

Staff and Xcel revised decision options complication. Revisions are noted in red, with the revising party

In the Matter of Xcel Energy's annual report on safety, reliability, and service quality for 2019; and petition for approval of electric reliability standards for 2020;

In the Matter of Otter Tail Power Company's 2019 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI, and CAIDI Reliability Standards for 2020;

In the Matter of Minnesota Power's 2020 Safety, Reliability and Service Quality Standards Report.

Docket No E002/M-20-406; Docket No. E017/M-20-401; Docket No. E015/M-20-404

Revised Decision Options (Combined from Volumes 1 – 3)

1. Accept Xcel Energy's, Otter Tail Power's, and Minnesota Power's annual Safety, Service Quality, and Reliability reports for 2019. *(Department, OTP, MP, Xcel)*

Volume 1 (Reliability)

2. Require the utilities to make a compliance filing, within 30 days of the order, with data as follows: *(Staff)*
 - a. Xcel Energy: causes of sustained customer outages, by service center for 2019, as a spreadsheet, (.xlsx).
 - b. Minnesota Power:
 - i. interruptions to the bulk power system for 2019
 - ii. causes of sustained customer outages, by service center for 2019, as a spreadsheet, (.xlsx);
 - iii. The highest number of interruptions experienced by any one customer (or feeder, if customer level is not available).
 - iv. The longest experienced interruption by any one customer (or feeder, if customer level is not available).
3. Require Xcel Energy to continue quarterly status reports on efforts to improve reliability in the Southeast Work Center. *(Staff)*
 - 3a. Require Xcel Energy to continue quarterly status reports on efforts to improve reliability in the Southeast Work Center through fourth quarter 2021. In the course of considering the Company's 2020 Electric Annual Service Quality Report (which will likely take place in late 2021), the Commission may determine that these quarterly reports should continue for an additional period of time. (Xcel, revised)

4. Grant a variance to MN Rule 7826.0500 Subpart 1.G. for Minnesota Power, Otter Tail Power, and Xcel Energy. Require utilities to file a summary table that includes the information contained in the reports, similar to Attachment G in Xcel’s filing.
5. Require utilities to provide the reliability (SAIDI, SAIFI, CAIDI, MAIFI, normalized/non-normalized) for feeders with grid modernization investments such as Advanced Metering Infrastructure (AMI) or Fault Location Isolation and Service Restoration (FLISR), to the historic 5-year average reliability for the same feeders before grid modernization investments.

5a. Beginning with the 2021 SQSR reports (Due April 1, 2022), require utilities to move to a full benchmarking approach to setting reliability standards. In advance of the transition, delegate authority to the Executive Secretary to continue conversations with utilities and other interested parties on the following topics:

- a. Definition of “work centers”
- b. Benchmarking for individual work centers
- c. Any other considerations for the transition to benchmarking (New Staff Option)

Minnesota Power

6. Set Minnesota Power’s 2020 Reliability Standard at the IEEE benchmarking 2nd Quartile for medium utilities. Require a supplemental filing to Minnesota Power’s 2020 SQSR report 30 days after IEEE publishes the 2020 benchmarking results, with an explanation for any standards the utility did not meet. *(Staff)*
7. Set Minnesota Power’s Reliability Standards for 2020 at the levels described below. *(MP)*

	SAIDI	SAIFI	CAIDI
IEEE Benchmarking Average	124.8	1.12	109.80

8. Set Minnesota Power’s Reliability Standards for 2020 at the 2016 levels. *(Department)*

	SAIDI	SAIFI	CAIDI
2016 Standard	98.19	1.02	96.26

Otter Tail Power

9. Set Otter Tail Power’s 2020 statewide Reliability Standard at the IEEE benchmarking 2nd Quartile for medium utilities. Require a supplemental filing to Otter Tail Power’s 2020 SQSR report 30 days after IEEE publishes the 2020 benchmarking results, with an explanation for any statewide standards the utility did not meet. *(Staff, revised)*

10. Set Otter Tail Power’s Reliability Standards for 2020 at the following levels. (OTP)

	SAIDI	SAIFI	CAIDI
All MN Customers	94.00	1.00	94.00

11. Set Otter Tail Power’s Reliability Standards for 2020 at the following levels. (Department)

Work Center	SAIDI	SAIFI	CAIDI
Bemidji	70.64	1.26	56.06
Crookston	69.33	1.19	58.26
Fergus Falls	55.97	1.11	60.33
Milbank	75.49	1.82	41.48
Morris	55.78	1.01	55.23
Wahpeton	57.24	1.13	50.65

Xcel Energy

12. Set Xcel Energy’s 2020 statewide Reliability Standard at the IEEE benchmarking 2nd Quartile for large utilities. Require a supplemental filing to **Minnesota Power’s Xcel Energy’s** 2020 SQSR report 30 days after IEEE publishes the 2020 benchmarking results, with an explanation for any statewide standards the utility did not meet. (Staff, Xcel corrections)

13. Set Xcel Energy’s Reliability Standards for 2020 at the following levels. (Xcel)

	SAIDI	SAIFI	CAIDI
Statewide	109	0.99	111

14. Set Xcel Energy’s Reliability Standards for 2020 at the following levels. (Department)

Work Center	SAIDI	SAIFI	CAIDI
Metro East	89.78	0.84	103.94
Metro West	79.37	0.79	100.37
Northwest	85.86	0.75	113.01
Southeast	94.82	0.76	122.04

14a. Set Xcel’s Reliability Standards for 2020 at the following levels (Xcel Revised)

Work Center	SAIDI	SAIFI	CAIDI
Metro East	89.95	0.84	106.91
Metro West	79.37	0.79	100.55
Northwest	87.11	0.75	115.72
Southeast	94.82	0.76	122.04

Volume 2 (Service Quality)

15. Require Xcel Energy further clarify call center data in their 2020 SQSR Reports. Specifically, discuss the Company's efforts to improve the reliability of its Customer Resource System¹ (*DOC*) and explain why IVR is included in reporting for calls answered within 20 sec threshold. (*Staff*)
16. Direct utilities to report the following in their service quality reports due April 1, 2021:
 - a. Yearly total number of website visits;
 - b. Yearly total number of emails received;
 - c. Categorization of email subject, including categories for emails related to assistance programs and disconnections as part of reporting under rule 7826.1700. (*Staff*)
- 16a. Direct utilities to report the following in their service quality reports due April 1, 2021:
 - a. Yearly total number of website visits;
 - b. Yearly total number of logins via electronic customer communication platforms;
 - c. Yearly total number of emails or other customer service electronic communications received;
 - d. Categorization of email subject, and electronic customer service communications by subject, including categories for emails communications related to assistance programs and disconnections as part of reporting under rule 7826.1700. (*Staff revision to decision option 16*)
17. Require a compliance filing within 30 days from the date of the Order from each utility in which engagement plans related to Emergency Medical Account status are explained. (*Staff*)
- 17a. Require a compliance filing within 30 days from the date of the Order from each utility in which engagement plans related to Emergency Medical Account status are explained. Further, require OTP and Xcel with this compliance filing to provide a more detailed description of the resolution to the reporting problems attributed to their updated Customer Information System/SAP work management system as it pertains to their Service Extension request response times. (*Staff Revision to decision option 17*)
18. Direct utilities, after consultation with Department and Commission staff, to file revised categories for reporting complaint data. Delegate authority to the executive secretary to approve additional report categories, with the goals of having them in place by the April 1, 2021 report filing. (*Staff*)
19. Delegate authority to the Executive Secretary to approve Xcel's, MP's, and OTP's public facing summaries. As part of this approval, Staff may communicate with utilities and stakeholders to refine the language and content in the summaries. (*Staff*)

¹ Department's Response Comments to Xcel Energy p5 (October 6, 2020).

19a. Delegate authority to the Executive Secretary to approve Xcel's, MP's, and OTP's public facing summaries. The executive secretary may work with the utilities to refine the language and content in the summaries as needed. (Staff Revision of 19)

Volume 3 (Locational and Equity)

20. Xcel shall file the information listed in the revised Attachment A with its Safety, Service Quality, and Reliability report due April 1, 2021. *(Staff)*

21. Delegate authority to the executive secretary to convene one or more technical workshops to further develop the record, and to issue notices as appropriate. *(Staff, Department, Xcel)*

21a. Direct Xcel Energy to file with their April 1, 2021 report filing maps similar to those that were filed with the Company's August 17, 2020 Comments (i.e., maps depicting reliability metrics mapped on top of median income) and the data points used to create the maps in a downloadable .csv file or other similar format. The data points should include

(i) the reliability reporting region where the ZIP Code is located;

(ii) the city or area of the ZIP Code;

(iii) the number of Xcel Energy customers within the ZIP code;

(iv) SAIDI, SAIFI, and CEMI, including Major Event Days for each ZIP code;

(v) the Number of outages, total customer outages, and total customer minutes out by ZIP code for the following situations:

- all levels, all causes included;
- bulk power supply – all causes, distribution, substation, transmission substation, and transmission line levels;
- all levels, no "planned" cause, includes bulk power supply;
- all levels, "planned" cause only, includes bulk power supply.

Delegate authority to the executive secretary to convene one or more technical workshops to further develop the record, and to issue notices as appropriate. *(Xcel, revised 21)*

22. Adopt Fresh Energy's recommendations as outlined in Attachment B *(Fresh Energy)*

23. Take some other action