1	0	0	0	0	0	0	0	0	1	0.04%
INCLEMENT WEATHER	0	0	0	1	0	0	0	0	0	0	0	0	1	0.04%
NO WINDOW CARD	0	0	0	1	0	0	0	0	0	0	0	0	1	0.04%
SNOW/MUD	0	1	0	0	0	0	0	0	0	1	0	0	2	0.09%
DOG NEXT DOOR	0	0	0	0	0	0	0	1	0	0	1	0	2	0.09%
TOTAL	240	236	201	157	147	148	135	162	185	210	222	225	2268	100%

C-1. The number and percentage of commercial 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

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	32	24	34	17	12	6	6	10	11	15	10	17	194	25.13%
METER OFF	9	14	12	17	12	14	10	7	10	9	10	14	138	17.88%
DEAD REGISTER	6	4	5	4	3	2	1	1	1	1	1	3	32	4.15%
NO ANSWER	6	9	4	7	4	2	4	3	6	5	8	8	66	8.55%
METER REMOVED	1	1	3	1	2	1	2	4	7	5	5	10	42	5.44%
DOOR LOCKED	3	6	0	1	2	2	2	19	2	2	3	6	48	6.22%
VACANT	3	3	2	3	1	1	2	4	21	21	31	2	94	12.18%
SEASONAL	4	3	4	5	2	2	4	4	1	2	4	0	35	4.53%
CANNOT LOCATE	2	5	1	1	3	2	1	0	0	1	5	1	22	2.85%
BAD KEY OR CODE	1	2	2	1	0	0	0	0	0	0	1	0	7	0.91%
GATE PROBLEM	1	2	1	0	1	1	0	0	0	1	0	0	7	0.91%
NEED KEY OR CODE	1	3	1	1	0	1	1	1	3	1	2	4	19	2.46%
OC Meter Maint	2	4	3	1	1	0	0	0	0	1	2	1	15	1.94%
KEY NOT AVAILABLE	0	1	0	0	0	0	0	0	0	1	0	0	2	0.26%
UNSAFE CONDITION	0	1	1	2	1	2	1	2	2	2	1	1	16	2.07%
SERVICE CUT AT POLE	0	1	1	0	0	0	0	2	2	1	3	0	10	1.30%
BAD ROAD	0	0	0	0	1	0	0	0	0	0	0	0	1	0.13%
CUST REQUESTS SKIP	0	0	0	0	1	0	0	0	0	0	0	1	2	0.26%
REFUSED ADMITTANCE	0	0	0	0	1	1	0	0	0	0	0	0	2	0.26%
WRONG ROUTE	0	0	0	0	1	0	0	0	0	0	0	0	1	0.13%
SNOW/MUD	0	1	0	0	0	0	0	0	0	0	0	0	1	0.13%
METER BLOCKED	0	0	0	0	1	1	0	1	0	0	0	0	3	0.39%
ABS MCC Calc Reading	0	0	0	0	0	1	1	0	1	0	0	0	3	0.39%
BUSINESS CLOSED	0	1	1	0	0	0	2	0	0	0	3	2	9	1.17%
CUST MISSED														
APPOINTMENT	1	0	0	0	0	0	0	0	0	0	0	0	1	0.13%
DOG	0	0	0	0	1	0	0	0	1	0	0	0	2	0.26%
TOTAL	72	85	75	61	50	39	37	58	68	68	89	70	772	100%

C-1. The number and percentage of industrial 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	21	11	16	14	17	8	9	5	5	5	5	6	122	73.05%
METER OFF	1	1	0	0	1	1	1	1	1	0	2	0	9	5.39%
METER REMOVED	1	1	1	2	1	1	1	1	1	1	1	1	13	7.78%
CANNOT LOCATE	0	0	0	1	0	0	0	0	0	0	0	0	1	0.60%
DEAD REGISTER	0	0	0	1	0	1	0	0	0	1	0	1	4	2.40%
SEASONAL	0	0	0	1	0	1	0	0	0	0	0	0	2	1.20%
SERVICE CUT AT POLE	1	1	1	1	2	1	1	1	1	0	0	0	10	5.99%
NO ANSWER	0	0	0	0	1	0	0	0	0	0	0	0	1	0.60%
VACANT	0	4	0	0	0	0	0	0	0	0	1	0	5	2.99%
TOTAL	24	18	18	20	22	13	12	8	8	7	9	8	167	100%

C-1. The number and percentage of other 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	9	9	4	3	4	3	4	3	5	3	4	4	55	73.33%
CUSTOMER READING	2	2	1	2	1	1	1	2	0	2	1	1	16	21.33%
CUST. REQUESTS SKIP	0	0	1	0	0	1	0	0	0	0	0	0	2	2.67%
NO ANSWER	0	1	0	1	0	0	0	0	0	0	0	0	2	2.67%
TOTAL	11	12	6	6	5	75	100%							

C-2. The number and percentage of residential 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	16	16	11	16	21	16	18	14	11	17	11	14	181	32.85%
NO READING RETURNED	9	14	10	6	9	3	1	7	12	17	13	13	114	20.69%
METER OFF	5	5	5	4	5	2	3	2	3	3	3	4	44	7.99%
SERVICE CUT AT POLE	3	4	3	3	2	3	3	5	4	2	1	0	33	5.99%
OC Meter Maint	6	3	5	3	1	0	1	1	3	3	2	4	32	5.81%
DOOR LOCKED	4	3	2	0	2	3	2	2	3	3	1	1	26	4.72%
NEED KEY OR CODE	1	1	3	1	1	4	1	4	3	1	5	1	26	4.72%
VACANT	2	3	3	2	0	1	4	1	0	2	2	4	24	4.36%
UNSAFE CONDITION	0	0	3	1	0	2	2	2	2	2	2	2	18	3.27%
DOG	1	0	0	1	2	0	0	0	1	0	3	0	8	1.45%
METER BLOCKED	0	1	0	1	1	2	1	0	0	0	1	1	8	1.45%
BAD KEY OR CODE	1	0	1	0	0	0	0	1	0	0	3	0	6	1.09%
METER REMOVED	0	1	0	1	0	2	0	2	0	0	0	0	6	1.09%
KEY NOT AVAILABLE	0	0	2	1	2	0	0	0	0	0	0	0	5	0.91%
CUST REQUESTS SKIP	0	0	2	0	0	0	0	1	0	1	0	0	4	0.73%
DEAD REGISTER	0	0	0	1	0	0	0	1	1	0	0	0	3	0.54%
REFUSED ADMITTANCE	0	0	0	0	0	1	0	0	1	0	0	1	3	0.54%
BAD ROAD	0	0	0	0	0	0	0	0	0	0	0	2	2	0.36%
DOG NEXT DOOR	0	0	0	0	0	0	0	1	0	0	1	0	2	0.36%
GATE PROBLEM	0	1	0	0	0	0	0	0	1	0	0	0	2	0.36%
CANNOT LOCATE	0	0	0	0	0	0	0	0	0	1	0	0	1	0.18%
CUSTOMER READING	0	0	0	1	0	0	0	0	0	0	0	0	1	0.18%
SNOW/MUD	0	0	0	0	0	0	0	0	0	1	0	0	1	0.18%
WRONG ROUTE	0	0	0	0	0	0	0	0	0	0	1	0	1	0.18%
TOTAL	48	52	50	42	46	39	36	44	45	53	49	47	551	100%

C-2. The number and percentage of commercial 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
NO READING RETURNED	9	6	7	6	7	4	5	3	8	4	2	6	67	27.92%
METER OFF	4	8	5	6	4	5	6	5	4	3	4	4	58	24.17%
SEASONAL	3	3	3	4	2	2	4	4	1	2	4	0	32	13.33%
NO ANSWER	2	2	2	1	1	1	2	1	1	4	3	4	24	10%
DEAD REGISTER	3	2	2	2	1	0	0	1	0	0	0	1	12	5%
UNSAFE CONDITION	0	0	0	0	1	2	1	1	1	1	1	0	8	3.33%
VACANT	1	1	0	1	0	1	0	1	0	1	1	0	7	2.92%
SERVICE CUT AT POLE	0	0	1	0	0	0	0	1	2	1	1	0	6	2.50%
ABS MCC Calc Reading	0	0	0	0	0	1	1	0	1	0	0	0	3	1.25%
CANNOT LOCATE	1	0	0	0	0	0	0	0	0	1	1	0	3	1.25%
DOOR LOCKED	0	0	0	0	1	1	0	0	0	0	0	1	3	1.25%
GATE PROBLEM	0	0	0	0	1	1	0	0	0	1	0	0	3	1.25%
METER BLOCKED	0	0	0	0	1	1	0	1	0	0	0	0	3	1.25%
OC Meter Maint	0	1	0	1	0	0	0	0	0	0	1	0	3	1.25%
METER REMOVED	0	0	0	0	0	0	0	1	1	0	0	0	2	0.83%
NEED KEY OR CODE	0	1	0	0	0	0	0	0	0	0	0	1	2	0.83%
BAD KEY OR CODE	0	0	0	0	0	0	0	0	0	0	1	0	1	0.42%
BAD ROAD	0	0	0	0	1	0	0	0	0	0	0	0	1	0.42%
CUST MISSED APPOINTMENT	1	0	0	0	0	0	0	0	0	0	0	0	1	0.42%
CUST REQUESTS SKIP	0	0	0	0	1	0	0	0	0	0	0	0	1	0.42%
TOTAL	24	24	20	21	21	19	19	19	19	18	19	17	240	100%

C-2. The number and percentage of industrial 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	12	3	12	11	11	8	7	3	3	3	3	3	79	72.48%
METER REMOVED	1	1	1	1	1	1	1	1	1	1	1	1	12	11.01%
SERVICE CUT AT POLE	0	0	0	1	1	1	1	1	1	0	0	0	6	5.50%
METER OFF	1	1	0	0	0	1	0	0	0	0	1	0	4	3.67%
VACANT	0	4	0	0	0	0	0	0	0	0	0	0	4	3.67%
DEAD REGISTER	0	0	0	0	0	0	0	0	0	1	0	1	2	1.83%
CANNOT LOCATE	0	0	0	1	0	0	0	0	0	0	0	0	1	0.92%
NO ANSWER	0	0	0	0	1	0	0	0	0	0	0	0	1	0.92%
TOTAL	14	9	13	14	14	11	9	5	5	5	5	5	109	100%

C-2. The number and percentage of other 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

Message	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Percent
NO READING RETURNED	4	5	3	3	4	3	4	3	5	3	4	4	45	71.43%
CUSTOMER READING	2	2	1	2	1	1	1	2	0	2	1	1	16	25.40%
CUST REQUESTS SKIP	0	0	1	0	0	1	0	0	0	0	0	0	2	3.17%
TOTAL	6	7	5	5	5	5	5	5	5	5	5	5	63	100%

D. Total number of meters installed by month.**

	Residential	Commercial	Industrial	Other	Total
JANUARY	1,562,704	157,323	11,465	4,555	1,736,047
FEBRUARY	1,563,668	157,356	11,465	4,549	1,737,038
MARCH	1,564,253	157,270	11,460	4,544	1,737,527
APRIL	1,564,992	157,261	11,463	4,544	1,738,260
MAY	1,566,196	157,312	11,476	4,543	1,739,527
JUNE	1,567,446	157,388	11,483	4,531	1,740,848
JULY	1,568,235	157,449	11,499	4,528	1,741,711
AUGUST	1,569,659	157,507	11,508	4,525	1,743,199
SEPTEMBER	1,570,768	157,662	11,514	4,524	1,744,468
OCTOBER	1,572,300	157,935	11,509	4,523	1,746,267
NOVEMBER	1,573,479	158,148	11,505	4,523	1,747,655
DECEMBER	1,574,734	158,462	11,501	4,523	1,749,220

**We have removed “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. This ensures our data is more representative of meters in the field.

Xcel Energy
 Natural Gas Service Quality Report 2016
 Involuntary Service Disconnection (Minnesota Cold Weather Rule)
 Utility Monthly Reports (216B.091) Docket No. E,G999/PR-16-2
 (electric and natural gas)

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
1	Number of Residential Customer Accounts											
2	Number of Past Due Residential Customer Accounts											
3	Number of Cold Weather Protection Requests											
	1,197,402	1,198,801	1,199,249	1,199,638	1,199,118	1,199,572	1,200,720	1,201,478	1,202,766	1,383,616	1,206,461	1,207,795
	158,739	162,026	167,149	165,401	162,564	163,423	159,139	172,286	179,174	186,840	176,959	179,638
	15,813	12,554	15,839	32,288	0	0	0	0	0	19,576	18,070	15,912
RECONNECTION AT BEGINNING OF COLD WEATHER MONTHS												
4	Number of "Right to Appeal" notices mailed to customers											
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
PAYMENT SCHEDULE (PS)												
16	Number of "Right to Appeal" notices mailed to customers:											
17	Number of PS requests received											
18	Number of PS negotiations mutually agreed upon:											
19	<i>Intentionally Blank</i>											
	0	0	0	0	0	0	0	0	0	19,576	18,070	15,912
	15,813	12,554	15,839	32,288								
	15,813	12,554	15,839	32,288	0	0	0	0	0	19,576	18,070	15,912
DISCONNECTIONS												
20	Number of disconnection notices mailed to customers											
21	Number of customer accounts disconnected who did not seek protection											
April 1-15 and October 1-15												
a)	# Electric - heat affected											
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	Total # disconnected											
	0	0	0	0	0	0	0	0	0	0	0	0
	708	1,022	830	957	3,295	2,943	1,612	2,887	1,906	479	891	529
	0	0	0	0	383	428	213	273	145			
	1	1	1	0	0	0	0	0	0	20	2	1
	709	1,023	831	957	3,678	3,371	1,825	3,160	2,051	499	893	530
April 16-30 and October 16-31												
a)	# Electric - heat affected											
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	Total # disconnected											
	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	841	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	216	0	0	0	0	0	0	0	0
	0	0	0	1,057	0	0	0	0	0	0	0	0
22	Number of customer accounts disconnected seeking protection:											
a)	# Electric - heat affected											
b)	# Electric - heat not affected											
c)	# Gas - heat affected											
d)	# Gas - heat not affected											
e)	Total # disconnected (See Note)											
	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
23	Number of customer accounts disconnected for nonpayment (auto-calculation of #21e+ #22e):											
	709	1,023	831	2,014	3,678	3,371	1,825	3,160	2,051	499	893	530

Xcel Energy
 Natural Gas Service Quality Report 2016
 Involuntary Service Disconnection (Minnesota Cold Weather Rule)
 Utility Monthly Reports (216B.091) Docket No. E,G999/PR-16-2
 (electric and natural gas)

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
DOLLAR VALUE												
24	Total dollars past due on all residential accounts:											
	\$38,947,583	\$45,547,741	\$48,004,033	\$39,905,603	\$34,148,148	\$30,718,025	\$30,361,695	\$34,375,495	\$36,824,680	\$38,701,761	\$37,589,420	\$40,481,621
25	Average past due dollar amount per past due account (auto-calculation of #24 ÷ #2):											
	\$245	\$281	\$287	\$241	\$210	\$188	\$191	\$200	\$206	\$207	\$212	\$225
26	Total dollars received from energy assistance programs:											
	\$2,852,216	\$2,761,210	\$3,393,660	\$3,928,024	\$3,298,731	\$1,872,859	\$814,123	\$7,514	\$5,208	\$377,249	\$3,307,447	\$2,935,764
27	Total dollars received from other sources (private organizations):											
	\$166,045	\$171,562	\$154,961	\$329,705	\$404,243	\$307,712	\$309,263	\$529,383	\$513,721	\$101,000	\$248,837	\$161,738
28	Total Revenue from sales to residential accounts:											
	\$139,688,605	\$134,318,860	\$127,169,934	\$96,122,688	\$86,222,758	\$100,270,280	\$119,415,890	\$143,942,897	\$116,741,741	\$93,374,878	\$92,329,721	\$115,248,510
29	Average monthly residential bill: (auto-calculation of #28 ÷ #1)											
	\$117	\$112	\$106	\$80	\$72	\$84	\$99	\$120	\$97	\$67	\$77	\$95
30	<i>Intentionally Blank</i>											
31	Total residential account write-offs due to uncollectible:											
	\$1,521,834	\$1,522,134	\$597,218	\$1,477,482	\$1,203,139	\$1,259,296	\$893,852	\$858,600	\$551,238	\$609,669	\$957,430	\$1,135,007
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											
	324	400	388	1,233	0	0	0	0	0	281	371	235
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											
	324	400	388	1,233	0	0	0	0	0	281	371	235
33	<i>Intentionally Blank</i>											
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	<i>Intentionally Blank</i>											
36	<i>Intentionally Blank</i>											
RECONNECTION DATA												
37	# Accounts reconnected											
	635	849	700	1,880	2,653	2,338	2,040	2,197	1,965	1,213	589	707
38	# Accounts remaining disconnected											
	221	254	209	805	1,774	1,912	1,994	2,006	1,458	569	396	142
a)	1-30 days											
	163	208	135	730	1,308	1,014	763	969	547	129	199	32
b)	31-60 days											
	28	29	57	49	434	610	546	356	356	179	34	39
c)	61+ days											
	30	17	17	26	32	288	685	681	555	261	163	71

Residential													
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Total 2016
# Service Installations	98	104	85	104	149	182	173	205	199	319	121	21	1760
Avg days to complete from customer and site ready	0.0	0.0	0.0	0.0	1.1	0.0	2.2	0.8	1.8	2.5	0.0	0.0	0.7
Commercial													
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Total 2016
# Service Installations	6	4	3	3	7	17	9	9	10	33	15	4	120
Avg days to complete from customer and site ready	2.0	2.0	3.0	0.0	0.0	1.8	0.0	1.6	2.7	1.9	1.7	1.8	1.5

**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, 2016 to December 31, 2016

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												2016
		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	
Commercial	BBB	0	0	0	0	0	0	0	0	0	1	0	0	1
	Commission	1	1	1	0	2	0	1	1	0	1	0	1	9
	Commission/OAG	0	0	0	0	0	1	0	0	0	0	0	0	1
	Informational	0	0	0	0	0	0	0	2	0	0	0	0	2
	Internal	0	0	0	1	0	0	0	2	1	1	0	0	5
	OAG	0	0	0	1	1	0	1	1	2	0	1	0	7
	Officer	0	0	0	0	0	1	0	0	0	0	0	0	1
	Referral	0	0	0	0	0	0	1	0	0	0	0	0	1
Commercial Total		1	1	1	2	3	2	3	6	3	3	1	1	27
Industrial	OAG	0	0	0	0	0	0	0	0	0	1	0	0	1
Industrial Total		0	1	0	0	1								
Residential	BBB	2	1	4	6	6	3	1	5	9	1	2	1	41
	Commission	3	4	10	4	10	5	7	18	8	5	4	3	81
	Commission/Internal	0	0	0	1	1	0	1	0	0	0	0	0	3
	Commission/OAG	0	0	0	1	1	0	2	0	0	2	0	0	6
	Informational	0	0	1	1	0	0	0	0	0	0	0	0	2
	Internal	9	9	19	17	13	12	9	12	8	9	5	3	125
	OAG	12	11	12	23	33	16	21	32	19	18	11	4	212
	OAG/Officer	0	0	1	0	0	0	0	1	0	0	0	0	2
	Officer	2	2	3	1	1	6	0	1	4	2	1	2	25
	Referral	2	1	2	5	3	0	0	1	0	1	2	1	18
	Commission/BBB	0	0	0	1	0	1	0	0	0	0	0	0	2
	Officer/BBB	0	0	0	0	1	0	0	0	0	0	0	0	1
Government	0	0	0	0	0	0	0	0	0	0	0	1	1	
Residential Total		30	28	52	60	69	43	41	70	48	38	25	15	519
Grand Total		31	29	53	62	72	45	44	76	51	42	26	16	547

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 For the period of January 01, 2016 to December 31, 2016

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

B. The Number and Percentage of Complaints Alleging:														
CustomerType	MPUC	Month												2016
		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	
Commercial	Billing Error	0	0	0	1	2	1	0	2	1	0	0	0	7
	High Bill	0	0	0	0	0	0	0	1	1	0	0	0	2
	Inadequate Service	1	1	0	1	1	0	1	3	0	1	1	0	10
	Serv Rest Interval	0	0	1	0	0	0	0	0	0	0	0	0	1
	Service Ext Interval	0	0	0	0	0	0	1	0	0	1	0	1	3
	Wrongful Disconnect	0	0	0	0	0	1	1	0	1	1	0	0	4
Commercial Total		1	1	1	2	3	2	3	6	3	3	1	1	27
Industrial	Inadequate Service	0	0	0	0	0	0	0	0	0	1	0	0	1
Industrial Total		0	0	0	0	0	0	0	0	0	1	0	0	1
Residential	Billing Error	3	4	10	8	7	4	3	10	7	6	7	4	73
	High Bill	2	0	1	2	2	2	1	3	1	0	2	1	17
	Inaccurate Metering	3	3	4	3	2	1	1	3	3	0	1	1	25
	Inadequate Service	15	17	32	31	39	19	22	29	31	23	11	5	274
	Serv Rest Interval	1	0	1	0	2	4	7	5	1	2	0	1	24
	Service Ext Interval	0	1	2	1	0	0	0	0	0	1	1	0	6
	Wrongful Disconnect	6	3	2	15	17	13	7	20	5	6	3	3	100
Residential Total		30	28	52	60	69	43	41	70	48	38	25	15	519
Government Total		0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	Billing Error	3	4	10	9	9	5	3	12	8	6	7	4	80
	High Bill	2	0	1	2	2	2	1	4	2	0	2	1	19
	Inaccurate Metering	3	3	4	3	2	1	1	3	3	0	1	1	25
	Inadequate Service	16	18	32	32	40	19	23	32	31	25	12	5	285
	Serv Rest Interval	1	0	2	0	2	4	7	5	1	2	0	1	25
	Service Ext Interval	0	1	2	1	0	0	1	0	0	2	1	1	9
	Wrongful Disconnect	6	3	2	15	17	14	8	20	6	7	3	3	104
Grand Total		31	29	53	62	72	45	44	76	51	42	26	16	547
Percentage														
CustomerType	Complaint Type	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	2016
Commercial	Billing Error	0.0%	0.0%	0.0%	50.0%	66.7%	50.0%	0.0%	33.3%	33.3%	0.0%	0.0%	0.0%	25.9%
	High Bill	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	33.3%	0.0%	0.0%	0.0%	7.4%
	Inadequate Service	100.0%	100.0%	0.0%	50.0%	33.3%	0.0%	33.3%	50.0%	0.0%	33.3%	100.0%	0.0%	37.0%
	Serv Rest Interval	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
	Service Ext Interval	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	33.3%	0.0%	100.0%	11.1%
	Wrongful Disconnect	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	33.3%	0.0%	33.3%	33.3%	0.0%	0.0%	14.8%
Industrial	Inadequate Service	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Residential	Billing Error	10.0%	14.3%	19.2%	13.3%	10.1%	9.3%	7.3%	14.3%	14.6%	15.8%	28.0%	26.7%	14.1%
	High Bill	6.7%	0.0%	1.9%	3.3%	2.9%	4.7%	2.4%	4.3%	2.1%	0.0%	8.0%	6.7%	3.3%
	Inaccurate Metering	10.0%	10.7%	7.7%	5.0%	2.9%	2.3%	2.4%	4.3%	6.3%	0.0%	4.0%	6.7%	4.8%
	Inadequate Service	50.0%	60.7%	61.5%	51.7%	56.5%	44.2%	53.7%	41.4%	64.6%	60.5%	44.0%	33.3%	52.8%
	Serv Rest Interval	3.3%	0.0%	1.9%	0.0%	2.9%	9.3%	17.1%	7.1%	2.1%	5.3%	0.0%	6.7%	4.6%
	Service Ext Interval	0.0%	3.6%	3.8%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	4.0%	0.0%	1.2%
	Wrongful Disconnect	20.0%	10.7%	3.8%	25.0%	24.6%	30.2%	17.1%	28.6%	10.4%	15.8%	12.0%	20.0%	19.3%
Total	Billing Error	9.7%	13.8%	18.9%	14.5%	12.5%	11.1%	6.8%	15.8%	15.7%	14.3%	26.9%	25.0%	14.6%
	High Bill	6.5%	0.0%	1.9%	3.2%	2.8%	4.4%	2.3%	5.3%	3.9%	0.0%	7.7%	6.3%	3.5%
	Inaccurate Metering	9.7%	10.3%	7.5%	4.8%	2.8%	2.2%	2.3%	3.9%	5.9%	0.0%	3.8%	6.3%	4.6%
	Inadequate Service	51.6%	62.1%	60.4%	51.6%	55.6%	42.2%	52.3%	42.1%	60.8%	59.5%	46.2%	31.3%	52.1%
	Serv Rest Interval	3.2%	0.0%	3.8%	0.0%	2.8%	8.9%	15.9%	6.6%	2.0%	4.8%	0.0%	6.3%	4.6%
	Service Ext Interval	0.0%	3.4%	3.8%	1.6%	0.0%	0.0%	2.3%	0.0%	0.0%	4.8%	3.8%	6.3%	1.6%
	Wrongful Disconnect	19.4%	10.3%	3.8%	24.2%	23.6%	31.1%	18.2%	26.3%	11.8%	16.7%	11.5%	18.8%	19.0%

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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:

Customer Type	DTR Status	Month												2015
		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	
Commercial	Immediate	0	0	0	0	0	1	0	2	1	0	0	0	4
	10 Days or Less	0	1	1	2	3	1	3	4	2	3	1	1	22
	Greater Than 10 Days	1	0	0	0	0	0	0	0	0	0	0	0	1
Commercial Total		1	1	1	2	3	2	3	6	3	3	1	27	
Industrial	10 Days or Less	0	0	0	0	0	0	0	0	0	1	0	0	1
Industrial Total		0	1	0	1									
Residential	Immediate	3	5	8	11	9	9	8	6	8	10	5	3	85
	10 Days or Less	27	23	44	48	60	34	32	64	40	27	20	12	431
	Greater Than 10 Days	0	0	0	1	0	0	1	0	0	1	0	0	3
Residential Total		30	28	52	60	69	43	41	70	48	38	25	15	519
Government	10 Days or Less	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Total		0												
Grand Total	Immediate	3	5	8	11	9	10	8	8	9	10	5	3	89
	10 Days or Less	27	24	45	50	63	35	35	68	42	31	21	13	454
	Greater Than 10 Days	1	0	0	1	0	0	1	0	0	1	0	0	4
Grand Total		31	29	53	62	72	45	44	76	51	42	26	16	547
Commercial	Immediate	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	33.3%	33.3%	0.0%	0.0%	0.0%	14.8%
	10 Days or Less	0.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	66.7%	66.7%	100.0%	100.0%	100.0%	81.5%
	Greater Than 10 Days	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Industrial	10 Days or Less	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Residential	Immediate	10.0%	17.9%	15.4%	18.3%	13.0%	20.9%	19.5%	8.6%	16.7%	26.3%	20.0%	20.0%	16.4%
	10 Days or Less	90.0%	82.1%	84.6%	80.0%	87.0%	79.1%	78.0%	91.4%	83.3%	71.1%	80.0%	80.0%	83.0%
	Greater Than 10 Days	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	2.4%	0.0%	0.0%	2.6%	0.0%	0.0%	0.6%
Government	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%
Grand Total	Immediate	9.7%	17.2%	15.1%	17.7%	12.5%	22.2%	18.2%	10.5%	17.6%	23.8%	19.2%	18.8%	16.3%
	10 Days or Less	87.1%	82.8%	84.9%	80.6%	87.5%	77.8%	79.5%	89.5%	82.4%	73.8%	80.8%	81.3%	83.0%
	Greater Than 10 Days	3.2%	0.0%	0.0%	1.6%	0.0%	0.0%	2.3%	0.0%	0.0%	2.4%	0.0%	0.0%	0.7%

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

Customer Type	MN Action	Month												2016
		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	
Commercial	Action not in Control of Utility	1	0	0	0	0	0	1	0	0	1	0	0	4
	Refuse Action Cust Requested	0	1	0	0	0	1	0	3	2	0	0	0	7
	Take Action Cust and Utility Agree Upon	0	0	1	1	3	1	0	2	0	1	1	0	10
	Take Action Cust Request	0	0	0	1	0	0	2	1	1	1	0	0	6
Commercial Total		1	1	1	2	3	2	3	6	3	3	1	27	
Industrial	Take Action Cust and Utility Agree Upon	0	0	0	0	0	0	0	0	0	1	0	0	1
Industrial Total		0	1	0	1									
Residential	Action not in Control of Utility	4	2	3	4	5	1	2	7	4	4	6	1	43
	Refuse Action Cust Requested	7	5	12	11	9	10	7	11	8	7	2	0	89
	Take Action Cust and Utility Agree Upon	11	11	17	31	31	23	23	26	17	15	8	1	214
	Take Action Cust Request	8	10	20	14	24	9	9	26	19	12	9	13	173
Residential Total		30	28	52	60	69	43	41	70	48	38	25	15	519
Government	Take Action Cust and Utility Agree Upon	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Total		0												
Grand Total	Action not in Control of Utility	5	2	3	4	5	1	3	7	4	5	6	2	47
	Refuse Action Cust Requested	7	6	12	11	9	11	7	14	10	7	2	0	96
	Take Action Cust and Utility Agree Upon	11	11	18	32	34	24	23	28	17	17	9	1	225
	Take Action Cust Request	8	10	20	15	24	9	11	27	20	13	9	13	179
Grand Total		31	29	53	62	72	45	44	76	51	42	26	16	547
Commercial	Action not in Control of Utility	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	33.3%	0.0%	100.0%	14.8%
	Refuse Action Cust Requested	0.0%	100.0%	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%	66.7%	0.0%	0.0%	0.0%	25.9%
	Take Action Cust and Utility Agree Upon	0.0%	0.0%	100.0%	50.0%	100.0%	50.0%	0.0%	33.3%	0.0%	33.3%	100.0%	0.0%	37.0%
	Take Action Cust Request	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	66.7%	16.7%	33.3%	33.3%	0.0%	0.0%	22.2%
Industrial	Take Action Cust and Utility Agree Upon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Residential	Action not in Control of Utility	13.3%	7.1%	5.8%	6.7%	7.2%	2.3%	4.9%	10.0%	8.3%	10.5%	24.0%	6.7%	8.3%
	Refuse Action Cust Requested	23.3%	17.9%	23.1%	18.3%	13.0%	23.3%	17.1%	15.7%	16.7%	18.4%	8.0%	0.0%	17.1%
	Take Action Cust and Utility Agree Upon	36.7%	39.3%	32.7%	51.7%	44.9%	53.5%	56.1%	37.1%	35.4%	39.5%	32.0%	6.7%	41.2%
	Take Action Cust Request	26.7%	35.7%	38.5%	23.3%	34.8%	20.9%	22.0%	37.1%	39.6%	31.6%	36.0%	86.7%	33.3%
Government	Take Action Cust and Utility Agree Upon	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%
Total	Action not in Control of Utility	16.1%	6.9%	5.7%	6.5%	6.9%	2.2%	6.8%	9.2%	7.8%	11.9%	23.1%	12.5%	8.6%
	Refuse Action Cust Requested	22.6%	20.7%	22.6%	17.7%	12.5%	24.4%	15.9%	18.4%	19.6%	16.7%	7.7%	0.0%	17.6%
	Take Action Cust and Utility Agree Upon	35.5%	37.9%	34.0%	51.6%	47.2%	53.3%	52.3%	36.8%	33.3%	40.5%	34.6%	6.3%	41.1%
	Take Action Cust Request	25.8%	34.5%	37.7%	24.2%	33.3%	20.0%	25.0%	35.5%	39.2%	31.0%	34.6%	81.3%	32.7%

Minnesota Public Utilities Commission														
Consumer Affairs Office														
121-7th Place East														
St. Paul, MN 55101-2147														
7826.2000 REPORTING CUSTOMER COMPLAINTS														
For the period of January 01, 2016 to December 31, 2016														
		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-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	2016
Commercial	Commission	1	1	1	0	2	0	1	1	0	1	0	1	9
	Commission/OAG	0	0	0	0	0	1	0	0	0	0	0	0	1
Commercial Total		1	1	1	0	2	1	1	1	0	1	0	1	10
Industrial Total		0	0	0	0	0	0	0	0	0	0	0	0	0
Residential	Commission	3	4	10	4	10	5	7	18	8	5	4	3	81
	Commission/Internal	0	0	0	1	1	0	1	0	0	0	0	0	3
	Commission/OAG	0	0	0	1	1	0	2	0	0	2	0	0	6
	Commission/BBB	0	0	0	1	0	1	0	0	0	0	0	0	2
Residential Total		3	4	10	7	12	6	10	18	8	7	4	3	92
Government Total		0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Total		4	5	11	7	14	7	11	19	8	8	4	4	102

**Xcel Energy
Customer Complaint Report
January, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2,220	19	6	1	2,246	78.92%	2,240	6	0
Inaccurate Metering	3	0	0	0	3	0.11%	3	0	0
Wrongful Disconnect	122	3	5	0	130	4.57%	130	0	0
High Bill	20	0	0	0	20	0.70%	20	0	0
Inadequate Service	284	1	0	0	285	10.01%	285	0	0
Service Extension	1	0	2	0	3	0.11%	3	0	0
Service Restoration	152	2	5	0	159	5.59%	159	0	0
Total Commercial	2,802	25	18	1	2,846		2,840	6	0
Total Commercial Percentage	98.45%	0.88%	0.63%	0.04%					
Industrial									
Billing errors	458	1	1	0	460	79.45%	455	5	0
Inaccurate Metering	1	0	0	0	1	0.17%	1	0	0
Wrongful Disconnect	6	0	0	0	6	1.04%	6	0	0
High Bill	4	0	0	0	4	0.69%	4	0	0
Inadequate Service	60	0	1	0	61	10.54%	61	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	46	1	0	0	47	8.12%	47	0	0
Total Industrial	575	2	2	0	579		574	5	0
Total Industrial Percentage	99.31%	0.35%	0.35%	0.00%					
Residential									
Billing errors	27,386	336	476	15	28,213	52.54%	28,195	17	1
Inaccurate Metering	28	0	1	0	29	0.05%	28	1	0
Wrongful Disconnect	3,281	193	135	5	3,614	6.73%	3,614	0	0
High Bill	714	8	29	1	752	1.40%	752	0	0
Inadequate Service	19,510	415	308	15	20,248	37.71%	20,239	9	0
Service Extension	3	0	1	0	4	0.01%	4	0	0
Service Restoration	806	11	18	0	835	1.56%	833	1	1
MR-Special Call Cntr	2	0	0	0	2	0.00%	0	2	0
Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	51,730	963	968	36	53,697		53,665	30	2
Total Residential Percentage	96.34%	1.79%	1.80%	0.07%					
Total State of Minnesota	55,107	990	988	37	57,122		57,079	41	2
Total ST of MN Percentage	96.47%	1.73%	1.73%	0.06%					

**Xcel Energy
Customer Complaint Report
February, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2,159	11	7	1	2,178	77.29%	2,172	6	0
Inaccurate Metering	3	0	0	0	3	0.11%	2	1	0
Wrongful Disconnect	137	0	3	0	140	4.97%	140	0	0
High Bill	60	1	0	0	61	2.16%	60	1	0
Inadequate Service	326	4	2	0	332	11.78%	332	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	103	0	1	0	104	3.69%	104	0	0
Total Commercial	2,788	16	13	1	2,818		2,810	8	0
Total Commercial Percentage	98.94%	0.57%	0.46%	0.04%					
Industrial									
Billing errors	318	3	1	0	322	70.31%	320	2	0
Inaccurate Metering	1	0	0	0	1	0.22%	1	0	0
Wrongful Disconnect	22	0	0	0	22	4.80%	22	0	0
High Bill	4	0	0	0	4	0.87%	4	0	0
Inadequate Service	77	0	0	0	77	16.81%	77	0	0
Service Extension	1	0	0	0	1	0.22%	1	0	0
Service Restoration	30	0	1	0	31	6.77%	31	0	0
Total Industrial	453	3	2	0	458		456	2	0
Total Industrial Percentage	98.91%	0.66%	0.44%	0.00%					
Residential									
Billing errors	24,913	309	412	14	25,648	51.63%	25,628	18	2
Inaccurate Metering	24	1	2	0	27	0.05%	26	1	0
Wrongful Disconnect	3,581	199	149	4	3,933	7.92%	3,932	1	0
High Bill	1,083	19	49	1	1,152	2.32%	1,152	0	0
Inadequate Service	17,560	364	312	10	18,246	36.73%	18,242	4	0
Service Extension	2	0	2	0	4	0.01%	4	0	0
Service Restoration	636	8	16	1	661	1.33%	661	0	0
MR-Special Call Cntr Complaint	2	0	0	0	2	0.00%	2	1	0
	0	0	0	0	0	0.00%	0	0	0
Total Residential	47,801	900	942	30	49,673		49,647	25	2
Total Residential Percentage	96.23%	1.81%	1.90%	0.06%					
Total State of Minnesota	51,042	919	957	31	52,949		52,913	35	2
Total ST of MN Percentage	96.40%	1.74%	1.81%	0.06%					

**Xcel Energy
Customer Complaint Report
March, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	2,002	6	7	0	2,015	74.14%	2,005	9	1
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	173	3	1	0	177	6.51%	176	1	0
High Bill	50	0	1	0	51	1.88%	51	0	0
Inadequate Service	298	2	5	0	305	11.22%	305	0	0
Service Extension	0	0	1	0	1	0.04%	1	0	0
Service Restoration	164	1	3	0	168	6.18%	168	0	0
Total Commercial	2,688	12	18	0	2,718		2,707	10	1
Total Commercial Percentage	98.90%	0.44%	0.66%	0.00%					
Industrial									
Billing errors	283	2	0	0	285	68.35%	285	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	12	0	0	0	12	2.88%	12	0	0
High Bill	1	0	0	0	1	0.24%	1	0	0
Inadequate Service	67	0	1	0	68	16.31%	68	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	49	1	1	0	51	12.23%	51	0	0
Total Industrial	412	3	2	0	417		417	0	0
Total Industrial Percentage	98.80%	0.72%	0.48%	0.00%					
Residential									
Billing errors	25,221	395	414	16	26,046	46.90%	26,026	20	0
Inaccurate Metering	12	0	0	0	12	0.02%	12	0	0
Wrongful Disconnect	4,925	313	221	7	5,466	9.84%	5,460	6	0
High Bill	680	10	36	1	727	1.31%	725	2	0
Inadequate Service	21,504	358	346	23	22,231	40.03%	22,223	8	0
Service Extension	1	0	0	0	1	0.00%	1	0	0
Service Restoration	1,018	9	21	0	1,048	1.89%	1,048	0	0
MR-Special Call Cntr	3	0	0	0	3	0.01%	0	2	1
Complaint	1	0	0	0	1	0.00%	0	1	0
Total Residential	53,365	1,085	1,038	47	55,535		55,495	39	1
Total Residential Percentage	96.09%	1.95%	1.87%	0.08%					
Total State of Minnesota	56,465	1,100	1,058	47	58,670		58,619	49	2
Total ST of MN Percentage	96.24%	1.87%	1.80%	0.08%					

**Xcel Energy
Customer Complaint Report
April, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,964	9	12	1	1,986	74.19%	1,975	10	1
Inaccurate Metering	2	0	0	0	2	0.07%	2	0	0
Wrongful Disconnect	144	3	0	0	147	5.49%	147	0	0
High Bill	16	0	1	0	17	0.64%	17	0	0
Inadequate Service	311	2	5	0	318	11.88%	316	2	0
Service Extension	1	0	0	0	1	0.04%	1	0	0
Service Restoration	203	0	3	0	206	7.70%	206	0	0
Total Commercial	2,641	14	21	1	2,677		2,664	12	1
Total Commercial Percentage	98.66%	0.52%	0.78%	0.04%					
Industrial									
Billing errors	286	3	0	1	290	64.88%	289	1	0
Inaccurate Metering	1	0	0	0	1	0.22%	1	0	0
Wrongful Disconnect	15	0	0	0	15	3.36%	15	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	56	1	0	0	57	12.75%	57	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	81	1	2	0	84	18.79%	84	0	0
Total Industrial	439	5	2	1	447		446	1	0
Total Industrial Percentage	98.21%	1.12%	0.45%	0.22%					
Residential									
Billing errors	25,258	311	428	11	26,008	39.74%	25,996	12	0
Inaccurate Metering	16	0	0	0	16	0.02%	16	0	0
Wrongful Disconnect	7,594	343	339	12	8,288	12.67%	8,282	5	1
High Bill	288	6	16	0	310	0.47%	310	0	0
Inadequate Service	28,537	422	499	43	29,501	45.08%	29,485	15	1
Service Extension	9	0	3	0	12	0.02%	12	0	0
Service Restoration	1,250	16	36	0	1,302	1.99%	1,302	0	0
MR-Special Call Cntr	2	0	0	0	2	0.00%	0	2	0
Complaint	1	0	0	0	1	0.00%	1	0	0
Total Residential	62,955	1,098	1,321	66	65,440		65,404	34	2
Total Residential Percentage	96.20%	1.68%	2.02%	0.10%					
Total State of Minnesota	66,035	1,117	1,344	68	68,564		68,514	47	3
Total ST of MN Percentage	96.31%	1.63%	1.96%	0.10%					

**Xcel Energy
Customer Complaint Report
May, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,856	6	5	1	1,868	72.15%	1,861	6	1
Inaccurate Metering	2	0	0	0	2	0.08%	2	0	0
Wrongful Disconnect	132	0	2	0	134	5.18%	134	0	0
High Bill	11	0	1	0	12	0.46%	12	0	0
Inadequate Service	297	3	5	0	305	11.78%	305	0	0
Service Extension	0	1	0	0	1	0.04%	1	0	0
Service Restoration	260	3	4	0	267	10.31%	267	0	0
Total Commercial	2,558	13	17	1	2,589		2,582	6	1
Total Commercial Percentage	98.80%	0.50%	0.66%	0.04%					
Industrial									
Billing errors	328	4	0	0	332	64.47%	327	4	1
Inaccurate Metering	1	0	0	0	1	0.19%	1	0	0
Wrongful Disconnect	6	0	0	0	6	1.17%	6	0	0
High Bill	0	0	0	0	0	0.00%	0	0	0
Inadequate Service	69	0	0	0	69	13.40%	69	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	102	1	4	0	107	20.78%	107	0	0
Total Industrial	506	5	4	0	515		510	4	1
Total Industrial Percentage	98.25%	0.97%	0.78%	0.00%					
Residential									
Billing errors	24,656	402	431	8	25,497	41.62%	25,479	16	2
Inaccurate Metering	15	0	2	0	17	0.03%	17	0	0
Wrongful Disconnect	7,718	239	337	19	8,313	13.57%	8,311	2	0
High Bill	280	9	16	0	305	0.50%	305	0	0
Inadequate Service	24,670	334	458	33	25,495	41.61%	25,489	6	0
Service Extension	8	0	7	0	15	0.02%	15	0	0
Service Restoration	1,547	14	54	1	1,616	2.64%	1,614	2	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	6	0	1	0	7	0.01%	4	3	0
Total Residential	58,900	998	1,306	61	61,265		61,234	29	2
Total Residential Percentage	96.14%	1.63%	2.13%	0.10%					
Total State of Minnesota	61,964	1,016	1,327	62	64,369		64,326	39	4
Total ST of MN Percentage	96.26%	1.58%	2.06%	0.10%					

**Xcel Energy
Customer Complaint Report
June, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,822	9	5	1	1,837	64.61%	1,829	8	0
Inaccurate Metering	4	0	0	0	4	0.14%	4	0	0
Wrongful Disconnect	158	2	1	0	161	5.66%	161	0	0
High Bill	30	1	1	0	32	1.13%	32	0	0
Inadequate Service	381	4	4	1	390	13.72%	390	0	0
Service Extension	1	0	0	0	1	0.04%	1	0	0
Service Restoration	410	2	5	1	418	14.70%	418	0	0
Total Commercial	2,806	18	16	3	2,843		2,835	8	0
Total Commercial Percentage	98.70%	0.63%	0.56%	0.11%					
Industrial									
Billing errors	332	0	1	0	333	59.57%	329	4	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	24	0	0	0	24	4.29%	24	0	0
High Bill	1	0	0	0	1	0.18%	1	0	0
Inadequate Service	75	1	0	0	76	13.60%	76	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	120	0	5	0	125	22.36%	125	0	0
Total Industrial	552	1	6	0	559		555	4	0
Total Industrial Percentage	98.75%	0.18%	1.07%	0.00%					
Residential									
Billing errors	26,379	356	386	10	27,131	41.02%	27,113	18	0
Inaccurate Metering	14	0	2	0	16	0.02%	16	0	0
Wrongful Disconnect	7,262	199	339	6	7,806	11.80%	7,805	1	0
High Bill	475	5	10	1	491	0.74%	491	0	0
Inadequate Service	25,464	433	484	28	26,409	39.92%	26,398	11	0
Service Extension	13	3	0	0	16	0.02%	16	0	0
Service Restoration	4,070	43	153	3	4,269	6.45%	4,267	2	0
MR-Special Call Cntr	1	0	0	0	1	0.00%	0	1	0
Complaint	6	2	0	0	8	0.01%	3	4	1
Total Residential	63,684	1,041	1,374	48	66,147		66,109	37	1
Total Residential Percentage	96.28%	1.57%	2.08%	0.07%					
Total State of Minnesota	67,042	1,060	1,396	51	69,549		69,499	49	1
Total ST of MN Percentage	96.40%	1.52%	2.01%	0.07%					

**Xcel Energy
Customer Complaint Report
July, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,649	10	8	0	1,667	56.82%	1,662	5	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	166	2	0	0	168	5.73%	167	1	0
High Bill	58	1	1	0	60	2.04%	60	0	0
Inadequate Service	296	4	6	0	306	10.43%	306	0	0
Service Extension	1	1	0	0	2	0.07%	2	0	0
Service Restoration	694	5	32	0	731	24.91%	731	0	0
Total Commercial	2,864	23	47	0	2,934		2,928	6	0
Total Commercial Percentage	97.61%	0.78%	1.60%	0.00%					
Industrial									
Billing errors	311	1	1	0	313	41.96%	312	1	0
Inaccurate Metering	1	0	0	0	1	0.13%	1	0	0
Wrongful Disconnect	11	0	0	0	11	1.47%	11	0	0
High Bill	5	0	0	0	5	0.67%	5	0	0
Inadequate Service	67	1	0	0	68	9.12%	68	0	0
Service Extension	2	0	0	0	2	0.27%	2	0	0
Service Restoration	330	4	12	0	346	46.38%	346	0	0
Total Industrial	727	6	13	0	746		745	1	0
Total Industrial Percentage	97.45%	0.80%	1.74%	0.00%					
Residential									
Billing errors	26,388	359	459	12	27,218	41.53%	27,212	6	0
Inaccurate Metering	25	0	4	0	29	0.04%	29	0	0
Wrongful Disconnect	5,247	213	267	5	5,732	8.75%	5,730	2	0
High Bill	993	17	54	1	1,065	1.62%	1,065	0	0
Inadequate Service	21,743	409	402	21	22,575	34.45%	22,569	5	1
Service Extension	21	1	2	0	24	0.04%	24	0	0
Service Restoration	8,505	83	295	4	8,887	13.56%	8,884	3	0
MR-Special Call Cntr Complaint	2	0	0	0	2	0.00%	0	1	1
	7	0	0	0	7	0.01%	6	1	0
Total Residential	62,931	1,082	1,483	43	65,539		65,519	18	2
Total Residential Percentage	96.02%	1.65%	2.26%	0.07%					
Total State of Minnesota	66,522	1,111	1,543	43	69,219		69,192	25	2
Total ST of MN Percentage	96.10%	1.61%	2.23%	0.06%					

**Xcel Energy
Customer Complaint Report
August, 2016**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Turnaround Days for Closing a Complaint		
							Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,920	8	8	0	1,936	64.40%	1,927	9	0
Inaccurate Metering	6	0	0	0	6	0.20%	6	0	0
Wrongful Disconnect	187	2	2	0	191	6.35%	191	0	0
High Bill	41	0	1	0	42	1.40%	40	2	0
Inadequate Service	303	2	4	0	309	10.28%	309	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	518	1	3	0	522	17.37%	521	1	0
Total Commercial	2,975	13	18	0	3,006		2,994	12	0
Total Commercial Percentage	98.97%	0.43%	0.60%	0.00%					
Industrial									
Billing errors	293	2	2	0	297	48.93%	296	1	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	18	0	1	0	19	3.13%	19	0	0
High Bill	5	0	0	0	5	0.82%	5	0	0
Inadequate Service	60	1	0	0	61	10.05%	61	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	221	0	4	0	225	37.07%	225	0	0
Total Industrial	597	3	7	0	607		606	1	0
Total Industrial Percentage	98.35%	0.49%	1.15%	0.00%					
Residential									
Billing errors	29,765	365	433	8	30,571	42.74%	30,550	19	2
Inaccurate Metering	28	0	1	0	29	0.04%	29	0	0
Wrongful Disconnect	8,138	339	406	13	8,896	12.44%	8,894	2	0
High Bill	1,184	15	62	0	1,261	1.76%	1,260	1	0
Inadequate Service	26,004	392	579	29	27,004	37.76%	26,989	14	1
Service Extension	30	1	4	0	35	0.05%	35	0	0
Service Restoration	3,613	17	84	0	3,714	5.19%	3,712	2	0
MR-Special Call Cntr	3	0	0	0	3	0.00%	0	3	0
Complaint	9	0	0	0	9	0.01%	3	6	0
Total Residential	68,774	1,129	1,569	50	71,522		71,472	47	3
Total Residential Percentage	96.16%	1.58%	2.19%	0.07%					
Total State of Minnesota	72,346	1,145	1,594	50	75,135		75,072	60	3
Total ST of MN Percentage	96.29%	1.52%	2.12%	0.07%					

**Xcel Energy
Customer Complaint Report
September, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,660	6	4	0	1,670	67.86%	1,660	10	0
Inaccurate Metering	4	0	0	0	4	0.16%	4	0	0
Wrongful Disconnect	186	1	2	0	189	7.68%	189	0	0
High Bill	42	0	1	0	43	1.75%	43	0	0
Inadequate Service	287	0	2	1	290	11.78%	290	0	0
Service Extension	1	1	0	0	2	0.08%	2	0	0
Service Restoration	256	1	6	0	263	10.69%	263	0	0
Total Commercial	2,436	9	15	1	2,461		2,451	10	0
Total Commercial Percentage	98.98%	0.37%	0.61%	0.04%					
Industrial									
Billing errors	211	0	0	0	211	52.10%	211	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	16	1	0	0	17	4.20%	17	0	0
High Bill	3	0	1	0	4	0.99%	4	0	0
Inadequate Service	49	0	0	0	49	12.10%	49	0	0
Service Extension	1	0	0	0	1	0.25%	1	0	0
Service Restoration	120	1	2	0	123	30.37%	123	0	0
Total Industrial	400	2	3	0	405		405	0	0
Total Industrial Percentage	98.77%	0.49%	0.74%	0.00%					
Residential									
Billing errors	26,163	293	342	3	26,801	42.90%	26,786	15	0
Inaccurate Metering	26	1	0	0	27	0.04%	26	1	0
Wrongful Disconnect	7,631	311	313	9	8,264	13.23%	8,263	1	0
High Bill	685	5	32	0	722	1.16%	722	0	0
Inadequate Service	23,651	342	461	14	24,468	39.16%	24,464	4	0
Service Extension	19	0	1	0	20	0.03%	20	0	0
Service Restoration	2,095	17	59	0	2,171	3.47%	2,171	0	0
MR-Special Call Cntr	1	0	0	0	1	0.00%	0	1	0
Complaint	5	0	0	0	5	0.01%	1	4	0
Total Residential	60,276	969	1,208	26	62,479		62,453	26	0
Total Residential Percentage	96.47%	1.55%	1.93%	0.04%					
Total State of Minnesota	63,112	980	1,226	27	65,345		65,309	36	0
Total ST of MN Percentage	96.58%	1.50%	1.88%	0.04%					

**Xcel Energy
Customer Complaint Report
October, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,890	6	7	0	1,903	71.17%	1,895	8	0
Inaccurate Metering	6	0	0	0	6	0.22%	6	0	0
Wrongful Disconnect	192	2	2	0	196	7.33%	195	1	0
High Bill	35	0	0	0	35	1.31%	35	0	0
Inadequate Service	306	5	1	0	312	11.67%	311	1	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	221	1	0	0	222	8.30%	221	1	0
Total Commercial	2,650	14	10	0	2,674		2,663	11	0
Total Commercial Percentage	99.10%	0.52%	0.37%	0.00%					
Industrial									
Billing errors	244	1	0	0	245	53.73%	245	0	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	24	0	0	0	24	5.26%	24	0	0
High Bill	4	0	0	0	4	0.88%	4	0	0
Inadequate Service	68	0	0	0	68	14.91%	68	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	112	2	1	0	115	25.22%	115	0	0
Total Industrial	452	3	1	0	456		456	0	0
Total Industrial Percentage	99.12%	0.66%	0.22%	0.00%					
Residential									
Billing errors	24,444	252	270	8	24,974	46.14%	24,963	11	0
Inaccurate Metering	33	0	3	0	36	0.07%	36	0	0
Wrongful Disconnect	5,001	222	178	1	5,402	9.98%	5,401	1	0
High Bill	413	1	16	1	431	0.80%	431	0	0
Inadequate Service	21,205	325	417	16	21,963	40.57%	21,953	9	1
Service Extension	16	0	2	0	18	0.03%	18	0	0
Service Restoration	1,284	7	13	0	1,304	2.41%	1,303	1	0
MR-Special Call Cntr	0	0	0	0	0	0.00%	0	0	0
Complaint	2	0	0	0	2	0.00%	0	2	0
Total Residential	52,398	807	899	26	54,130		54,105	24	1
Total Residential Percentage	96.80%	1.49%	1.66%	0.05%					
Total State of Minnesota	55,500	824	910	26	57,260		57,224	35	1
Total ST of MN Percentage	96.93%	1.44%	1.59%	0.05%					

**Xcel Energy
Customer Complaint Report
November, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,598	5	4	1	1,608	66.15%	1,601	5	2
Inaccurate Metering	1	0	0	0	1	0.04%	1	0	0
Wrongful Disconnect	180	0	0	0	180	7.40%	180	0	0
High Bill	29	0	1	0	30	1.23%	30	0	0
Inadequate Service	302	1	2	0	305	12.55%	305	0	0
Service Extension	1	0	0	0	1	0.04%	1	0	0
Service Restoration	300	1	5	0	306	12.59%	306	0	0
Total Commercial	2,411	7	12	1	2,431		2,424	5	2
Total Commercial Percentage	99.18%	0.29%	0.49%	0.04%					
Industrial									
Billing errors	222	1	1	0	224	52.34%	223	1	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	26	1	0	0	27	6.31%	27	0	0
High Bill	2	0	0	0	2	0.47%	2	0	0
Inadequate Service	72	0	0	0	72	16.82%	72	0	0
Service Extension	0	0	1	0	1	0.23%	1	0	0
Service Restoration	101	0	1	0	102	23.83%	102	0	0
Total Industrial	423	2	3	0	428		427	1	0
Total Industrial Percentage	98.83%	0.47%	0.70%	0.00%					
Residential									
Billing errors	22,111	213	206	10	22,540	47.66%	22,533	7	0
Inaccurate Metering	27	0	1	0	28	0.06%	28	0	0
Wrongful Disconnect	3,869	164	145	1	4,179	8.84%	4,179	0	0
High Bill	273	3	5	0	281	0.59%	281	0	0
Inadequate Service	17,065	275	275	11	17,626	37.27%	17,623	3	0
Service Extension	8	1	1	0	10	0.02%	10	0	0
Service Restoration	2,561	15	48	0	2,624	5.55%	2,623	1	0
MR-Special Call Cntr	2	0	0	0	2	0.00%	2	0	0
Complaint	1	0	0	0			1	0	0
Total Residential	45,917	671	681	22	47,290		47,280	11	0
Total Residential Percentage	97.10%	1.42%	1.44%	0.05%					
Total State of Minnesota	48,751	680	696	23	50,149		50,131	17	2
Total ST of MN Percentage	97.21%	1.36%	1.39%	0.05%					

**Xcel Energy
Customer Complaint Report
December, 2016**

**Turnaround Days for
Closing a Complaint**

	Agree	Compromise	Demonstrate	Refuse	Total	%	Initial Inquiry	within 10 days	Longer than 10 days
Commercial									
Billing errors	1,636	11	3	1	1,651	67.36%	1,649	2	0
Inaccurate Metering	3	0	0	0	3	0.12%	3	0	0
Wrongful Disconnect	199	6	0	0	205	8.36%	203	2	0
High Bill	26	0	0	0	26	1.06%	26	0	0
Inadequate Service	354	3	0	0	357	14.57%	354	3	0
Service Extension	0	0	1	0	1	0.04%	1	0	0
Service Restoration	204	0	4	0	208	8.49%	208	0	0
Total Commercial	2,422	20	8	1	2,451		2,444	7	0
Total Commercial Percentage	98.82%	0.82%	0.33%	0.04%					
Industrial									
Billing errors	296	0	0	0	296	72.37%	292	4	0
Inaccurate Metering	0	0	0	0	0	0.00%	0	0	0
Wrongful Disconnect	25	0	1	0	26	6.36%	26	0	0
High Bill	3	0	0	0	3	0.73%	2	1	0
Inadequate Service	47	0	0	0	47	11.49%	47	0	0
Service Extension	0	0	0	0	0	0.00%	0	0	0
Service Restoration	35	0	2	0	37	9.05%	37	0	0
Total Industrial	406	0	3	0	409		404	5	0
Total Industrial Percentage	99.27%	0.00%	0.73%	0.00%					
Residential									
Billing errors	20,833	233	209	10	21,285	47.18%	21,277	6	2
Inaccurate Metering	13	0	1	0	14	0.03%	14	0	0
Wrongful Disconnect	3,719	215	169	0	4,103	9.09%	4,101	2	0
High Bill	582	6	14	1	603	1.34%	602	0	1
Inadequate Service	16,824	312	283	6	17,425	38.62%	17,423	1	1
Service Extension	12	1	1	0	14	0.03%	14	0	0
Service Restoration	1,642	6	25	0	1,673	3.71%	1,672	1	0
MR-Special Call Cntr Complaint	0	0	0	0	0	0.00%	0	0	0
Total Residential	43,625	773	702	17	45,117		45,103	10	4
Total Residential Percentage	96.69%	1.71%	1.56%	0.04%					
Total State of Minnesota	46,453	793	713	18	47,977		47,951	22	4
Total ST of MN Percentage	96.82%	1.65%	1.49%	0.04%					

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

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

**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, 2016 to December 31, 2016

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 Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>	<u>Number Received</u>	<u>Number Resolved</u>	<u>Number Unresolved</u>
A. Billing Error	73	73	0	7	7	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	25	25	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	274	274	0	10	10	0	1	1	0	0	0	0
E. Service Extension Interval	6	6	0	3	3	0	0	0	0	0	0	0
G. Service Restoration Interval	24	24	0	1	1	0	0	0	0	0	0	0
H. Wrongful Disconnection	100	100	0	4	4	0	0	0	0	0	0	0
Total Complaints*	519	519	0	27	27	0	1	1	0	0	0	0

II. Number of Customers	<u>Electric</u>			<u>Gas</u>		
	<u>2015</u>	<u>2016</u>	<u>Net Change</u>	<u>2015</u>	<u>2016</u>	<u>Net Change</u>
Residential	1,122,172	1,131,107	8,935	413,101	416,664	3,563
Commercial/ Industrial	131,122	131,853	732	34,271	34,511	240
<u>Other</u>	6,329	6,460	131	562	546	-16
Total	1,259,623	1,269,421	9,798	447,933	451,720	3,787

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

*In the event the same complaint comes from two different sources, it is only counted as one complaint in the total.
 In 2016, 14 complaints were assigned with the source of Commission/OAG, Commission/Other and OAG/Other.

**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, 2016 to December 31, 2016

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 Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
I Complaint Type												
A. Billing Error	17	17	0	4	4	0	0	0	0	0	0	0
B. High Bill	9	9	0	0	0	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	35	35	0	3	3	0	0	0	0	0	0	0
E. Service Extension Interval	3	3	0	2	2	0	0	0	0	0	0	0
G. Service Restoration Interval	12	12	0	1	1	0	0	0	0	0	0	0
H. Wrongful Disconnection	14	14	0	0	0	0	0	0	0	0	0	0
Total Complaints	92	92	0	10	10	0	0	0	0	0	0	0

OAG	RESIDENTIAL			COMMERCIAL			INDUSTRIAL			GOVERNMENT		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
II Complaint Type												
A. Billing Error	23	23	0	2	2	0	0	0	0	0	0	0
B. High Bill	2	2	0	2	2	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	124	124	0	2	2	0	1	1	0	0	0	0
E. Service Extension Interval	1	1	0	0	0	0	0	0	0	0	0	0
G. Service Restoration Interval	3	3	0	0	0	0	0	0	0	0	0	0
In 2016, 13 complaints were ass	65	65	0	2	2	0	0	0	0	0	0	0
Total Complaints	220	220	0	8	8	0	1	1	0	0	0	0

OTHER	RESIDENTIAL			COMMERCIAL			INDUSTRIAL			GOVERNMENT		
	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved	Number Received	Number Resolved	Number Unresolved
II Complaint Type												
A. Billing Error	36	36	0	2	2	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	21	21	0	0	0	0	0	0	0	0	0	0
D. Inadequate Service	120	120	0	5	5	0	0	0	0	0	0	0
E. Service Extension Interval	2	2	0	1	1	0	0	0	0	0	0	0
G. Service Restoration Interval	10	10	0	0	0	0	0	0	0	0	0	0
In 2016, 13 complaints were ass	23	23	0	2	2	0	0	0	0	0	0	0
Total Complaints	220	220	0	10	10	0	0	0	0	0	0	0

Xcel Energy
 Natural Gas Service Quality Report - 2016
 Emergency Calls Average Speed of Answer

Docket No. G002/M-17-____
 Attachment G
 Page 1 of 1

All Natural Gas Emergency Calls*

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	2016 Average
Average Speed of Answer (in Seconds)	12	12	11	11	11	10	16	10	10	10	10	12	11
Agent Offered Call Volume	1,402	1,015	981	970	2,150	3,836	5,137	3,597	3,643	4,059	3,927	5,204	35,921

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

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	2016 Average
Average Speed of Answer (in Seconds)	12	14	14	13	13	14	22	13	14	13	13	15	14
Agent Offered Call Volume	583	427	384	351	507	440	712	484	553	854	826	1,025	7,146

*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 2016</u>
Calls responded to in one hour or less	1,452	1,243	1,511	1,298	1,587	1,727	8,818
Calls responded to in more than one hour	<u>156</u>	<u>63</u>	<u>122</u>	<u>124</u>	<u>270</u>	<u>339</u>	<u>1,074</u>
<i>Total Calls</i>	<i>1,608</i>	<i>1,306</i>	<i>1,633</i>	<i>1,422</i>	<i>1,857</i>	<i>2,066</i>	<i>9,892</i>
Percent responded to in one hour or less	90.30%	95.18%	92.53%	91.28%	85.46%	83.59%	89.14%
Percent responded to in more than one hour	9.70%	4.82%	7.47%	8.72%	14.54%	16.41%	10.86%
Average number of minutes to respond to an emergency							36.82

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 2016

Reporting Company: Northern States Power Company - Minnesota

Circle Reporting Period:

Contact Person: Lisa Kallberg

January/February

March/April

Phone: 651-229-2282

May/June

July/August

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

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	837	31	0	0	0
> 10 min. to 20 min.	463	300	1	0	2
> 20 min. to 40 min.	196	829	2	4	61
> 40 min. to 60 min.	63	292	4	3	287
> 60 min. to 80 min.	27	86	3	0	439
> 80 min. to 100 min.	11	43	0	1	342
> 100 min. to 120 min	6	14	0	0	231
> 2 hrs to 3 hrs	4	12	0	1	202
> 3 hrs to 4 hrs	1	1	1	0	30
> 4 hrs to 6 hrs	0	0	0	0	10
> 6 hrs to 8 hrs	0	0	0	0	3
> 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.

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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
 or Fax: 651-296-9641
 For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2016

Reporting Company: Northern States Power Company - Minnesota

Circle Reporting Period:

Contact Person: Lisa Kallberg

January/February

March/April

Phone: 651-229-2282

May/June

July/August

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

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	840	34	0	0	2
> 10 min. to 20 min.	334	273	0	5	0
> 20 min. to 40 min.	98	772	3	6	45
> 40 min. to 60 min.	24	164	0	3	286
> 60 min. to 80 min.	4	41	1	1	372
> 80 min. to 100 min.	5	12	4	1	283
> 100 min. to 120 min	1	7	1	2	152
> 2 hrs to 3 hrs	0	3	0	0	139
> 3 hrs to 4 hrs	0	0	1	0	17
> 4 hrs to 6 hrs	0	0	0	0	9
> 6 hrs to 8 hrs	0	0	0	0	1
> 8 hrs	0	0	0	0	0

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For more information call 651-201-7230



Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2016

Reporting Company: Northern Sataes Power Company - Minnesota

Circle Reporting Period:

Contact Person: Lisa Kallberg

January/February

March/April

Phone: 651-788-0648

May/June

July/August

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

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	941	46	1	13	0
> 10 min. to 20 min.	432	314	1	20	3
> 20 min. to 40 min.	187	848	0	32	58
> 40 min. to 60 min.	49	303	3	16	260
> 60 min. to 80 min.	13	76	2	5	435
> 80 min. to 100 min.	9	32	0	3	390
> 100 min. to 120 min	2	10	1	2	226
> 2 hrs to 3 hrs	0	4	1	1	193
> 3 hrs to 4 hrs	0	0	0	1	40
> 4 hrs to 6 hrs	0	0	0	0	19
> 6 hrs to 8 hrs	0	0	0	0	4
> 8 hrs	0	0	0	1	5

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Minnesota Office of Pipeline Safety

Emergency Response Reporting Form CY 2016

Reporting Company: Northern States Power Company - Minnesota

Circle Reporting Period:

Contact Person: Lisa Kallberg

January/February

March/April

Phone: 651-229-2282

May/June

July/August

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

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	824	34	0	5	1
> 10 min. to 20 min.	372	262	0	14	0
> 20 min. to 40 min.	142	752	1	35	50
> 40 min. to 60 min.	54	250	1	19	248
> 60 min. to 80 min.	13	72	0	5	375
> 80 min. to 100 min.	11	32	0	4	298
> 100 min. to 120 min	3	11	0	3	191
> 2 hrs to 3 hrs	3	8	0	1	203
> 3 hrs to 4 hrs	0	1	0	0	37
> 4 hrs to 6 hrs	0	0	0	0	16
> 6 hrs to 8 hrs	0	0	0	0	1
> 8 hrs	0	0	0	1	2

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Contact Person: Lisa Kallberg

January/February

March/April

Phone: 651-229-2282

May/June

July/August

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

September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	922	42	0	5	1
> 10 min. to 20 min.	476	304	0	16	2
> 20 min. to 40 min.	261	872	1	11	80
> 40 min. to 60 min.	93	369	0	7	307
> 60 min. to 80 min.	47	136	2	4	428
> 80 min. to 100 min.	17	70	2	3	380
> 100 min. to 120 min	17	25	0	3	249
> 2 hrs to 3 hrs	13	28	0	2	308
> 3 hrs to 4 hrs	4	1	0	0	64
> 4 hrs to 6 hrs	6	8	0	0	24
> 6 hrs to 8 hrs	1	2	0	0	8
> 8 hrs	0	0	0	1	6

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January/February

March/April

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September/October

November/December

	Dispatch Time interval	Response Time interval	Repair Crew Time interval	Gas shut off Time interval	Line repaired Time interval
> 0 min. to 10 min.	909	41	0	3	0
> 10 min. to 20 min.	575	293	1	3	3
> 20 min. to 40 min.	311	956	1	5	87
> 40 min. to 60 min.	133	437	1	4	289
> 60 min. to 80 min.	66	178	0	3	537
> 80 min. to 100 min.	34	75	0	0	438
> 100 min. to 120 min	15	45	0	2	291
> 2 hrs to 3 hrs	16	30	1	0	318
> 3 hrs to 4 hrs	7	11	0	2	76
> 4 hrs to 6 hrs	0	0	0	0	19
> 6 hrs to 8 hrs	0	0	0	0	5
> 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.

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Gas Emergency Reporting Summary

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

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

Year: 2016

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	440	931.69	2.12	1,807.42	4.11	7,659.13	17.41	10,398.24	23.63	429	98%	11	3%
ECO	CO Check/Alarm	1,362	3114.35	2.29	17,736.20	13.02	26,833.77	19.70	47,684.32	35.01	1,223	90%	139	10%
EEX	Gas Explosion	5	12.01	2.40	24.45	4.89	126.02	25.20	162.48	32.50	5	100%	0	0%
EFI	Gas Fire	170	389.54	2.29	665.03	3.91	2,751.82	16.19	3,806.39	22.39	169	99%	1	1%
EIR	Ice Regulator	9	23.81	2.65	109.77	12.20	181.30	20.14	314.88	34.99	8	89%	1	11%
EOI	Smells Gas Inside	5,926	13430.37	2.27	73,410.50	12.39	120,075.47	20.26	206,916.34	34.92	5,379	91%	547	9%
EOO	Smells Gas Outside	3,350	7670.49	2.29	59,216.88	17.68	70,141.08	20.94	137,028.46	40.90	2,828	84%	522	16%
EPR	High / Low Pressure	520	1247.77	2.40	9,610.37	18.48	11,052.58	21.25	21,910.72	42.14	431	83%	89	17%
ETX	CO Emergency	157	367.13	2.34	2,117.48	13.49	3,065.47	19.53	5,550.08	35.35	140	89%	17	11%
NOGAS	Customer Reports No Gas	872	2074.39	2.38	16,829.67	19.30	18,983.60	21.77	37,887.66	43.45	717	82%	155	18%
All Gas Emergency Calls for Year 2016		12,811	29261.55	2.284096	181,527.77	14.17	260,870.23	20.36	471,659.55	36.82	11,329	88%	1,482	12%

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	8	19.76	2.47	50.67	6.33	141.57	17.70	211.99	26.50	8	100%	0	0%
ECO	CO Check/Alarm	163	402.61	2.47	3,010.30	18.47	3,481.50	21.36	6,894.41	42.30	136	83%	27	17%
EFI	Gas Fire	14	34.58	2.47	43.87	3.13	234.95	16.78	313.40	22.39	14	100%	0	0%
EIR	Ice Regulator	2	4.94	2.47	15.13	7.57	62.70	31.35	82.77	41.39	1	50%	1	50%
EOI	Smells Gas Inside	552	1363.44	2.47	7,786.55	14.11	10,751.10	19.48	19,901.09	36.05	489	89%	63	11%
EOO	Smells Gas Outside	365	901.55	2.47	5,594.03	15.33	7,733.08	21.19	14,228.67	38.98	311	85%	54	15%
EPR	High / Low Pressure	95	234.65	2.47	2,076.15	21.85	2,122.15	22.34	4,432.95	46.66	72	76%	23	24%
ETX	CO Emergency	29	71.63	2.47	411.85	14.20	531.67	18.33	1,015.15	35.01	27	93%	2	7%
NOGAS	Customer Reports No Gas	108	266.76	2.47	2,823.07	26.14	2,560.83	23.71	5,650.66	52.32	84	78%	24	22%
All Gas Emergency Calls for January 2016		1,336	3299.92	2.47	21,811.62	16.33	27,619.55	20.67	52,731.09	39.47	1,142	85%	194	15%

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	6	14.1	2.35	26.58	4.43	100.67	16.78	141.35	23.56	6	100%	0	0%
ECO	CO Check/Alarm	118	277.3	2.35	1,424.47	12.07	2,218.63	18.80	3,920.40	33.22	108	92%	10	8%
EFI	Gas Fire	20	47	2.35	102.05	5.10	291.45	14.57	440.50	22.03	20	100%	0	0%
EIR	Ice Regulator	1	2.35	2.35	6.43	6.43	24.43	24.43	33.22	33.22	1	100%	0	0%
EOI	Smells Gas Inside	419	984.65	2.35	3,864.78	9.22	8,099.92	19.33	12,949.35	30.91	401	96%	18	4%
EOO	Smells Gas Outside	224	526.4	2.35	2,895.63	12.93	4,439.47	19.82	7,861.50	35.10	203	91%	21	9%
EPR	High / Low Pressure	48	112.8	2.35	806.22	16.80	847.28	17.65	1,766.30	36.80	44	92%	4	8%
ETX	CO Emergency	18	42.3	2.35	213.07	11.84	374.63	20.81	630.00	35.00	17	94%	1	6%
NOGAS	Customer Reports No Gas	50	117.5	2.35	875.20	17.50	1,055.78	21.12	2,048.48	40.97	41	82%	9	18%
All Gas Emergency Calls for February 2016		904	2124.4	2.35	10,214.43	11.30	17,452.27	19.31	29,791.10	32.95	841	93%	63	7%

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	7	15.89	2.27	24.50	3.50	133.52	19.07	173.91	24.84	7	100%	0	0%
ECO	CO Check/Alarm	97	220.19	2.27	670.95	6.92	1,662.57	17.14	2,553.71	26.33	96	99%	1	1%
EFI	Gas Fire	13	29.51	2.27	64.08	4.93	209.67	16.13	303.26	23.33	13	100%	0	0%
EOI	Smells Gas Inside	461	1046.47	2.27	3,906.15	8.47	8,816.28	19.12	13,768.90	29.87	438	95%	23	5%
EOO	Smells Gas Outside	209	474.43	2.27	2,105.78	10.08	4,061.33	19.43	6,641.55	31.78	199	95%	10	5%
EPR	High / Low Pressure	22	49.94	2.27	232.12	10.55	349.87	15.90	631.92	28.72	21	95%	1	5%
ETX	CO Emergency	10	22.7	2.27	180.22	18.02	232.35	23.24	435.27	43.53	8	80%	2	20%
NOGAS	Customer Reports No Gas	41	93.07	2.27	691.43	16.86	844.00	20.59	1,628.50	39.72	36	88%	5	12%
All Gas Emergency Calls for March 2016		860	1952.2	2.27	7,875.23	9.16	16,309.58	18.96	26,137.02	30.39	818	95%	42	5%

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	30	71.4	2.38	91.95	3.07	500.55	16.69	663.90	22.13	30	100%	0	0%
ECO	CO Check/Alarm	80	190.4	2.38	695.00	8.69	1,409.62	17.62	2,295.02	28.69	76	95%	4	5%
EFI	Gas Fire	17	40.46	2.38	59.90	3.52	302.13	17.77	402.49	23.68	17	100%	0	0%
EOI	Smells Gas Inside	397	944.86	2.38	3,291.03	8.29	7,630.78	19.22	11,866.68	29.89	377	95%	20	5%
EOO	Smells Gas Outside	172	409.36	2.38	1,655.12	9.62	3,496.67	20.33	5,561.14	32.33	162	94%	10	6%
EPR	High / Low Pressure	24	57.12	2.38	258.40	10.77	458.13	19.09	773.65	32.24	24	100%	0	0%
ETX	CO Emergency	6	14.28	2.38	29.38	4.90	100.95	16.83	144.61	24.10	6	100%	0	0%
NOGAS	Customer Reports No Gas	43	102.34	2.38	611.90	14.23	920.75	21.41	1,634.99	38.02	36	84%	7	16%
All Gas Emergency Calls for April 2016		769	1830.22	2.38	6,692.68	8.70	14,819.58	19.27	23,342.49	30.35	728	95%	41	5%

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	53	108.65	2.05	237.77	4.49	803.47	15.16	1,149.88	21.70	53	100%	0	0%
ECO	CO Check/Alarm	90	184.5	2.05	1,194.10	13.27	1,770.57	19.67	3,149.17	34.99	79	88%	11	12%
EEX	Gas Explosion	1	2.05	2.05	3.17	3.17	23.32	23.32	28.53	28.53	1	100%	0	0%
EFI	Gas Fire	26	53.3	2.05	72.82	2.80	425.90	16.38	552.02	21.23	26	100%	0	0%
EOI	Smells Gas Inside	524	1074.2	2.05	5,804.65	11.08	10,263.15	19.59	17,142.00	32.71	485	93%	39	7%
EOO	Smells Gas Outside	272	557.6	2.05	3,251.28	11.95	5,840.20	21.47	9,649.08	35.47	248	91%	24	9%
EPR	High / Low Pressure	14	28.7	2.05	136.15	9.73	278.30	19.88	443.15	31.65	13	93%	1	7%
ETX	CO Emergency	11	22.55	2.05	127.08	11.55	303.63	27.60	453.27	41.21	9	82%	2	18%
NOGAS	Customer Reports No Gas	41	84.05	2.05	709.72	17.31	817.47	19.94	1,611.23	39.30	35	85%	6	15%
All Gas Emergency Calls for May 2016		1,032	2115.6	2.05	11,536.73	11.18	20,526.00	19.89	34,178.33	33.12	949	92%	83	8%

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	68	133.96	1.97	289.35	4.26	1,396.23	20.53	1,819.54	26.76	65	96%	3	4%
ECO	CO Check/Alarm	90	177.3	1.97	1,140.42	12.67	1,756.78	19.52	3,074.50	34.16	79	88%	11	12%
EFI	Gas Fire	8	15.76	1.97	31.25	3.91	157.75	19.72	204.76	25.60	8	100%	0	0%
EOI	Smells Gas Inside	455	896.35	1.97	5,396.70	11.86	9,572.30	21.04	15,865.35	34.87	417	92%	38	8%
EOO	Smells Gas Outside	226	445.22	1.97	2,641.75	11.69	4,852.20	21.47	7,939.17	35.13	207	92%	19	8%
EPR	High / Low Pressure	25	49.25	1.97	441.28	17.65	593.32	23.73	1,083.85	43.35	23	92%	2	8%
ETX	CO Emergency	9	17.73	1.97	195.23	21.69	135.53	15.06	348.50	38.72	7	78%	2	22%
NOGAS	Customer Reports No Gas	45	88.65	1.97	564.47	12.54	942.03	20.93	1,595.15	35.45	43	96%	2	4%
All Gas Emergency Calls for June 2016		926	1824.22	1.97	10,700.45	11.56	19,406.15	20.96	31,930.82	34.48	849	92%	77	8%

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	60	117	1.95	239.63	3.99	1,027.12	17.12	1,383.75	23.06	59	98%	1	2%
ECO	CO Check/Alarm	121	235.95	1.95	1,210.97	10.01	2,396.55	19.81	3,843.47	31.76	115	95%	6	5%
EFI	Gas Fire	16	31.2	1.95	46.68	2.92	256.38	16.02	334.27	20.89	16	100%	0	0%
EOI	Smells Gas Inside	449	875.55	1.95	5,268.40	11.73	9,041.75	20.14	15,185.70	33.82	418	93%	31	7%
EOO	Smells Gas Outside	213	415.35	1.95	3,902.83	18.32	4,392.37	20.62	8,710.55	40.89	176	83%	37	17%
EPR	High / Low Pressure	20	39	1.95	264.37	13.22	409.95	20.50	713.32	35.67	16	80%	4	20%
ETX	CO Emergency	7	13.65	1.95	61.13	8.73	171.85	24.55	246.63	35.23	6	86%	1	14%
NOGAS	Customer Reports No Gas	42	81.9	1.95	591.63	14.09	870.05	20.72	1,543.58	36.75	38	90%	4	10%
All Gas Emergency Calls for July 2016		928	1809.6	1.95	11,585.65	12.48	18,566.02	20.01	31,961.27	34.44	844	91%	84	9%

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	63	124.11	1.97	248.33	3.94	1,043.35	16.56	1,415.79	22.47	62	98%	1	2%
ECO	CO Check/Alarm	109	214.73	1.97	1,015.67	9.32	2,241.90	20.57	3,472.30	31.86	102	94%	7	6%
EFI	Gas Fire	8	15.76	1.97	31.77	3.97	122.00	15.25	169.53	21.19	8	100%	0	0%
EIR	Ice Regulator	1	1.97	1.97	3.90	3.90	8.48	8.48	14.35	14.35	1	100%	0	0%
EOI	Smells Gas Inside	413	813.61	1.97	4,727.92	11.45	8,946.23	21.66	14,487.76	35.08	374	91%	39	9%
EOO	Smells Gas Outside	200	394	1.97	2,095.23	10.48	4,555.72	22.78	7,044.95	35.22	185	93%	15	8%
EPR	High / Low Pressure	30	59.1	1.97	380.58	12.69	685.43	22.85	1,125.12	37.50	27	90%	3	10%
ETX	CO Emergency	9	17.73	1.97	119.68	13.30	167.42	18.60	304.83	33.87	8	89%	1	11%
NOGAS	Customer Reports No Gas	51	100.47	1.97	1,013.67	19.88	1,059.85	20.78	2,173.99	42.63	41	80%	10	20%
All Gas Emergency Calls for August 20		884	1741.48	1.97	9,636.75	10.90	18,830.38	21.30	30,208.61	34.17	808	91%	76	9%

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	45	80.55	1.79	171.42	3.81	790.27	17.56	1,042.23	23.16	42	93%	3	7%
ECO	CO Check/Alarm	83	148.57	1.79	912.30	10.99	1,592.30	19.18	2,653.17	31.97	78	94%	5	6%
EFI	Gas Fire	7	12.53	1.79	17.20	2.46	74.63	10.66	104.36	14.91	7	100%	0	0%
EOI	Smells Gas Inside	452	809.08	1.79	4,929.02	10.90	8,785.55	19.44	14,523.65	32.13	417	92%	35	8%
EOO	Smells Gas Outside	236	422.44	1.79	3,623.27	15.35	4,831.37	20.47	8,877.07	37.61	208	88%	28	12%
EPR	High / Low Pressure	39	69.81	1.79	628.92	16.13	786.30	20.16	1,485.03	38.08	33	85%	6	15%
ETX	CO Emergency	4	7.16	1.79	61.12	15.28	82.63	20.66	150.91	37.73	3	75%	1	25%
NOGAS	Customer Reports No Gas	53	94.87	1.79	927.05	17.49	1,123.77	21.20	2,145.69	40.48	44	83%	9	17%
All Gas Emergency Calls for Septembe		919	1645.01	1.79	11,270.28	12.26	18,066.82	19.66	30,982.11	33.71	832	91%	87	9%

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	49	118.58	2.42	218.30	4.46	897.67	18.32	1,234.55	25.19	47	96%	2	4%
ECO	CO Check/Alarm	137	331.54	2.42	2,394.75	17.48	2,702.00	19.72	5,428.29	39.62	114	83%	23	17%
EFI	Gas Fire	11	26.62	2.42	44.08	4.01	214.47	19.50	285.17	25.92	11	100%	0	0%
EOI	Smells Gas Inside	612	1481.04	2.42	10,298.13	16.83	13,293.33	21.72	25,072.51	40.97	527	86%	85	14%
EOO	Smells Gas Outside	445	1076.9	2.42	12,995.05	29.20	9,445.25	21.23	23,517.20	52.85	326	73%	119	27%
EPR	High / Low Pressure	37	89.54	2.42	1,095.87	29.62	910.13	24.60	2,095.54	56.64	24	65%	13	35%
ETX	CO Emergency	14	33.88	2.42	256.00	18.29	260.73	18.62	550.61	39.33	11	79%	3	21%
NOGAS	Customer Reports No Gas	108	261.36	2.42	2,155.23	19.96	2,400.97	22.23	4,817.56	44.61	85	79%	23	21%
All Gas Emergency Calls for October 2016		1,413	3419.46	2.42	29,457.42	20.85	30,124.55	21.32	63,001.43	44.59	1,145	81%	268	19%

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	37	86.95	2.35	157.98	4.27	608.68	16.45	853.62	23.07	36	97%	1	3%
ECO	CO Check/Alarm	118	277.3	2.35	1,626.42	13.78	2,488.77	21.09	4,392.48	37.22	106	90%	12	10%
EEX	Gas Explosion	3	7.05	2.35	17.17	5.72	64.65	21.55	88.87	29.62	3	100%	0	0%
EFI	Gas Fire	8	18.8	2.35	41.85	5.23	148.50	18.56	209.15	26.14	8	100%	0	0%
EOI	Smells Gas Inside	585	1374.75	2.35	9,315.53	15.92	12,327.88	21.07	23,018.17	39.35	503	86%	82	14%
EOO	Smells Gas Outside	439	1031.65	2.35	11,582.88	26.38	8,709.30	19.84	21,323.83	48.57	336	77%	103	23%
EPR	High / Low Pressure	45	105.75	2.35	827.45	18.39	951.78	21.15	1,884.98	41.89	37	82%	8	18%
ETX	CO Emergency	23	54.05	2.35	276.48	12.02	415.37	18.06	745.90	32.43	22	96%	1	4%
NOGAS	Customer Reports No Gas	108	253.8	2.35	2,482.55	22.99	2,322.48	21.50	5,058.83	46.84	87	81%	21	19%
All Gas Emergency Calls for November		1,366	3210.1	2.35	26,328.32	19.27	28,037.42	20.53	57,575.83	42.15	1,138	83%	228	17%

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	14	40.74	2.91	50.93	3.64	216.05	15.43	307.72	21.98	14	100%	0	0%
ECO	CO Check/Alarm	156	453.96	2.91	2,440.87	15.65	3,112.58	19.95	6,007.41	38.51	134	86%	22	14%
EEX	Gas Explosion	1	2.91	2.91	4.12	4.12	38.05	38.05	45.08	45.08	1	100%	0	0%
EFI	Gas Fire	22	64.02	2.91	109.48	4.98	313.98	14.27	487.49	22.16	22	100%	0	0%
EIR	Ice Regulator	5	14.55	2.91	84.30	16.86	85.68	17.14	184.53	36.91	5	100%	0	0%
EOI	Smells Gas Inside	607	1766.37	2.91	8,821.63	14.53	12,547.18	20.67	23,135.19	38.11	534	88%	73	12%
EOO	Smells Gas Outside	349	1015.59	2.91	6,874.02	19.70	7,784.13	22.30	15,673.74	44.91	267	77%	82	23%
EPR	High / Low Pressure	121	352.11	2.91	2,462.87	20.35	2,659.93	21.98	5,474.91	45.25	96	79%	25	21%
ETX	CO Emergency	17	49.47	2.91	186.23	10.95	288.70	16.98	524.40	30.85	16	94%	1	6%
NOGAS	Customer Reports No Gas	182	529.62	2.91	3,383.75	18.59	4,065.62	22.34	7,978.99	43.84	148	81%	34	19%
All Gas Emergency Calls for December		1,474	4289.34	2.91	24,418.20	16.57	31,111.92	21.11	59,819.46	40.58	1,237	84%	237	16%

	Total 2016	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Failure to mark a line	27	1	0	0	0	2	6	6	2	0	6	2	2
Mismarked Lines	14	1	0	0	1	1	2	1	4	1	1	2	0
Total Number of Mislocates	41	2	0	0	1	3	8	7	6	1	7	4	2
Number of Locate tickets	171,455	3,775	3,970	10,143	19,606	23,270	21,502	17,760	19,864	17,429	17,378	12,040	4,718
Number of Mislocates Per 1000 Locate Tickets	0.24	0.53	0.00	0.00	0.05	0.13	0.37	0.39	0.30	0.06	0.40	0.33	0.42

	Total 2016	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Damage Under the Control of Xcel Energy's Employees and Contractors	71	4	0	1	5	6	14	7	11	4	9	7	3
Damage Caused by All Others	271	3	2	1	16	35	48	42	36	33	34	15	6
Total Damages	342	7	2	2	21	41	62	49	47	37	43	22	9
MN Miles of Distribution and Transmission Main as of December 31, 2016	9,292	9,292	9,292	9,292	9,292	9,292	9,292	9,292	9,292	9,292	9,292	9,292	9,292
Damage Per 100 Miles of Main:													
Damage Under the Control of Xcel Energy's Employees and Contractors	0.76	0.04	0.00	0.01	0.05	0.06	0.15	0.08	0.12	0.04	0.10	0.08	0.03
Damage Caused by All Others	2.92	0.03	0.02	0.01	0.17	0.38	0.52	0.45	0.39	0.36	0.37	0.16	0.06
Total Damage Rate	3.68	0.08	0.02	0.02	0.23	0.44	0.67	0.53	0.51	0.40	0.46	0.24	0.10

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Total 2016
Outages Due to Employees/Contractors													
Number of Homes	1	0	1	1	2	29	0	2	4	9	1	0	50
Number of Incidents	1	0	1	3	2	6	1	2	3	2	2	2	25
Average Outage Time (Hr: Min)	00:56	0:00	01:15	01:05	00:53	01:38	0:00	02:03	01:29	01:41	00:31	0:00	01:34
Outages Due to All Other Causes													
Number of Homes	3	2	1	11	76	84	89	56	31	108	34	61	556
Number of Incidents	4	5	2	12	37	48	44	32	17	31	13	7	252
Average Outage Time (Hr: Min)	01:37	00:44	02:27	01:17	01:46	01:33	01:08	01:16	02:13	01:57	01:50	03:34	1:50

Address	City	Date	Number of Customers Affected	How Xcel Became Aware	Root Cause	Actions to Fix	Actions to Contact Public	Were There Public Relations Issues	Customer or Company Relight?	Gas off	Gas on*	Duration	Gas Explosion?
..PRIVILEGED DATA BEGINS...													
	Rollingstone	2/20/2016	1	Police Department	Structure Fire	Secured area and shut off gas once it was safe	Fire Dept was on site	Xcel Media Relations was notified	No	2/20/16 4:35 AM	N/A Building & Meter were total losses	N/A	No
	Saint Paul	3/6/2016	1	St. Paul Fire Dept.	Car struck house & caused fire	Secured area and shut off gas once it was safe	Fire Dept was on site	N/A	No	3/6/16 1:49 AM	N/A Building was a total loss	N/A	No
	Howard Lake	3/14/2016	1	Wright County Sheriff	Leak on Northern Natural Gas HP pipeline	Xcel Energy remains onsite as support to Northern Natural Gas to maintain public safety.	Fire Dept was on site	N/A	No	Xcel Energy gas system remained unaffected and was continuously monitored	N/A	N/A	No
	Saint Paul	3/21/2016	0	Christina @ Golden Rule Building	Report of strong gas odor causing road closures and evacuations, no leaks or orders were discovered	Secured area and checked for leaks	Fire Dept was on site	N/A	No	N/A	N/A	N/A	No
	Saint Paul	4/14/2016	1	St. Paul Fire Dept.	Structure Fire	Secured area and shut off gas once it was safe	Fire Dept was on site	Media was on site	No	4/14/16 2:45 AM	N/A	N/A	No
	Saint Paul	5/16/2016	1 Apt Bldg	Third Party Contractor	Third Party Contractor hit gas service (directional boring)	Secured area and shut off gas	Fire Dept was on site	N/A	N/A	5/16/16 10:55 AM	5/16/16 12:44 AM	1 hr 49 min.	No
	Saint Paul	5/20/2016	0	Xcel Energy	Gas ignition during pipeline project	Flame extinguished and gas secured	N/A	N/A	N/A	N/A	N/A	N/A	No
	North Branch	5/24/2016	1	Xcel Energy	Structure Fire	Secured area and shut off gas once it was safe	Fire Dept was on site	N/A	N/A	5/24/16 4:54 AM	N/A	N/A	No
	Stillwater	5/29/2016	1	Washington County	Structure Fire	Secured area and shut off gas once it was safe	Fire Dept was on site	N/A	N/A	5/29/16 12:37 AM	N/A	N/A	No
	Red Wing	6/12/2016	1	Red Wing Police	Lightning strike to corner of house igniting as on grill line	Secured area and shut off gas once it was safe	Fire Dept was on site	N/A	N/A	6/12/16 6:57 AM	N/A	N/A	No
	North Branch	6/29/2016	1	Third Party Contractor	Contractor hit 5/8" service with backhoe	Secured area, located service, and pinched off to make repairs	Tagged door	N/A	No	6/29/16 11:40 AM	6/29/16 12:55 PM	1 hr 15 min.	No
	Maplewood	7/6/2016	1	Maplewood Fire Dept.	Structure Fire due to possible lightning strike.	Secured area, disconnected house pipe, gas off by fire upon arrival, blocked off area	N/A	N/A	No	7/6/16 11:57 PM	N/A	N/A	No
	Saint Paul	8/12/2016	11	Property Manager, Rory	Customer owned equipment	Secured area and vented building	Vacant home	N/A	No	8/12/16 2:40 PM	N/A	N/A	No
	Faribault	9/21/2016	520	Customers/Xcel Energy	Contractor working on a project	Turned off all gas meters. Pressurized and purged system. Relight customers	Outbound calls to customers. Media and community relations provided support	N/A	Yes	9/21/16 9:08 PM	N/A	N/A	No
	Lake Elmo	10/3/2016	105	Fire Department	Third Party Contractor damaged the gas main	Fire Department evacuated houses and a safe perimeter was established	Door to door contact to relight pilots	Xcel Media Relations was notified	Xcel Energy	N/A	N/A	N/A	No
	Saint Cloud	10/4/2016	9	Fire Department	Third Party Contractor damaged the gas main	Fire Department evacuated homes – blocked intersection	N/A	Xcel Media Relations was notified. Local media reported.	Xcel Energy	N/A	N/A	N/A	No
	Manhattan Beach	10/16/2016	17	Crow Wing County Dispatch	17 Unit Row Home - Fire under investigation	Fire Department evacuated homes, gas meters were turned off	N/A	N/A	N/A	10/16/16 9:15 AM	Gas remains off.	N/A	No
	Stillwater	10/28/2016	1	Washington County	Third party damage	Crews on site monitoring area. Fire Department Evacuated about 200 people as a precaution	N/A	N/A	N/A	10/28/16 9:03 AM	N/A	N/A	No

..PRIVILEGED DATA ENDS]

*Note: Where multiple customers are affected by an outage the "Gas On" time will reflect the time at which the line is energized.

**PUBLIC DOCUMENT: NOT
 PUBLIC DATA HAS BEEN EXCISED**

<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>
[PRIVILEGED DATA BEGINS...													
	Roseville	11/10/2016	0	Ramsey County Fire	Third party damage	Crews on site established a safe perimeter and excavated remotely to secure leak	N/A	N/A	N/A	N/A	N/A	N/A	No
	Lent Township	12/5/2016	53	Chisago County Fire	Third party damage	Crews on site established a safe perimeter and the leak has been secured	Outbound call initiated by resource management	N/A	Xcel Energy	N/A	N/A	N/A	No
	Montrose	12/6/2016	2307	A pressure reduction was recognized in SCADA	Event occurred as the result of construction activity on the gas system.	Turned off all meters, re-pressured line, turned on all meters and relit	Outbound call initiated by resource management.	Medial was on site	Xcel Energy	N/A	N/A	Approx. 36 hrs.	No
..PRIVILEGED DATA ENDS]													

*Note: Where multiple customers are affected by an outage the "Gas On" time will reflect the time at which the line is energized.

Customer Service Related Operations and Maintenance Expenses

	2016 Actuals	
	NSPM Company Gas Utility	State of MN Jurisdiction
FERC Account 901 & 903	\$ 5,960,939	\$ 5,317,939
Associated Payroll Taxes & Benefits	\$ 428,211	\$ 381,388
Total Customer Service Related O&M Expenses	\$ 6,389,149	\$ 5,699,326

Utility	Work_Resolution	Data	Data												Grand Total
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Electric	INVESTIGATE AND REMEDIATE	Order Count	201	153	205	172	188	206	249	339	268	221	205	192	2,599
		Average Days	3.13	3.85	3.35	3.01	3.26	2.98	3.27	3.29	3.31	4.29	3.20	3.32	3.35
		Min Days	0	1	1	1	0	1	1	1	1	0	1	1	0
		Max of Days	6	42	12	8	19	8	16	9	8	156	7	11	156
		StdDev of Days	1.47	3.96	1.48	1.32	1.88	1.24	1.77	1.30	1.50	10.71	1.40	1.58	3.56
	INVESTIGATE AND REFER	Order Count	21	15	15	7	17	15	23	27	18	20	13	24	215
		Average Days	2.90	3.47	2.87	3.71	3.41	3.13	3.39	3.41	3.89	3.40	3.46	3.17	3.33
		Min Days	2	2	1	2	2	2	2	2	2	1	0	1	0
		Max of Days	6	5	5	5	5	6	6	5	6	6	6	6	6
		StdDev of Days	1.30	1.25	1.46	1.25	1.12	1.36	1.31	1.31	1.45	1.54	1.81	1.63	1.40
	REMEDiate UPON REFERRAL	Order Count									1				1
		Average Days									1.00				1.00
		Min Days									1				1
		Max of Days									1				1
		StdDev of Days													
Electric Order Count			222	168	220	179	205	221	272	367	286	241	218	216	2,815
Electric Average Days			3.11	3.82	3.31	3.04	3.27	2.99	3.28	3.29	3.34	4.21	3.21	3.31	3.35
Electric Min Days			0	1	1	1	0	1	1	1	1	0	0	1	0
Electric Max of Days			6	42	12	8	19	8	16	9	8	156	7	11	156
Electric StdDev of Days			1.45	3.80	1.48	1.32	1.83	1.25	1.73	1.31	1.50	10.27	1.42	1.58	3.44

Gas	INVESTIGATE AND REMEDIATE	Order Count	187	217	297	185	293	230	208	230	256	320	189	158	2,770
		Average Days	2.97	3.06	3.37	2.83	3.12	3.20	2.96	3.37	3.47	3.61	3.47	3.65	3.27
		Min Days	0	0	0	0	0	0	0	0	0	0	0	1	0
		Max of Days	8	7	26	16	7	9	13	10	12	9	10	43	43
		StdDev of Days	1.42	1.42	2.06	1.60	1.37	1.51	1.47	1.61	1.82	1.77	1.73	3.57	1.83
	INVESTIGATE AND REFER	Order Count	76	95	137	68	54	58	34	42	52	55	39	29	739
		Average Days	2.74	2.89	3.16	2.85	3.30	3.02	3.26	3.33	3.54	3.65	3.49	3.66	3.17
		Min Days	1	1	1	2	1	1	2	1	2	2	1	2	1
		Max of Days	7	6	7	6	8	6	6	7	7	7	7	7	8
		StdDev of Days	1.45	1.29	1.55	1.15	1.47	1.30	1.29	1.28	1.57	1.43	1.71	1.52	1.45
	REMEDiate UPON REFERRAL	Order Count	56	81	105	70	45	39	13	11	8	6	12	11	457
		Average Days	1.93	2.10	2.84	6.83	3.22	8.51	4.77	17.55	5.50	4.50	4.00	2.73	4.23
		Min Days	0	0	0	0	0	1	0	1	1	1	1	0	0
		Max of Days	15	8	11	21	10	71	34	147	13	10	12	7	147
		StdDev of Days	2.47	1.73	2.43	5.92	2.72	13.03	8.95	43.06	4.54	3.83	3.16	2.49	8.68
Gas Order Count			319	393	539	323	392	327	255	283	316	381	240	198	3,966
Gas Average Days			2.73	2.82	3.21	3.70	3.16	3.80	3.09	3.92	3.53	3.63	3.50	3.60	3.36
Gas Min Days			0	0	0	0	0	0	0	0	0	0	0	0	0
Gas Max of Days			15	8	26	21	10	71	34	147	13	10	12	43	147
Gas StdDev of Days			1.70	1.51	2.03	3.46	1.59	4.97	2.43	8.70	1.91	1.77	1.82	3.29	3.39
Total E & G Order Count			541	561	759	502	597	548	527	650	602	622	458	414	6,781
Total E & G Average Days			2.89	3.12	3.24	3.47	3.19	3.47	3.19	3.56	3.44	3.85	3.36	3.44	3.36
Total E & G Days Min			0	0	0	0	0	0	0	0	0	0	0	0	0
Total E & G Days Max			15	42	26	21	19	71	34	147	13	156	12	43	156
Total E & G Days Std Dev			1.61	2.47	1.89	2.90	1.68	3.94	2.10	5.82	1.73	6.54	1.65	2.55	3.41

EXCLUSIONS

Meter Access

Utility	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Electric Order Count	6	9	30	33	11	9	10	6	9	29	1	4	157
Electric Average Days	19.33	104.33	70.30	104.55	63.55	72.67	55.00	48.00	56.89	97.10	6.00	52.25	78.65
Gas Order Count	16	31	68	74	67	18	16	10	16	51	18	14	399
Gas Average Days	8.06	8.29	40.97	41.91	57.79	43.89	45.44	42.30	58.75	73.76	25.39	57.00	45.22
Total E & G Order Count	44	141	119	125	43	15	19	8	9	80	89	60	752
Total E & G Average Days	44.43	128.04	51.50	57.82	29.47	69.00	52.11	17.38	58.56	91.49	101.79	43.97	74.92
Environmental													
Electric Order Count	22	40	98	107	78	27	26	16	25	80	19	18	556
Electric Average Days	11.14	29.90	49.95	61.22	58.60	53.48	49.12	44.44	58.08	82.23	24.37	55.94	54.66

CERTIFICATE OF SERVICE

I, Carl Cronin, 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 Nos. G002/M-17-____
MISCELLANEOUS GAS SERVICE LIST

Dated this 1st day of May 2017

/s/

Carl Cronin

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 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
Carl	Cronin	Regulatory.records@xcelenergy.com	Xcel Energy	414 Nicollet Mall FL 7 Minneapolis, MN 554011993	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
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Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
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Michael	Hoppe	il23@mtn.org	Local Union 23, I.B.E.W.	932 Payne Avenue St. Paul, MN 55130	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas
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Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Northern States Power Company dba Xcel Energy-Gas_Xcel Misc Gas