



August 3, 2020

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

—VIA ELECTRONIC FILING—

RE: SECOND QUARTERLY UPDATE - SOUTHEAST WORK CENTER

2019 AND 2018 ANNUAL SERVICE QUALITY REPORTS DOCKET NOS. E002/M-20-406, E002/M-19-261

Dear Mr. Seuffert:

Northern States Power Company, doing business as Xcel Energy (the Company), submits this 2nd quarter 2020 update for the Southeast Work Center as committed to in Docket No. E002/M-19-261 and our April 1, 2020 2019 Annual Service Quality Report, Docket No. E002/M-20-406.

In compliance with Order Point 5d of the Commission's January 28, 2020 Order in Docket No. E002/M-19-261, the Company submitted a filing which provided a report of various issues related to staffing and reliability in the Southeast Work Center. In that report, the Company committed to providing quarterly updates regarding the Southeast Work Center until the Commission meets on the Company's 2019 Annual Service Quality Report. We provided the first quarterly update on May 5, 2020.

We have electronically filed this document with the Commission, and copies have been served on the parties on the attached service list. Please contact Pamela Gibbs at pamela.k.gibbs@xcelenergy.com or (612) 330-2889, or myself at gail.baranko@xcelenergy.com or 612-330-6935 if you have any questions regarding this filing.

Sincerely,

/s/

GAIL A. BARANKO
REGULATORY MANAGER
Enclosure
c: Service List

2020 SOUTHEAST WORK CENTER 2ND QUARTER UPDATE XCEL ENERGY DOCKET NOS. E002/M-19-261 AND E002/M-20-406 AUGUST 3, 2020

I. OVERVIEW

Each year, Northern States Power Company, a Minnesota corporation (the Company), files an Annual Report and Petition on Service Quality Performance and Proposed Reliability Measures (Annual Service Quality Report). In the Company's 2018 Annual Service Quality Report, Docket No. E-002/M-19-261, the Minnesota Public Utilities Commission (Commission) raised several concerns related to the staffing levels and reliability performance within the Company's Southeast Work Center. In its January 28, 2020 Order in the above referenced docket, the Commission required the Company to provide a report of various issues related to staffing and reliability in the Southeast Work Center by February 27, 2020. In that report the Company proposed to provide the Commission quarterly updates on the reliability metrics in the Southeast Work Center, up until the Commission meets on the Company's 2019 Annual Service Quality Report, in order to keep the Commission informed on both our efforts and the outcomes of our work on this important issue.

In this second quarterly update, the Company provides a brief update on staffing levels and current-year and historical reliability data, as well as ongoing improvement plans, in an effort to provide the Commission with a better understanding of our reliability performance trends in the Southeast Work Center. There are a variety of factors and system components that can impact reliability, and we will continue to investigate them for specific areas of remediation.

II. STAFFING AT SOUTHEAST WORK CENTER

In our February 27, 2020 filing, we noted that the Company has engaged in an effort to hire additional field and maintenance personnel in the Southeast Work Center and expected five additional employees to be hired by late spring of 2020. Currently, we have 53 line workers in the Southeast region. Due to COVID-19 there have been delays in the hiring process this past quarter. That said, the Company is now moving forward with the process to recruit several line workers and job offers to two linemen candidates. The Southeast region also is on track to hire additional employees throughout the year.

III. RELIABILITY WITHIN THE SOUTHEAST WORK CENTER

A. SAIDI, SAIFI, and CAIDI Metrics Year to Date

The following tables and charts show the 2020 current year and historical reliability performance by individual quarter and year-to-date.

These reliability statistics are calculated using the Annual Rules ordered method of IEEE 1366 Regional Major Event Day (MED), which means it includes outages occurring at all levels (distribution, substation, and transmission), and:

- Includes all outage cause codes.
- Where applicable, includes credit for partial restoration.
- Bases calculations on the number of customers' billing accounts and meters.
- Bases calculations on normalized data.

The System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI) are incremental indices wherein the year-to-date performance is the summation of the month-end values. The Customer Average Interruption Duration Index (CAIDI) is an average performance index where the year-to-date performance can both rise and fall over the course of the year.

The typical trend line of the year-to-date SAIDI and SAIFI performance follows an "S" shape. The outage impacts in the 1st and 4th quarters of the year are fairly minimal and flat, due to light-to-moderate winter weather, whereas the 2nd and 3rd quarters tend to be steeper due to late-Spring through early-Fall weather activity. Since CAIDI is an average and dependent on the base amount of outages being included, the year-to-date trend line can commonly fluctuate up and down during the 1st and 2nd quarters and then increases slightly with elevated summer activity before flattening out in the last quarter.

Table 1 - YTD Monthly SAIDI, SAIFI, CAIDI

MN SOUTHEAST REGION SYSTEM DATA MN ANNUAL RULES - IEEE 1366 Region Normalized

2020	Cust Ints	Cust Mins	Cust Serv	SAIDI	SAIFI	CAIDI	YTD SAIDI	YTD SAIFI	YTD CAIDI
Jan	3,066	412,479	130,089	3.2	0.02	135	3.2	0.02	135
Feb	1,202	208,970	130,491	1.6	0.01	174	4.8	0.03	146
Mar	6,164	618,512	130,547	4.7	0.05	100	9.5	0.08	119
Apr	7,876	722,308	130,530	5.5	0.06	92	15.0	0.14	107
May	8,663	1,008,607	130,333	7.7	0.07	116	22.8	0.21	110
Jun	14,667	1,602,977	130,429	12.3	0.11	109	35.1	0.32	110
Jul									
Aug									
Sep									
Oct									
Nov									
Dec									
YTD	41,638	4,573,852		35.1	0.32	110			

Table 2 – YTD Quarterly SAIDI, SAIFI, CAIDI Comparison of MN Southeast Region Historical Performance

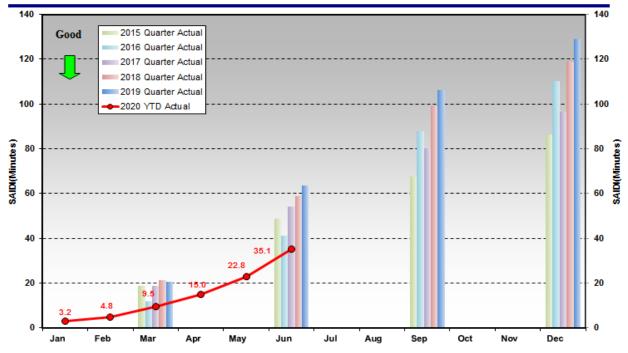
Index		YTD 2020	Delta to 2019	Delta to 3 Yr Avg	Delta to 5 Yr Avg	3 Yr Avg (17-19)	5 Yr Avg (15- 19)	YTD 2019	YTD 2018	YTD 2017	YTD 2016	YTD 2015
SAIDI	1st Quarter	9.5	-11.0	-10.6	-8.7	20.1	18.2	20.5	21.2	18.6	11.9	18.9
	2nd Quarter	35.1	-28.7	-23.9	-18.4	59.0	53.4	63.7	59.0	54.2	41.2	48.9
	3rd Quarter					95.1	88.1	106.1	99.0	80.3	87.8	67.5
	4th Quarter					114.7	108.2	129.1	118.8	96.3	110.2	86.5
SAIFI	1st Quarter	80.0	-0.10	-0.12	-0.10	0.20	0.18	0.18	0.22	0.21	0.07	0.23
	2nd Quarter	0.32	-0.14	-0.15	-0.12	0.47	0.44	0.45	0.50	0.46	0.32	0.46
	3rd Quarter					0.73	0.69	0.75	0.77	0.67	0.63	0.61
	4th Quarter					0.89	0.86	0.93	0.92	0.84	0.85	0.75
CAIDI	1st Quarter	119	4	18	8	100	111	115	97	89	168	83
	2nd Quarter	110	-30	-15	-12	125	122	140	117	117	129	106
	3rd Quarter					130	128	141	129	120	140	110
	4th Quarter					128	126	139	130	115	130	115

Graph 1



SOUTHEAST WORK CENTER SAIDI - YTD

(Annual Rules Normalized - IEEE 1366 All LEvels)

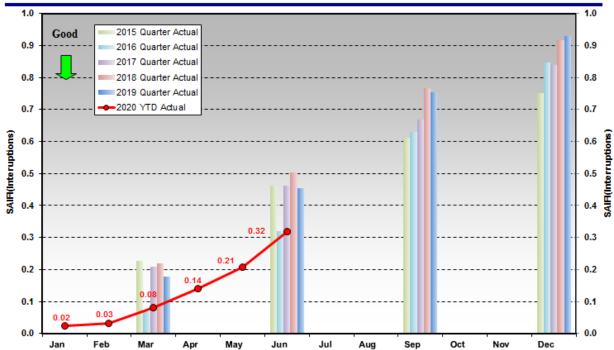


IEEE 1366 Normalized by Region - All Levels, sustained outages only (>5 minutes),

Graph 2



SOUTHEAST WORK CENTER SAIFI - YTD (Annual Rules Normalized - IEEE 1366 All LEvels)



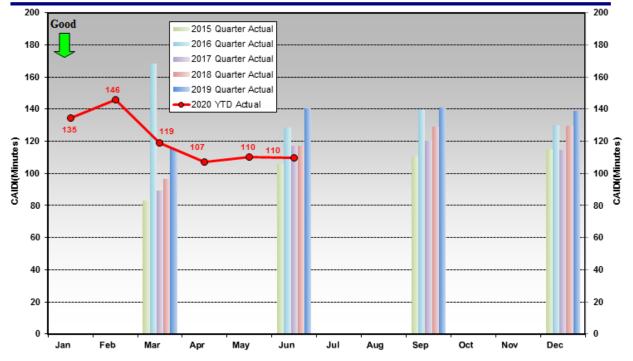
IEEE 1366 Normalized by Region - All Levels, sustained outages only (>5 minutes),

Graph 3



SOUTHEAST WORK CENTER CAIDI - YTD

(Annual Rules Normalized - IEEE 1366 All LEvels)

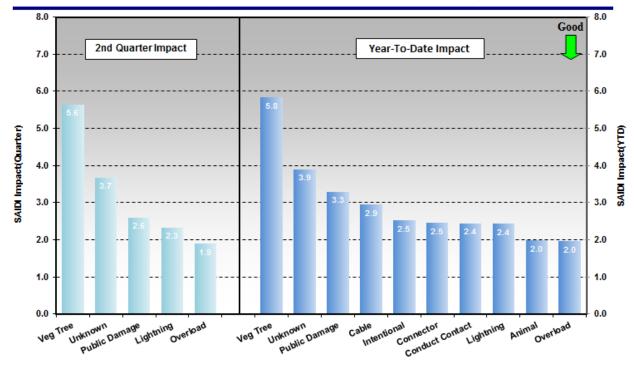


IEEE 1366 Normalized by Region - All Levels, sustained outages only (>5 minutes),

Graph 4



SOUTHEAST WORK CENTER SAIDI - Top Causes (Annual Rules Normalized - IEEE 1366 All LEVels)



IEEE 1366 Normalized by Region - All Levels, sustained outages only (>5 minutes).

B. Major Event Days / Impact Events in the Second Quarter 2020

There were no major event days in the Southeast Work Center during second quarter 2020. The following is a list of some reliability events that occurred in the Southeast Work Center during the second quarter 2020, and the impact they had on SAIDI, SAIFI, and CAIDI.

- Impact Events / Days
 - o Transmission Lines
 - 4/3, Transmission line serving the Slayton/Lake Wilson area, Icing
 - This event was the result of icing conditions on the line during a late spring storm. The line faulted and was out of service for 77 minutes.
 - Indices impacts: SAIDI (0.9)/SAIFI (0.01)/CAIDI (77)
 - 5/21, Transmission line serving the La Crescent area, Public line contact

- This event was the result of a barge with a crane contacting a 69kV transmission line. The line faulted and was out of service for 39 minutes.
- Indices impacts: SAIDI (1.0)/SAIFI (0.03)/CAIDI (39)

o Distribution Lines

- 4/7, Lightning strike in the Hayfield area
 - This event was the result of a lightning strike on a mainline feeder which resulted in the need to replace a crossarm on a pole. It occurred at 6 a.m. and resulted in a 2 hour duration event.
 - Indices impacts: SAIDI (1.0), SAIFI (0.01), CAIDI (125)
- 4/10, Public line contact in the Waseca/Medford area
 - This event was the result of a feed truck making contact with an overhead primary line. Some of the customers were able to be switched back in service in a little over an hour. All customers were restored within 3.25 hours.
 - Indices impacts: SAIDI (0.8), SAIFI (0.01), CAIDI (128)
- 6/1, Overhead equipment overload in the Northfield area
 - This event was in the early evening and was the result of a fuse melting and faulting due to an unknown overload occurrence. Repairs were made and the customers were returned to service in 2.5 hours.
 - Indices impacts: SAIDI (1.4), SAIFI (0.01), CAIDI (261)
- 6/21, Mainline breaker fault in the Faribault area
 - This event was in the early evening and was the result of the mainline breaker faulting for an unknown reason. Patrol of the mainline did not reveal the cause. Breaker was reclosed and customers were restored in under 2 hours.
 - Indices impacts: SAIDI (1.0), SAIFI (0.01), CAIDI (114)

o Moderate Storm Activity

- 5/26, Wind/Lightning-related events
 - Rain and windy conditions in early to late evening resulted in several outages caused by tree limbs contacting wires, pole tops breaking, and lightning strikes. The restoration process occurred through the night and resulted in the overall customer average interruption duration being almost 8.5 hours.

• Indices impacts: SAIDI (2.6), SAIFI (0.01), CAIDI (500)

C. Improvement Plan Updates

In our February 27, 2020 filing, we committed to investigate other areas for improvement and that we would provide updates in the quarterly reports as this investigative work progresses.

As one can see from Graph 4 above entitled Southeast Work Center SAIDI – Top Causes, there have been a high number of events due to "conductor contact." As discussed in the first quarter report, the Pipestone area has had the highest occurrence of galloping in the Southeast Work Center. Long spans can be especially susceptible to this situation. Locations for mitigating galloping are being identified. Plans for work will then be developed with work commencing in late 2020 or 2021.

In our 2018 Annual Service Quality filing and our February 27, 2020 filing, we described the porcelain cutout replacement program. By way of background, a "cutout" is a mounting device for holding a protective fuse which blows when there is a fault on the system. Porcelain cutouts were used for many years. In Minnesota, we have over 100,000 porcelain cutouts and approximately 750 fail each year. In 2011, Xcel Energy migrated away from installing porcelain cutouts and instead started installing polymer cutouts during new construction and replacement work. When porcelain cutouts fail, it can cause or extend the length of an outage. Many porcelain cutouts still exist on the distribution system, and it is difficult to determine cutouts near end of life. In 2019, work began to replace porcelain cutouts with polymer cutouts on three feeders in the Southeast Work Center. The two feeders serving the Mazeppa, Granite Falls, and Clarkfield areas are over 85 percent complete and the feeder serving the Wabasha area is 15 percent complete. Work is still progressing on these three feeders and is expected to be completed by the end of 2020. The porcelain cutout feeder replacement project is expected to continue into 2021 by adding at least one additional feeder for porcelain cutout replacement in the Southeast Work Center. This program appears promising in its ability to reduce and shorten outages, but with the change-out program still in early stages, it is difficult to quantify improvements.

Through our Pole Inspection Program, distribution poles are inspected on a regular cycle to determine if there are any that need to be replaced. As a result of the Pole Inspection Program, there were 450 poles that have been identified for replacement in

the Medford Junction and Dodge Center areas. The replacement of these 450 poles is complete. With the completion of Medford Junction and Dodge Center, pole replacement efforts have moved to the Red Wind and Zumbrota areas. There were 420 poles in the Red Wing area and 150 poles in the Zumbrota area that were identified for replacement in 2020. The replacement of these 570 poles is 60 percent complete.

In addition, sections of underground cable on four separate distribution feeders in the Southeast Work Center have been identified for replacement. At the time of this update, one section of cable has been replaced in the Red Wing area. Construction to replace a section of cable in the Zumbrota area is in progress. Design work is proceeding to replace two additional sections of underground cable in the Red Wing area. Replacement should be complete by the end of 2020.

IV. CONCLUSION

The Company appreciates the opportunity to provide the Commission with this second update regarding improvements in staffing levels and reliability metrics in the Southeast Work Center. We will continue to file quarterly reports until the time the Commission considers our 2019 Annual Service Quality Report.

CERTIFICATE OF SERVICE

- I, Paget Pengelly, hereby certify that I have this day served copies of the foregoing document on the attached list of persons.
 - <u>xx</u> by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States mail at Minneapolis, Minnesota; or
 - <u>xx</u> by electronic filing.

MPUC Docket Nos:E002/M-19-261 E002/M-20-406

Dated this 3rd day of August 2020.

/s/

Paget Pengelly

Paget Pengelly
Regulatory Administrator

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